



TECHNICAL PAPER
Requisites for offering assistance to
Passengers with Reduced Mobility in
airports



TECHNICAL PAPER TÜV IT 005 MS

FOUNDATIONS FOR SERVICE CERTIFICATION:

assistance for Reduced Mobility Passengers in Airports

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14-12-2010	00	Substitutes DTN rev.01	Alessio Galiazzo for TUV Italia	Sergio Sangalli for SEA	14-12-2010
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1 GENERAL PROJECT OUTLINE

The project was backed by SEA's desire to improve the service offered to PRM in airports. TUV Italia has been involved as certification body to control the services supplied by SEA to clients, Users and other clients using regulation ISO/IEC 17065 as guideline.

The certification process follows the outlines established in the TECHNICAL PAPER which include current regulations.

The project has been devised with the two airports and three terminals operated by SEA (Malpensa Terminal 1, Malpensa Terminal 2, Linate) in mind.

1.1 CONTEXT

Today's air transportation passengers are well versed and fully aware of service standards offered in airports. This brings airport management, particularly in northern Italy, to offer ever higher levels of service.

In an ever more competitive market, genuine attention towards clients is the key to successful ratings, reason behind SEA's desire to go beyond the imposed regulations (EEC and regulating bodies) and choice to adhere to additional standards in the field of PRM Assistance. The ultimate aim is to offer our knowledgeable clientele even greater quality than that offered by our competitors.

SEA intends to develop and introduce "approach to assistance service" criteria within its airport grounds aimed at increasing:

- 1) clients' perception of the quality of service received
- 2) staff awareness that they are either directly or indirectly representing SEA and that the quality of their service greatly influences customer satisfaction

SEA has devised this **TECHNICAL PAPER** to facilitate the introduction of company STANDARDS defining exactly what makes up the service "assistance to passengers with reduced mobility". The subsequent performance results are published in the SERVICE CHARTER and are periodically monitored by the Certification Body TÜV ITALIA.

The service offered to PRM occupies a particularly important position within the Company's policy because it directly impacts the future choice of Clients regarding:

- confirmed feasibility of the chosen mode of transportation;



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- reassurance they will receive an adequate level of assistance regardless of their condition.

The principle criteria which define the Assistance SEA offers PRM are:

CUSTOMER CARE :

ACCESSIBILITY (A) – Accessibility, adequate PRM infrastructures within the airport grounds.

AVAILABILITY (B) – Adequate infrastructures, vehicles and equipment used during Assistance (wheelchairs, ambulifts, etc.); communication/courtesy skills of dedicated PRM staff.

TRANSPARENCY (C) – Clear, correct and readily available information which guarantees full respect of PRM rights. Efficient management of complaints, suggestions and info requests by PRMs.

RELIABILITY (D) – competence efficiency of assistance offered by qualified staff; efficiency of time management for each assistance.

The overall requisites which distinguish the SEA standard of service are defined in paragraph 6 of this PAPER.

BENEFITS FOR SEA MANAGEMENT

Implementing the following STANDARDS for PRM assistance offers the following advantages:

- an even and uniform “staff structure” which focuses on employees and optimizes the workload in each of the 3 terminals managed by SEA.
- Certified standard of service which conveys a transparent display of performance levels. Said certification is issued by an independent third party and gains momentum by guaranteeing that SEA management respects the established “Standards” .
- Improve brand reputation and increase sense of allegiance with returning Clients by making service procedures readily visible online.
- Reduction of complaints



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BENEFITS FOR CLIENTS

To rely on clear and objective communication of the advertised service offered by SEA:

- an even and uniform service throughout the 3 terminals within the airport grounds.
- perception of improved “care” by staff, which in turn creates increased allegiance for the brand .
- perception of improved quality of service.

2 OBJECTIVE

The present paper was devised to define the roles which SEA and its staff have to achieve and maintain during the ASSISTANCE they offer to PRM in respect of security standards and Civil Rights .

The paper defines:

- how SEA must organize the service and adequately train staff according to the requirements established in this paper;
- these requirements must be implemented by SEA and all staff ;
- SEA must verify that all operating staff respect these requirements;
- The service must be subject to ongoing and continuous checks during operations.

The entire procedure “assistance offered to PRM in airport grounds” was verified by TÜV Italia prior to certification, as established in the Regolamento Particolare SEA – TÜV Italia. TUV Italia will carry out periodic checks to follow up the certification.

This PAPER also serves the purpose of informing all interested parties of the the steps SEA takes to guarantee the PRM service is compliant with the set objectives.

3 FIELD OF APPLICATION

This PAPER refers to the Certification defined by *ISO/IEC 17065:2012* , in accordance with the Regolamento particolare SEA – TÜV Italia “assistance offered to PRM in airport grounds” .

It is intended for companies which impact either directly or indirectly on assistance offered to PRM at Malpensa Terminal 1, Malpensa Terminal 2 and Linate, particularly operations the relevant departments of SEA S.p.A airport management.



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NB: To ensure full compliance of the service, all third parties, including contractors and sub/contractors must adhere to the requirements expressed in this PAPER.

4 SPECIFIC LEGISLATION

ECAC/CEAC Doc. 30 Part I, Section 5

EEC 1107/2006 and decree n. 24 24/02/2009

Circolare ENAC GEN-02A 19/12/2014

Circolare ENAC GEN 06 31/10/2014

Contracts stipulating services related to PRM assistance performed by third parties

Internal SEA staff memos and intructions

ONU Conventions defending the Rights of the disabled 13/12/2006

5 TERMS AND DEFINITIONS

PRM	<p>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. This definition does not include people who are sick and who need, for example, to travel on a stretcher or to receive in flight medical attention.</p> <p>Disability or reduced mobility is not to be considered an illness therefore no medical certificate is to be requested when providing the assistance (EEC regulation – 95/46 24 October 1995). ECAC Doc. 30 invites all carriers and airport handlers to use the terms and abbreviations listed in the following section 5.</p>
Tour Operator	<p><i>An organizer or retailer of art. 2, point 2) and 3), of the EEC 90/314/CEE, excluding airlines. The definition of organizer or retailer refer to “package holiday organizer” or “intermediary art. 33 of DL N° 79/2011 (tourism regulations).</i></p>
Airport Mangement	<p><i>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.</i></p> <p><i>The above definition is contained in art. 705 of the Navigation Code (Codice della Navigazione) and DL 24-01-2012 N. 1 regarding airport fees.</i></p>



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Airport User	Refers to any natural or legal person responsible for the carriage of passengers by air to or from the said airport. The Regulation definition is similar to n. 18 in Art.2 of D.Lgs 13 th January 1999 which enforces Directive 96/67/CE regarding free access to the ground assistance market in European airports.
Airport User Committee	A committee of airport users or organisations representing them. Similarly to n. 18 Art 2 of the D.Lgs 13th January 1999 , which enforces Directive 96/67/CE regarding free access to the ground assistance market in European airports All Carriers using the airport services are entitled to participate in the Users Committee directly or by means of a representative.
Air carrier	Air transport operating with a valid licence. [Ref. CE N° 1008/2008]
WCHR	Passengers who can walk up and down stairs and move about in an aircraft cabin, but who require 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	Passengers who cannot walk up or down stairs, but who can move about in an aircraft cabin and require 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	This category covers a wide range of passengers. It includes those who are completely immobile, those who can move only with the help of a wheelchair or device and those who require assistance at all times from arrival at the airport to seating in the aircraft .
WCHP	Passengers with lower limb disabilities but sufficient strength in upper limbs to move independently onboard with the aide of specific wchrs. Who require assistance only during boarding procedure.
BLND	Blind or visually impaired passenger
DEAF	Passengers who are deaf or hard of hearing or passengers who are deaf and dumb
DPNA	<i>Passengers requiring diverse assistance to the ones mentioned above (e.g. Passengers with intellectual or behaviour impairments)</i>
CNA	Commercial Airline
DCS	Departure Control System
Sala Amica	PRM Lounge
Tactile paving (LOGES)	A horizontal orientation line applied to floors and pavements devised to help the partially sighted
MEDA	Persons with medical authorization to travel and who require medical assistance
STCR	Persons affected by a condition which requires travelling in a horizontal position with medical assistance



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ENAC	National Civil Aviation Authority
ECAC	European Civil Aviation Conference
DA	Direzione Aeroportuale
IATA	International Air Transport Association
Auditor (Certificazione Body TÜV Italia):	Auditor profile: - experienced third-party certifier; - guaranteed objectivity; - familiarity with procedures under audit

6 SEA REQUIREMENTS

6.1 DEFINITION OF STAFF AND RESPONSIBILITIES

SEA must ensure that sufficient staff is on duty to consent compliance with contents of this PAPER. SEA staff, duties and commitments regarding Accessibility (A), Availability (B), Transparency(C), Reliability (D) specified in paragraph 1.1 are:

ACCESSIBILITY (A)	
Accessible and adequate airport infrastructures	Airport infrastructure compliant with existing legislation on PRM accessibility guaranteeing easy access to airport buildings and services
	Visible dedicated parking spaces
	Dedicated Lounges
	Dedicated bathrooms and adequate lifts
	Evenly distributed Pick up phones linked to the assistance coordinators
	A horizontal orientation line applied to floors and pavements devised to help the partially sighted i.e LOGES
	Free shuttle bus with appropriate vehicles between Terminals at Malpensa

AVAILABILITY (B)	
Adequate infrastructure	All specific PRM equipment ; various wheelchairs, ambulifts and all devices used for boarding must be adequate and routinely serviced



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<p>vehicles, and equipment used for PRM assistance (wheelchairs, ambulift etc) communication /courtesy of dedicated staff</p>	<p>Dedicated staff must detain following information:</p> <ul style="list-style-type: none"> • official apron traffic regulations ; • official speed limits; • authorized routes; • vehicle and aircraft rights of way; • authorized parking areas.
	<p>Dedicated PRM staff including third-party, must be competent and have adequate training compliant with existing EEC regulations; Documentazione ICAO, ECAC, IATA</p> <p>Emergency procedure must be clearly defined and made readily available. Procedures must state emergency measures in the event of an airport emergency or unforeseen events : non scheduled landing , flight change, miss connecting flight, health concerns etc</p>

TRANSPARENCY (C)

<p>Clear , correct, easily accessible information. Efficient management of complaints and suggestions made by PRM</p>	<p>Complete and easily accessible information which instil a sense of confidence to PRM. Where possible information should be supplied in more languages.</p> <p>PRM complaints, suggestions and requests must be managed efficiently and transparently .</p> <p>Flight and general airport info must be made accessible and readily available to PRM (via internet, printed fliers and through specific organizations).</p>
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RELIABILITY (D)

<p>Suitably trained staff; efficient passenger/staff time-management</p>	<p>Speed of PRM assistance</p> <p>Sala Amica staff adequately trained on all possible devices and routinely refreshed (stair lifts, moving platforms, wheelchairs); differing communication methods depending on type of disability; handling guide dogs ; psychological aspects and First Aid.</p> <p>Respect of PRM Privacy compliant with EEC 95/46/EC 24 October 1995).</p> <p>Temporary substitution and/or refund for damage or loss of PRM personal equipment (e.g. wheelchair)</p>
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6.2 SERVICE ORGANIZATION

PREMISE

Check-in procedure is the responsibility of the airline.

SEA guarantees complete assistance to PRM on Departure , in Transit and on Arrival through the Sala Amica service. All services to PRM and the agéd are free of charge.

Correct boarding and disembarkation of PRM

As airport manager SEA is responsible for all phases of airport services:

ON DEPARTURE,

Sala Amica staff collect passenger from specific pick up point and assist throughout: checkin, security filters and boarding. Passengers are free to rest in the dedicated lounges or use the standard airport facilities (bars, shops, etc.).

It is possible to activate the service at the info desk. Check-in counter or at one of the many “pick up points” indicated on the Service Charter and on the SEA website www.seamilano.eu under the heading *Special Assistance*.

Wchr Boarding:

aircraft at loading bridge:

PRM board with other passengers ;

aircraft at stand (not at loading bridge):

PRM is taken onboard with an ambulift (vehicle with elevator mechanism).

In both cases it is necessary for PRM to transfer from their own wch to a SEA wch because their specific measurements allow easy movement along aircraft aisles.

SEA is released of responsibility once the passenger is seated onboard. In flight assistance is provided by the airline cabin crew.

In compliance with national air transport regulations, passengers travelling with guide dogs must inform the airline in advance



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On Arrival

Sala amica staff meet PRM at the aircraft seat and accompany to the baggage carousel (if travelling with hold baggage) before accompanying to chosen drop off point (Arrivals , car park, bus, taxi etc)

In Transit,

Staff accompanies PRM through security checks to gate of forwarding flight.

A detailed description is found in the SEA Operations Instructions.

6.2.1 Process indicators and objectives

The previously described process undergoes continuous monitoring and elaboration and each airport annually publishes set targets and results in their Service Charter.

Indicators:

PRM INDICATORS – Attachement 1 GEN 02 A

Assistance Efficiency (D)	
<i>Notified PRM on departure : waiting time to receive assistance</i>	<i>Waiting time in 90% of cases</i>
<i>Un notified PRM on departure: waiting time to receive assistance once requested</i>	<i>Waiting time in 90% of cases</i>
<i>Notified PRM on arrival: waiting time on board , after last able bodied passenger</i>	<i>Waiting time in 90% of cases</i>
<i>Un notified PRM on arrival: waiting time on board , after last able bodied passenger</i>	<i>Waiting time in 90% of cases</i>

Passenger Safety (B)	
<i>Perception of equipment working order</i>	<i>% satisfied PRM</i>
<i>Perception of adequate staff training</i>	<i>% satisfied PRM</i>



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Information inside the airport (C)	
<i>Accessibility: quantity of essential information for visual impairment , hearing impairment and mobility impairment in relation to total essential information available.</i>	<i>% accessible essential info</i>
<i>Exact: quantity of information and instructions on offered services in relation to total essential information available.</i>	<i>% accessible info/instructions</i>
<i>Perception of info efficiency and accessibility , communication, and Terminal way finding</i>	<i>% satisfied PRM</i>

Communicating with passengers (C)	
<i>Number of replies to information requests</i>	<i>% replies issued within the set time limit</i>
<i>Number of complaints received in proportion to total number of PRM traffic</i>	<i>% complaints</i>

Comfort inside the airport (A)	
<i>Perception of efficiency of PRM assistance</i>	<i>% satisfied PRM</i>
<i>Perception of accessibility of airport buildings: carpark, pick up points, deducated lounges, bathrooms etc.</i>	<i>% satisfied PRM</i>
<i>Perception of dedicated PRM areas (eg. Sala Amica lounges)</i>	<i>% satisfied PRM</i>

Courtesy and Communication (B)	
<i>Perception of staff courtesy and (info points, security, dedicated staff)</i>	<i>% satisfied PRM</i>
<i>Perception of competence of dedicated PRM staff</i>	<i>% satisfied PRM</i>



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6.2.1.1 Activation of PRM service

To guarantee high levels of service PRM are requested to adhere to the instructions established by SEA in this PAPER :

Inform your airline, travel agency or tour operator at least 48 hrs before scheduled take off that you require assistance and be at the airport at the established time.

If there is no established time passengers must:

- Arrive at a designated pick up point at least two hours (2) **before**;

Or

- Arrive at a check-in desk one hour (1) **before**.

SEA must demonstrate continuous monitoring of the established standards, procedures and third party agreements (*contractors or sub contractors* supplying any PRM services).

Monitoring must occur by means of purpose built devices (IT) and must verify the following aspects:

PRM on Departure

- meeting : time and position of request, time of actual pick up . notified or unnotified
- during assistance: time of arrival at gate, time of boarding (PRM seated on aircraft) and any possible staff reports

PRM on Arrival

- during assistance : time of BON (aircraft stop in apron stand) time of pick up at aircraft seat, time of drop off at requested position (car park, bus stop, train, taxi, etc,) and any possible staff reports

SEA Customer Care must elaborate regular reports of performance and quality indicators.

6.2.1.2 PRM service

Infrastructure, vehicles and equipment used by Sala Amica staff to effectuate the service is supplied by SEA S.p.A and must correspond to the required standards expressed under Accessibility (A) and Availability (B) in paragraph 6.1:



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- SEA S.p.A., must ensure that new buildings or any restoration respects the needs of the disabled and/or reduced mobility passengers. Airport infrastructures must comply with existing regulations reducing obstacles (reserved parking, lounges, bathrooms, lifts, phone booths, call points, tactile paving (es. LOGES) **(A)**;
- SEA S.p.A., must give evidence that they have selected and acquired the most suitable PRM equipment available on the market (wheelchairs, ambulifts, tactile paving and maps, call points etc) to guarantee high levels of PRM service throughout **(B)**;
- SEA S.p.A. must prove that infrastructure and equipment undergo regular maintenance to guarantee maximum efficiency (re. Call points, parking, lifts and bathrooms) vehicles and equipment (ambulifts and wheelchairs) **(B)**;
- SEA S.p.A., must provide reports that the following devices undergo regular supervision and are in full working order **(B)**:
 - tactile paving, tactile maps and way-finding are clear and intact,
 - Call points are fully functional,
 - Dedicated lounges are kept clean.
- **Indicators: availability of infrastructures (A)**

target: never drop below the official standards established by the certification body for each Terminal.

6.2.1.3 Information

SEA S.p.A. must offer complete and accessible information regarding PRM services offered by means of an efficient system **(C)**:

- Company website;
- Dedicated staff working in “sala amica”, “at the call center and “information desks” must be adequately trained
- The Service Charter and other fliers;
- Various apps.

SEA S.p.A., must provide reports that the following devices undergo regular supervision and are in full working order **(C)**:

- Availability of Service Charters , Passenger Rights and other fliers at the



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- established distribution points;
- Information supplied by the call centre must be periodically tested and verified by a mystery caller (e.g. time of reply, courtesy and competence, information accuracy etc)
- Indicators: availability of printed information (C):** Service Charters and Passenger Rights must be available in the dedicated lounges

Target: information must be available at all times

6.2.1.4 PRM perception on quality of services regularly monitored

SEA must make regular use of appropriate customer satisfaction methods to measure PRM perception of quality (D) . The results must be published annually on the Terminal Service Charter as established in ENAC GEN 06.

6.3 RECORDS

SEA S.p.A. must keep legible files and make them readily available to provide as evidence as established in this PAPER.

6.4 COMPETENCE AND TRAINING

Both Direct Sea S.P.A Or Third Party Staff Whose Work Impacts On This Document Must Be Adequately Trained To Ensure The Service Is Correctly Executed.
Records of their training and professional experience must be kept (D).

Training of dedicated PRM staff at Linate and Malpensa must comply with *GEN 02 A Attachment 3*.

6.5 IDENTIFICATION OF NON CONFORMITY – CORRECTIVE MEASURES – PREVENTION

SEA must specify methods and roles (identification, analysis, treatment and closure) of non conformities relevant to this PAPER and define the corrective measures to prevent repetition.

SEA must specify methods and roles which could prevent non conformities relevant to this PAPER.



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SEA must keep adequate records regarding actual/potential non conformities, and specify which corrective measures have been taken to prevent repetition SEA can decide to apply its own management system for all the above.

6.6 INTERNAL AUDITS

SEA, must plan periodic internal audits for each department involved in delivering the service in order to demonstrate that it complies with this PAPER. These *audits* must be carried out by knowledgeable and impartial company employees who are not too linked to the area under audit .

The audit programme and the relative findings must be adequately recorded and filed.

SEA can decide to apply its own management system for all the above.

6.7 COMPLAINTS , SUGGESTIONS AND WRITTEN REQUESTS

SEA S.p.A, must adequately manage complaints, suggestions, and written information requests regarding PRM assistance in compliance with the Regolamento Generale TÜV Italia.

SEA must supply adequate information (website, mailbox etc) and supply sufficiently adequate instruments to permit the transmission of complaints , suggestions or written requests to SEA.

Complaints, suggestions and written requests may be transmitted using the following methods:

- *Company website www.seamilano.eu under “contacts”;*
- *Email address prm@seamilano.eu;*
- *Post/hand-in form enclosed in the Service Charter distributed at information desks*
- *Post/ hand-in specific questionnaires found in dedicated Sala Amica lounges ;*

Parameters and indicator used for monitoring and the subsequent results are to be published annually in the relative Service Charter in compliance with ENAC GEN 06.



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7 SPECIFIC REQUIREMENTS FOR DEDICATED LOUNGES “SALA AMICA” (A)

These lounges are reserved for PRM and are comfortable spaces where passengers can relax whilst waiting to board their flight. SEA has defined a minimum standard of accessibility and equipment to make these lounges as comfortable as possible.

These features are described in the relative Service Charter.

8. CHANGES TO THE PAPER

TÜV Italia has established that should any changes be made to this PAPER they must be promptly communicated to all departments involved with the service.