

Code of Good Conduct in Ground Handling for Disabled Persons and Persons with Reduced Mobility when travelling by air at Kraków Airport

The purpose of the following Code of Good Conduct for Ground Handling for Disabled Persons and Persons with Reduced Mobility travelling by air is to set out standards of service and scope of special assistance that is to be provided and granted at Kraków Airport, in accordance with the Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006.

1. General principles and information

- 1.1 According to the Regulation (EC) No 1107/2006 of the European Parliament and of the Council (Article 9, Paragraph 1) and the European Civil Aviation Conference (ECAC) Document 30 (Part I, Section 5) along with Annex 5-C, i.e. Code of Good Conduct in Ground Handling for Disabled Persons and Persons with Reduced Mobility, every airport in Europe is obliged to implement quality standards for providing ground handling services to disabled persons.
- 1.2 The above standards have been implemented by the Kraków Airport Operator with the participation of all airport users, organisations and disabled persons. They are published on the following website: www.krakowairport.pl, tab: Passenger – Travel – Special needs.
- 1.3 "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. The codes specifying the type of assistance for disabled persons and persons with reduced mobility that is required are set out in section 6 of the following Code.
- 1.4 Disabled persons and persons with reduced mobility have the same right as all other citizens to free movement, freedom of choice and non-discrimination. The persons should have access to transport and should not be denied the right on the grounds of their disability or lack of mobility, unless justified by safety reasons and as prescribed by applicable law.
- 1.5 In order to give disabled persons and persons with reduced mobility opportunities for air travel comparable to those of other citizens, the Kraków Airport Operator employs qualified personnel and high-quality specialist equipment providing assistance/handling

services to disabled persons and persons with reduced mobility, in accordance with the handling standards set out in 2.2. The services are provided free of charge and can be subcontracted.

- 1.6 The regulations set out in the Code of Good Conduct apply to all users of Kraków Airport, and in particular to the airport operator organisational units, handling agents, carriers, state services, tour operators, architects, designers as well as retail and service entities.
- 1.7 The Kraków Airport Users declare their willingness to cooperate with each other in order to regularly review and improve how assistance is provided to disabled persons and persons with reduced mobility.

2. Quality standards for assistance

- 2.1 A disabled person or a person with reduced mobility should submit a notification of the need for assistance to a carrier or tour organiser when booking a plane ticket at least 48 hours before the published departure time for the flight. A notification can also be submitted via a form that is available on the Kraków Airport website, www.krakowairport.pl, tab: Passenger – Travel – Special needs. It will allow the appropriate services of the Kraków Airport Operator to guarantee assistance at a time chosen by the passenger. In case the passenger does not submit a notification, the Kraków Airport Operator will do everything in his power to provide the required assistance, however the waiting time may be longer.
- 2.2 The standards and target quality of services is agreed upon by the Kraków Airport Operator, service provider and remaining users of the airport. The minimum quality standards for ground handling of disabled persons and persons with reduced mobility are the following:
 - a) Departing passengers who booked assistance in advance, upon arriving at the airport and notifying the appropriate services at the front desk:
 - 80% of customers should not wait for assistance longer than 10 minutes
 - 90% of customers should not wait for assistance longer than 20 minutes
 - 100% of customers should not wait for assistance longer than 30 minutes
 - b) Departing passengers who did not book assistance in advance, upon arriving at the airport and notifying the appropriate services at the front desk:
 - 80% of customers should not wait for assistance longer than 25 minutes
 - 90% of customers should not wait for assistance longer than 35 minutes
 - 100% of customers should not wait for assistance longer than 45 minutes
 - c) Arriving passengers who booked assistance in advance; assistance should be available upon leaving an aircraft:
 - 80% of customers should not wait for assistance longer than 5 minutes of “on chocks”
 - 90% of customers should not wait for assistance longer than 10 minutes

- 100% of customers should not wait for assistance longer than 20 minutes
- d) Arriving passengers who did not book assistance in advance; assistance should be available upon leaving an aircraft:
- 80% of customers should not wait for assistance longer than 25 minutes of "on chocks"
 - 90% of customers should not wait for assistance longer than 35 minutes
 - 100% of customers should not wait for assistance longer than 45 minutes

2.3 All passengers using assistance should follow instructions of the assisting personnel.

3. Trainings

3.1 The personnel of Krakow Airport Managing Entity and the personnel of a subcontractor acting under a contract from Krakow Airport Managing Entity, performing the service of direct assistance to disabled persons and persons with reduced mobility, as well as the personnel of Krakow Airport Managing Entity directly involved in providing assistance to disabled persons and persons with reduced mobility, as well as planning and designing investment projects covering the issues of disabled persons, are required to undergo mandatory specialized training on the following terms:












- a) Training programmes for the personnel listed in Paragraph 3.1 are prepared based on the recommendations set out in Part I of the Document 30 ECAC and the EC Regulation 1107/2006 of the European Parliament and of the Council of 5 July 2006, and in cooperation with an organisation for persons with disabilities
- b) Training is mandatory for every new employee, who also has the right to participate in future editions of the training if he or she raises the need to refresh their knowledge
- c) Training, in the form of theoretical and practical classes, is taught by qualified instructors in the field of providing services to disabled persons.
- d) Trainees who have successfully completed the training will receive certificates from the organizer of the training. Certificates should be kept on the employee's personal file as evidence of completing the training.
- e) Subcontractor's personnel acting under a contract from Krakow Airport Managing Entity, who directly performs the service of providing assistance to disabled persons and persons with reduced mobility are to be trained in their own capacity

3.2 The personnel of Krakow Airport Users involved in providing direct services to disabled persons and persons with reduced mobility should undergo training in the area of equal treatment, disability awareness and the rights of disabled persons, on the following terms:

- a) The obligation to provide training to the personnel referred to in Paragraph 3.2 rests on the User of Krakow Airport, and the training must be organized no less than once a year.
 - b) Kraków Airport Managing Entity shall provide Krakow Airport User's managers with written instructions on equal treatment of disabled persons and disability awareness, in order for these to be used in the training of User's personnel
 - c) Krakow Airport Managing Entity shall allow Krakow Airport Users' employees to participate in the training referred to in Paragraph 3.1, subject to availability of free places.
- 3.3 The remaining personnel of Krakow Airport Managing Entity and Krakow Airport Users, who have indirect contact with the services for disabled persons and persons with reduced mobility, are trained by means of providing written instructions on equal treatment of disabled persons and disability awareness, developed by Krakow Airport Managing Entity.

4. Assistance and infrastructure dedicated to disabled persons

- 4.1 The information regarding services and solutions available to passengers who require assistance at Kraków Airport can be obtained directly at the airport, airport information points, information materials available in the passenger terminal, on the airport website or by calling the telephone number indicated on www.krakowairport.pl, tab: Passenger – Travel – Special needs.
- 4.2 The scope of assistance available at Kraków Airport is set out in Annex 1 to the Regulation (EC) No 1107/2006 that is available on the Kraków Airport website, at www.krakowairport.pl, tab: Passenger – Travel – Special needs
- 4.3 All the necessary information regarding the rights of disabled persons and persons with reduced mobility is available on the Civil Aviation Authority website, at www.ulc.gov.pl, tab: Passengers' Rights
- 4.4 The Kraków Airport Operator provides assistance during airport working hours.
- 4.5 Kraków Airport provides dedicated infrastructure and marking system for disabled persons and persons with reduced mobility referred to as the Blue Path. The information for disabled persons and persons with reduced mobility is marked in blue. The list of all markings is included in the table below:

<i>Symbol</i>	<i>Description</i>
	Help point marking
	Information
	Help point
	Lift
	Telephone
	Toilets
	Space for wheelchairs
	TAXI
	Car Park
	Check-in
	Security check

4.6 Upon arriving at the airport, a disabled person or a person with reduced mobility should communicate his or her arrival:

- a) by using one of the help points located in the following places:
- Kraków Airport train station (on the platform and by the entrance leading to a footbridge that connects the station with the terminal);
 - Multi-level parking lot (by the spots dedicated to disabled persons);
 - Internal Transport System (by the spots dedicated to disabled persons and in front of the building);
 - Passenger terminal building (landside, departure and arrival areas).

- b) in person, at the check-in desk dedicated to disabled persons and persons with reduced mobility that is located in the passenger terminal building, level 0
 - c) in person, in every airport information point, level 0
 - d) in person, at the check-in desk assigned to the passenger's flight
 - e) by calling the assistance service dedicated to disabled persons and persons with reduced mobility. The telephone number is available on the Kraków Airport website, at www.krakowairport.pl, tab: Passenger – Travel – Special needs
 - f) upon landing – to the personnel by the aircraft exit or by using one of the help points located in the arrival zone
 - g) security check of a disabled passenger or a passenger with reduced mobility shall be performed in a manner which takes into account the degree and type of disability, while respecting human dignity
 - h) mobility equipment used by a disabled person or a person with reduced mobility shall be checked in accordance with the applicable regulations on performing security checks in civil aviation
 - i) wheelchairs with batteries should be transported in accordance with the applicable DGR regulations (IATA Dangerous Goods Regulations) on the transport of hazardous materials in air transportation
- 4.7 The information about the arrival of a passenger who requires assistance is transferred to a qualified employee that provides assistance services.
- 4.8 Upon receiving a notification the dedicated personnel should reach the passenger within the time limits set out in the quality standards included in 2.2.
- 4.9 A disabled person or a person with reduced mobility who arrives at Kraków Airport by other means of transportation can use a vast array of dedicated facilities:
- a) dedicated long-term parking spaces located at the multi-level parking lot. The spaces can be found at level 0 and are situated by the exits. The spaces have horizontal marking and parking lot occupancy signalling system in blue.
 - b) dedicated short-term parking spaces (used for getting in or out of a vehicle) situated close to the passenger terminal entrances. The spaces have both vertical and horizontal marking.
 - c) a train station that is fully adapted to the needs of disabled persons and a footbridge that connects the station with the terminal. The assistance while boarding or exiting

a train is provided by the conductor team. The rolling stock is fully adapted to the needs of disabled persons and persons with reduced mobility.

- d) stops for public and long-distance buses located in the immediate vicinity of the terminal entrances. The assistance while boarding or exiting a bus is provided by the driver. The public buses are fully adapted to the needs of disabled persons and persons with reduced mobility.
- e) a taxi rank that is located in the immediate vicinity of the terminal entrances. The taxi companies that work with Kraków Airport offer vehicles that are adapted to the needs of disabled persons and persons with reduced mobility.

4.10 The Kraków Airport's passenger terminal features facilities adapted to the needs of disabled persons and persons with reduced mobility. The following infrastructure is used as part of the Blue Path referred to in 4.5:

- a) all the access paths to the terminal are adapted to the needs of disabled persons and persons with reduced mobility. The pedestrian crossings feature a distinctive surface pattern that alerts a person that he or she should stop.
- b) the airport information points feature special spaces for disabled persons in wheelchairs and computers that facilitate communication with the hard of hearing or the hearing impaired
- c) help points equipped with inductive loops
- d) all the lifts in the terminal building, multi-level parking lot and train station are dedicated to disabled persons. They are appropriately marked and have information in Braille alphabet as well as acoustic signals that indicate the current floor.
- e) a dedicated terminal space (No 9) where every disabled passenger or passenger with reduced mobility can receive the required assistance and information about the services provided when travelling by air
- f) a dedicated security check point that is located behind the boarding card check. Disabled persons and persons with reduced mobility are subject to the same security checks as other passengers.
- g) toilets adapted to the needs of disabled persons in all areas of the terminal
- h) dedicated seats in every area of the terminal

4.11 At Kraków Airport, there is a hotel facility that is adapted to the needs of disabled persons. The hotel offers rooms that are fully adapted to the needs of disabled persons and persons with reduced mobility

- 4.12 On Kraków Airport premises it is allowed to have a guide dog assisting a disabled person who is visually impaired or blind, deaf or hearing impaired, or physically handicapped.
- 4.13 The current map of the terminal and its surroundings together with facilities for disabled persons and persons with reduced mobility can be downloaded from the Kraków Airport website at www.krakowairport.pl, tab: Passenger – Travel – Airport plan
- 4.14 All the information concerning disabled persons and persons with reduced mobility is available on the Kraków Airport website at www.krakowairport.pl, tab: Passenger – Travel – Special needs
- 4.15 Contact details for airlines flying to and from Kraków Airport are published on the airport website at www.krakowairport.pl, tab: Passenger – Flight information – Airlines

5. Complaints and requests

- 5.1 The Kraków Airport Operator regularly monitors the quality of assistance provided to disabled persons and persons with reduced mobility by:
- recording passenger handling activities,
 - recording filed complaints,
 - conducting service provider/sub-contractor audits,
 - administering passenger satisfaction surveys,
 - consulting institutions for persons with disabilities.
- 5.2 All remarks and complaints concerning assistance for disabled persons and persons with reduced mobility should be sent to the postal or e-mail address indicated on the Kraków Airport's website at www.krakowairport.pl, tab: Passenger – Travel – Special needs

6. The codes specifying the type of assistance for disabled persons and persons with reduced mobility in accordance with the European Civil Aviation Conference (ECAC) Document 30:

- 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 on longer distances
- WCHS** – Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair or other means for movements
- WCHC** – Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means. The category also includes partially immobile persons who require assistance to embark or disembark and move about in an aircraft but who can freely move about in the airport in a wheelchair (WCHP)
- BLND** – Passenger who is blind or visually impaired.
- DEAF** – Passenger who is deaf or a passenger who is deaf without speech

- f) **DEAF/BLND** – Blind and deaf passenger, who can move about only with the help of an accompanying person

- g) **DPNA** – A disabled person with intellectual or developmental disability needing assistance. The category includes passengers with learning disabilities, dementia, Alzheimer's disease or Down syndrome, travelling by themselves and requiring assistance of ground personnel.