Code of Good Practice for Provision of Ground Handling Services to Disabled Persons and Persons with Reduced Mobility at Warsaw Chopin Airport
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1. **Introduction**


1.2. Chopin Airport applies the provisions of the above regulations in its day-to-day operation, in particular with regard to responsibilities referred to in EC Regulation No 1107/2006, art. 5, 7-9, 11 and 15.

1.3. The purpose of the Code of Good Practice for Provision of Ground Handling Services to Disabled Persons and Persons With Reduced Mobility is to set out the standard and scope of provision of professional service to disabled persons at Warsaw Chopin Airport in accordance with local, domestic and EU law, as well its efficient implementation.

1.4. The Regulation defines a "disabled person" or a "person with reduced mobility" as any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary, intellectual disability or impairment, or age), and who when using air transport requires appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

1.5. Disabled persons and persons with reduced mobility have the same right as other people to move and choose freely when using air transport. They should not be discriminated at any stage of air travel. They should not be denied the possibility to travel by air due to their disability, except for justified safety reasons established by law, and should not be charged extra for assistance provided.

1.6. The Operator will make every effort to make sure that all passengers feel treated equally at Warsaw Chopin Airport.

1.7. Operational codes defining the type of assistance for disabled persons and persons with reduced mobility, as per ECAC Doc 30, are described in item 10 of this Code.
2. **General rules**

2.1. The code offers information for disabled persons and persons with reduced mobility on how to take full advantage of assistance at Chopin Airport provided while travelling by air.

2.2. Warsaw Chopin Airport introduced facilities for disabled persons and persons with reduced mobility. All such persons can take advantage of free assistance provided by qualified personnel at Chopin Airport both before departure and upon arrival.

2.3. Assistance to disabled persons or persons with reduced mobility should be provided in a coordinated and non-discriminative way, taking into account the type of disability.

2.4. All departing passengers using the service should reach the aircraft in time allowing for priority boarding, unless the crew/airline decides otherwise.

2.5. The Chopin Airport Operator will make every effort to ensure that all disabled passengers and passengers with reduced mobility are satisfied with the dedicated service.

2.6. The Chopin Airport Operator allows for the use of wheelchairs and other specialist aids for disabled persons in the Terminal. Electric wheelchairs should be checked at the check-in.

2.7. The Chopin Airport Operator allows disabled persons and persons with reduced mobility to use recognised assistance dogs at terminal facilities.

3. **Service standard**

3.1. In accordance with Regulation EC 1107/2006 a passenger/disabled person or person with reduced mobility is requested to notify the carrier\(^1\) or tour operator\(^2\) when pre-booking or buying a ticket, but no later than 48 hours before the planned departure.

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\(^1\) **Air carrier** – means an air transport undertaking with a valid operating license – Regulation EC No 1107/2006.

\(^2\) **Tour operator** – means, with the exception of an air carrier, an organizer or retailer within the meaning of Article 2(2) and (3) of Directive 90/314/EEC (http://www.uic.gov.pl/pl/prawo/22-sp-180/27-akty-prawne)
This will enable relevant Chopin Airport services to provide assistance in time convenient for the passenger.

3.2. If no notification is given, Chopin Airport, from where the passenger starts his or her journey, will make all reasonable efforts to provide the necessary assistance, although it might take longer.

3.3. Warsaw Chopin Airport guarantees that service provided to disabled passengers and passengers with reduced mobility is professional and efficient in accordance with ECAC Document 30, (part I).

a) For pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:
   - 80% of passengers should wait no longer than 10 minutes for assistance,
   - 90% of passengers should wait no longer than 20 minutes,
   - 100% of passengers should wait no longer than 30 minutes.

b) For non pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:
   - 80% of passengers should wait no longer than 25 minutes for assistance,
   - 90% of passengers should wait no longer than 35 minutes,
   - 100% of passengers should wait no longer than 45 minutes.

c) For pre-booked arriving passengers, assistance should be available at the exit from the aircraft:
   - 80% of passengers within 5 minutes from the moment the plane stops at the parking stand,
   - 90% of passengers within 10 minutes,
   - 100% of passengers within 20 minutes.

d) For non pre-booked arriving passengers, assistance should be available at the exit from the aircraft:
   - 80% of passengers within 25 minutes from the moment the plane stops at the parking stand,
   - 90% of passengers within 35 minutes,
   - 100% of passengers within 45 minutes.
3.4. All passengers using free assistance are required to follow the instructions of the staff providing assistance.\textsuperscript{3}

3.5. The Subcontractor’s\textsuperscript{4}) or Airport operator’s\textsuperscript{5}) staff providing assistance to disabled passengers and passengers with reduced mobility takes part in periodical specialist training.

3.6. All Operator’s employees and the Subcontractor’s personnel having contact with passengers undergo mandatory specialist training in providing service to disabled persons and persons with reduced mobility.


3.8. Provision of assistance to disabled passengers and passengers with reduced mobility at Chopin Airport is audited on a regular basis, as stipulated in Regulation EC No 1107/2006 of 5 July 2006.

4. **Scope of service provision**

4.1. The scope of assistance available at Chopin Airport is specified below and includes the provisions of Annex 1 to Regulation EC no 1107/2006:

- receiving the request for assistance in advance at booking/purchase of a ticket;
- help and assistance from the personnel starting from arrival at one of the designated points – special pylons, Chopin Airport information desks;

\textsuperscript{3} Chopin Airport’s staff and/or staff providing assistance on behalf of the operator.

\textsuperscript{4} Subcontractor – a body contracted by the Airport Operator.

\textsuperscript{5} Airport operator means a body which notably has as its objective under national legislation the administration and management of airport infrastructures, and the coordination and control of the activities of the various operators present in an airport or airport system – Regulation EC No 1107/2006.
• help and assistance during passenger and baggage check-in, document check, customs clearance and security screening before departure;
• help and assistance on the way to the relevant gate;
• help and assistance with entering the aircraft and exiting the aircraft upon arrival, using appropriate specialist equipment;
• help and assistance on the way from the aircraft to the baggage reclaim hall and at document check and customs clearance, up to the point at Chopin Airport indicated by the passenger (information desk, TAXI ramp, car park, hotel, train station, bus terminal);
• help with transfer to another flight and formalities (document check, security screening, customs clearance), if required, in case of connecting flights (transit or transfer);
• enabling the passenger access to Chopin Airport infrastructure, depending on available time (at the passenger’s request). The assisting personnel determine whether there is enough time;
• enabling the passenger to use the wheelchair without assistance (at the passenger’s request);
• help and care addressing ad hoc needs of disabled persons and persons with reduced mobility in the event of flight delay or cancellation.

4.2. The Operator provides free of charge assistance to disabled persons and persons with reduced mobility during Chopin Airport working hours – round the clock.

4.3. Assistance to a departing passenger begins at one of reporting points – an information pylon or an information desk in the Terminal and ends when the passenger is seated on the aircraft. An arriving passenger receives assistance from the aircraft to the indicated point at Chopin Airport.

5. **Information about the service**

5.1. Information about Chopin Airport services and facilities for passengers requiring assistance are available directly at the airport information points and transfer desks, as well as on the airport’s website: [http://www.lotnisko-chopina.pl/pl/prawa-pasazera.html](http://www.lotnisko-chopina.pl/pl/prawa-pasazera.html)

5.2. The Operator prepared an information leaflet about assistance and facilitations for disabled persons and persons with reduced mobility. The leaflet is available at airport information points and at travel agencies offices.
5.3. All necessary information regarding the rights of disabled passengers can also be found in the form of a guide available on Civil Aviation Authority's website at: http://www.ulc.gov.pl/pl/prawa-pasazera/przewodnik-dla-pasazerow-niepelnosprawnych

6. At Chopin Airport – announcing arrival

6.1. A vehicle transporting a passenger requiring assistance can drive up to the departures level via the lane closest to the Terminal and stop at a designated and marked parking space in front of AB or CDE zones. A vehicle picking up a passenger requiring assistance can stop at the arrivals level on the lane closest to the multi-level car park, on a designated and marked space.

6.2. Marked\(^6\) disabled parking spaces are also available at the P1 car park, near the exits in the direction of the Terminal, next to the lifts.

6.3. The car park personnel is trained in identifying vehicles with a disabled parking permit and is aware of their requirements. If needed, the car park office can be contacted via intercoms installed at car park entry and exit gates.

6.4. Bus stops are located close to Terminal entries (both on the departures and arrivals level) and are wheelchair accessible. At the departures level, next to the bust stop, there is a pylon through which passengers can request assistance.

6.5. The underground train station is linked with the Terminal through connected corridors. To get to the arrivals or departures hall from the station one can use one of the three elevators located at the end of the corridor leading from the station to the Terminal. Pylon no 5 is located at mid-point between the station and the Terminal.

6.6. In order to facilitate movement for the visually impaired, the corridors between the train station and the Terminal have been equipped in special tactile paving increasing orientation.

\(^6\) Marked parking spaces mean horizontal marking on designated spaces and blue lights above the spaces.
6.7. Points where passenger can announce their arrival and request assistance – pylons 1-5 are located:
- on the departures level next to the bus stop in CDE zone – no. 2;
- on the departures level in AB and CDE zones in front of Terminal entrances – nos. 1 and 4;
- on the arrivals level next to the exit from outside elevators between zones CDE and AB – no. 3;
- in the underground corridor between the train station and the Terminal – no. 5.

The location and photos of the pylons can be found at: www.lotnisko-chopina.pl

6.8. Once at Chopin Airport, disabled passengers and passengers with reduced mobility should:

a) report their arrival through an intercom at one of the pylons in front of the Terminal;
b) or report to one of the airport information points in the Terminal, on the departures or arrivals level;

c) or go directly to a relevant check-in counter;

d) arriving passengers can notify staff after getting off the plane.
6.9. Information about the arrival of a passenger requiring assistance is passed on to the section responsible for assisting PRM passengers and a qualified employee is appointed to provide the service.

6.10. After receiving the request, dedicated staff should get to the passenger within the time required by quality standards referred to in item 3.3.

7. **A friendly Terminal – Facilitations for Disabled Persons and Persons with Reduced Mobility**

7.1. There are a number of facilities for passengers with disabilities and reduced mobility throughout Chopin Airport, marked with the following signs:

a) Selected check-in desks (201, 230, 231, 250, 251 and 280), information points and transfer information desks and document check boots are equipped with induction loops marked:
b) there are dedicated areas for disabled persons in the baggage reclaim hall:

![Image of a priority area for disabled passengers]


c) toilets for disabled persons, both in the public and restricted areas, are marked with the following signs:

![Image of a disability toilet sign]

d) all lifts at Terminal A are disabled-friendly and well-marked, have signs in Braille and use voice announcements;

e) dedicated paths leading to security checkpoints for disabled persons and persons with reduced mobility are available behind the boarding pass control points. Disabled persons and persons with reduced mobility departing from the airport are subject to the same security control procedures as other passengers, but the manner of conducting the screening is appropriate to special requirements depending on type of disability;
f) marked special seating for disabled persons and persons with reduced mobility is available throughout the Terminal;
g) special tactile tiles, increasing orientation for the visually impaired, were used on the floor between the train station and the Terminal, on the arrivals level and the train station level.

8. **Complaints and requests**

Any complaints and remarks regarding assistance for disabled and reduced mobility passengers should be submitted to the Public Relations Bureau, ‘Polish Airports, Żwirki i Wigury 1, 00-906 Warsaw, or emailed to: reklamacje@polish-airports.com

8.1. All necessary details are also available at:
http://www.lotnisko-chopina.pl/pl.prawa-pasazera.html

9. **Contact details**

The Operator of Chopin Airport publishes contact details and phone numbers of airlines operating to/from Chopin Airport on the airport’s website: www.lotnisko-chopina.pl
10. **Attachment – assistance codes**

Codes describing the type of assistance for disabled passengers and passengers with reduced mobility according to IATA:

A. **WCHR** – passenger who can walk up and down stairs and move about in an aircraft cabin, but requires a wheelchair or other means for movement on longer distances;

B. **WCHS** – passenger who cannot walk up or down the stairs and requires a wheelchair to move between the aircraft and the terminal, but who can move about in an aircraft cabin;

C. **WCHP** – passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair;

D. **WCHC** – passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft. This also applies to arriving passengers;

E. **BLND** – passenger who is blind or visually impaired;

F. **DEAF** – passenger who is deaf or has hearing impairment or a passenger who is deaf without speech;

G. **DEAF/BLND** – Blind and deaf passenger who can only move about with the help of an accompanying person;

H. **DPNA** – passenger with an intellectual or developmental disability, requiring assistance. The category includes passengers with learning disabilities, suffering from dementia, Alzheimer’s or Down syndrome, travelling alone and requiring assistance from ground handling personnel.