



## **QUALITY CHARTER OF HAMBURG AIRPORT**

### **QUALITY STANDARDS**

**European Regulation 1107 / 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.**

**October 2008**

## **I. Generals**

### **I.1 Introduction**

Referring to the EUR 1107 /2006 art. 9.1 and ECAC doc no.30 – Part I – section 5, annex J 'Code of Good conduct in ground Handling for Persons with Reduced Mobility' stipulates that every European airport has to set quality standards for the PRM assistance.

These standards will be set by the managing body of Hamburg Airport (HAM) in cooperation with airport users and organisations representing disabled passengers and passengers with reduced mobility and will be published on the website of the airport ([www.ham.airport.de](http://www.ham.airport.de)).

### **I.2 Mission of HAM – Purpose of the Quality Standards**

HAM recognizes that every passenger with reduced mobility (PRM) has to be considered as a unique individual with varying individual needs and preferences. HAM is engaging itself to provide the PRM with a tailor made service in a respectful and dignified way, without discrimination and with an eye for maximum independency. This service provided will be in accordance with EUR 1107/2006, ECAC Doc 30, Part I, Section 5 and its corresponding annexes (E/F/J/K/L/N).

### **I.3 Validity of the Quality Standards**

This quality charter is valid from the 26. of July 2008 and based on the Regulation 1107. Due to specific circumstances, additional review(s) of these quality standards could be needed. If necessary remedial actions will be taken by the airport.

### **I.4 Status of the Quality Charter**

HAM has the obligation to meet the quality standards as defined in this document.

### **I.5 Definition of a PRM**

A 'disabled person' or 'person with reduced mobility' means 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 any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

## **II. Quality and performance standards**

### **II.1 Classification of the PRM passenger**

Defining of the tailor made service of the PRM passenger is based on the IATA airline codes.

WCHR	Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
WCHS	Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
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 or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.
DEAF	Passenger who is deaf or a passenger who is deaf without speech.
BLIND	Blind.
DEAF/BLIND	Blind and deaf passenger, who can move about only with the help of an accompanying person.
MAAS	Meet and assist All other passengers in need of special help.

Doc 30 contains another category, which is not yet internationally recognised:

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.
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### **II.2. Designated points of arrival and departure**

HAM Airport provides designated points of arrival and departure at the following places at the airport: .

- Level of departure : opposite of the handicapped parking at the terminal site before Terminal 1 and Terminal 2
- Level of arrival : Busstation in front of the Plaza

At the entrance of the parkhouses a telephone number of the PRM service provider of the airport will be provided, in case assistance starting from the parking lot on, would be necessary.

The stands of these designated points of departure / arrival has been defined in cooperation with the airport users and the representatives of organizations of the disabled.

### **II.3 Description of the service**

To provide the PRM passenger with a quality, tailor made and seamless service, HAM airport offers:

- Assistance from the designated points on arrival and departure (landside) till the check-in counter
- Assistance at check-in and screening procedures
- Assistance in the terminal till the departure gate
- Assistance for boarding and disembarking (till and from the aircraft seat if necessary)
- Assistance at the luggage belt and assistance with customs of immigration procedures
- Assistance if needed when using the toilet facilities
- Assisting the PRM till every point of onward travel
- Providing a non-assisting wheelchair service if wanted

In case the PRM passenger will travel in his own wheelchair, HAM will provide the PRM with as much comfort as possible by letting the PRM using his own wheelchair as long as possible (in case of departure till moment of pre-boarding, at arrivals by presenting the own wheel-chair at the door of the aircraft).

### **II.4 Notification procedure**

Referring to EUR 1107 it is in the best interest of all involved parties to notify the assistance. The PRM the notification should make at least 48 hours before the departure time of the flight, because it gives the PRM provider the opportunity to provide the PRM with a prompt tailor made service, using PRM equipment in relation to the specific needs of the PRM passenger .

To provide the PRM with such a service, the PRM should present himself at the check-in desk 1 hour before the published departure time of the flight. When no notification has been made, the PRM assistance is considered as "last minute". Whereby the PRM does not notify the airline 48 hours in advance of assistance needed or when no notification is received by the airport 36 hours in advance of departure time of the flight, HAM Airport will make all reason-nable efforts to provide the PRM passenger with a quality service in relation to his specific needs.

The notification should be made always at the time of booking the ticket, but it is also preferable that the PRM passenger addresses the notification directly to the PRM service provider of HAM Airport (Deutsches Rotes Kreuz) via telephone or fax.

The notification should contain the following minimum information :

- Name of the passenger
- Date of departure and flight number
- Telephone number / e-mail address of the PRM
- Corresponding IATA code if known by the PRM passenger.

## **II.5 Performance times**

HAM Airport will facilitate the PRM assistance in accordance to the level of service outlined in ECAC Doc 30 – Annex J – Code of Good conduct.

### **Pre-booked departing PRM passengers (notification made 48 hours in advance)**

Upon arrival at the airport, once they have made themselves known:

- 80% of the PRMs should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

### **Non pre-booked departing PRM passengers**

Upon arrival at the airport, once they have made themselves known:

- 80% of PRMs should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.

### **Pre-booked arriving PRM passengers**

Assistance should be available at the gate / aircraft side for:

- 80% of PRMs within 5 minutes of “on chocks”
- 90% within 10 minutes
- 100% within 20 minutes.

### **Non pre-booked arriving PRM passengers**

Assistance should be available at the gate/ aircraft side for:

- 80% of PRMs within 25 minutes of “on chocks”
- 90% within 35 minutes
- 100% within 45 minutes.

The term “on chocks” relates to the point at which the aircraft is deemed to have arrived at its final parking position.

## **II.6 Equipment**

HAM Airport engages itself that all equipment for PRM assistance will be compliant with the recommendations of ECAC Doc 30 – Annex K. For the moment the airport plans to purchase new PRM equipment fully compliant with above mentioned recommendations within reasonable time.

To come up to these standards, the DRK has purchase a lifting device in 2008. In the transition period, the PRM staff of HAM Airport will continue to assist the PRM passenger (WCH C/S/P) in case of boarding and disembarking on a non-jetty connected flight by manual lifting.

HAM Airport will temporary replace damaged or lost mobility equipment when required (see annex 1 of EUR 1107/2006).

The putting in place of the new equipment will be an important issue when reviewing the Quality Charter in January 2009.

## **II.7 Training of PRM staff and airport staff in direct contact with the traveling public.**

In accordance with EUR 1107/2006 and ECAC Doc 30 – annex K, the PRM service is provided by well trained PRM staff of the DRK. HAM Airport is providing staff working at the airport in direct contact with the travelling public with an appropriate training programme. Within the training sessions of these staff members special attention will be paid to disability awareness and disability equality. These topics are trained in cooperation with representatives of organizations for the disabled.

In case the attendants end the training programme with success, a training certificate will be provided by the training organization. The training certificate will be filed in the personal staff file of each staff member .

Concerning refresher training, HAM Airport plans this training once per 2 years for all staff staff in direct contact with the traveling public.

DRK has the obligation to provide their dedicated staff with refresher training once a year.

## **II.8 Relevant information to the PRM**

HAM Airport will provide the PRM passenger with relevant information in adapted formats via a leaflet and the website of the airport. The information will be communicated in 2 languages being German and English.

### Relevant information

- Designated points of departure / arrival ( call points )
- How to make a notification
- Description of the PRM service for departure and for arrival

- Complaints handling, successes, suggestions and recommendations about the PRM service

## **II.9 Complaints, successes, suggestions and recommendations – specific issue on the website and leaflet of the airport.**

All complaints, successes, suggestions etc. should be addressed to HAM Airport in writing via the satisfaction form (part of the leaflet and on the website), by post, e-mail or the airport website

A thorough investigation will be following within the next 10 working days. The complaint should be fully responded to within 28 working days.

## **II. 10 Quality Service Monitoring**

### **▪ Tools used by HAM Airport**

The following tools will be used by HAM Airport to perform quality service monitoring:

- ✓ Survey of the PRM passenger to audit the perception of the PRM service by the target group (Passagierbefragung kümmert sich MQ)  
Frequency: 2 x per year
- ✓ External audit
  - The PRM service
  - The PRM organization
  - Training and the use of PRM equipment
  - Performance of the service
  - Standards defined within the Quality CharterFrequency: to be defined in cooperation with HAM airport.

The outcome of the above mentioned actions will be of great importance when reviewing the Quality Charter.

### **▪ Targets set - satisfaction rates to achieve**

#### **Service related satisfaction rates**

- *Professionalism of the staff*:  
PRM staff of HAM Airport shall render a quality of service to such an extent that 90 % of the PRMs must evaluate this as excellent or good (requests for assistance that are not notified in a correct way are excluded).
- *Kindness of the staff*:

PRM staff of HAM Airport shall render a quality of service to such an extent that 90 % of the PRMs must evaluate this as excellent or good.

- *Quality of equipment/devices:*  
HAM Airport shall supply high quality equipment to such an extent that 90 % of the PRMs must evaluate this as excellent or good.
- Punctuality concerning agreements between passengers and the PRM assistance service  
Target : 90 % of the PRMs must evaluate this as excellent or good
- *Quality of the assistance in its entirety :*  
90% of the PRMs must evaluate this as excellent or good.