

Exeter Airport's Compliance with CAA Statutory Regulations and Operating Procedures for Persons with Reduced Mobility (PRM)

Ref	Task	Task Description	Quality Standard
1	Compliance	<p>Exeter Airport members of staff are to make themselves aware of and comply with the following:</p> <ol style="list-style-type: none">1. The Disability discrimination Act 952. European Regulation EC No 1107/20063. Operating airlines regulations regarding PRM both within the cabin and externally4. IATA codes referring to PRM5. Apron Driving Permit and Parking code of conduct6. Security Restrictions7. Protective clothing regulations8. IATA Dangerous Goods Limitations document referring to the handling of electric wheelchairs9. The Ground Handling Agents PRM boarding, check-in and arrivals procedures10. Health and Safety requirements11. Code of Conduct12. The Control Authorities PRM handling process13. Operating procedures of all equipment used in the handling of a PRM and companions14. Manufacturer's instructions for all equipment used in the handling of PRMs and companions15. Any future legislation regarding the handling of PRMs16. PETS Travel Scheme	<p>The British Standard International Standards (BSi) certification for environmental Management, Quality Management and Occupational Health & Safety Management has been achieved: www.exeter-airport.co.uk/administration#standards</p>

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| 2 | Responding to departing PRM request for assistance on the outbound sector | The airport should be informed of Special Travel Assistance requirements 48 hours prior to the day of departure. The airline or holiday company may make arrangements at the time of the booking on behalf of the passenger or the airport's Passenger Services Department may be contacted directly. Where no notification is given prior to the day of departure the airport will make all best endeavours to cater for the needs of the PRM. PRM and Blue Badge holders may wish to use the Short Stay designated bays in Car Park 1 for the unloading of baggage. PRM passengers who are not Blue Badge holders will be advised to use parking bays adjacent to the car park Shuttle Bus Shelters in Car Park 3. The car park Shuttle Bus will transfer passengers from the Shuttle Bus shelters to the Terminal and back to the Shuttle Bus shelter upon return. Blue Badge holders or the assisting registered carer may use the Long Stay designated parking bays in Car Park 2. Special Travel Assistance from trained staff will be made available from the point of arrival at the airport. PRM and Blue Badge holders, who arrive at the airport by car, requiring assistance, should make contact with the car park Customer Service office by using the call button at the car park entry barrier. The request for assistance will be forwarded to airport a Passenger Services member of staff who will make arrangements to transfer the PRM passenger to the terminal. A Help Point for passengers who have made their way into the terminal is situated at the Information Desk in the check-in hall. | The response to the received special assistance calls will contain an estimated time of assistance being available. |
| 3 | Special Travel Assistance Help Point | Special Travel Assistance Help Point - The Special Travel Assistance Help Point at the Information Desk in the check-in hall is staffed from 05:00 until 19:00. When unattended signage will be in place to advise passengers that information will be on available at the check-in desk. | Enquiries will be met with an appropriate and accurate response. |
| 4 | Early arrival at terminal | PRM passengers who arrive prior to the opening of their flight's check-in will be asked to use the Special Travel Assistance waiting area situated prior to the Departure channel. Their collection will be at the commencement of check-in or 90 minutes before scheduled departure. | Staff will liaise with passenger to ascertain their requirements. |

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| 5 | PRM passengers at check-in | Where practical and appropriate the PRM will be taken directly to the check-in desk and introduced to the check-in agent. Assistance will be offered during the presentation of travel documents and to load any baggage onto the check-in conveyor belt. Special Travel Assistance questions, based on the ABTA Checklist for Disabled Travellers, will be asked to ensure that passengers receive the service that they need and that the airport's disability facilities are made available for boarding the aircraft. Check-in staff should be advised of the need for wheelchair carriage and arrangements will be made for electric wheelchair battery isolation. All baggage items, including wheelchairs, will be baggage tagged. | Consideration to be given to other customers checking-in and length of queue. The staff member to offer assistance in a discreet manner and to allow the PRM to manage their own transaction, if required. |
| 6 | Acceptance by the airline | PRM passengers will only be assisted to departures if they are accepted for carriage by the airline and in possession of an appropriate boarding card. | Any non-acceptance for travel by the airline should be conveyed to the passenger in an appropriate manner. |
| 7 | Assistance to Departures | After check-in a PRM, requiring assistance, may be asked to wait at the Special Assistance Waiting Area prior to the Departure Channel until it is convenient to proceed to the Security Search Area. The Security Search Area will be negotiated with the assistance of security staff. A disability seat can be made available during a screening search and to avoid any embarrassment a private room for security search will be made available on request. After Security screening the PRM will be taken to the Special Assistance Waiting Area at the Boarding Gate unless there is a request for use of other airport facilities and services. | Passengers will be kept up to date with any variance to the departure time and their requirements ascertained. |
| 8 | Assistance in Departures | PRM passengers wishing to use catering and retail outlets will be offered assistance to the facility where their staff will take on the assistance responsibility until pre-boarding. A PRM requesting use of a toilet will be escorted to the door of the facility and the assisting member of staff will wait until the passenger is ready to leave. | This process is in conjunction with of the flight and cabin crew of the aircraft. |

9	PRM aircraft boarding	At the pre-boarding time the passenger will be taken, via the boarding gate where documents need to be examined, to the aircraft. An Ambulift may be used if the passenger is unable to use the steps to the aircraft.	This process is in conjunction with of the flight and cabin crew of the aircraft.
10	Ambulift travelling companions	Each PRM is entitled to take one helper on board the Ambulift. If this results in children being left unattended then the children may also travel in the Ambulift.	Ambulift space constraints will be taken into account.
11	Non-wheelchair using PRM	A PRM who has agreed to walk to the aircraft will be assisted. The walking transfer must have no negative impact and cause no added stress or inconvenience. A wheelchair will be provided if the PRM requires one at any time throughout the route.	The walking route will be agreed with the PRM.
12	Alternative to Ambulift	Where there is a need to use a vehicle other than an Ambulift for transport to the aircraft this must be agreed with the PRM. This service should only be provided if the disability is such that the mode of transport will have no negative effect on the disability and will not cause added inconvenience.	The vehicle provided must be suitable for the access and egress of the PRM.
13	Transferring onto the aircraft.	PRM passengers are to be boarded according to the approved airline procedures. The PRM is to be assisted onto the aircraft and to their designated seat in the cabin. A suitable carry/aisle chair may be used for the transfer to the cabin seat. Hand baggage may be can be stowed in the overhead locker in accordance with airline regulations.	Transfer without undue embarrassment and with the correct number of staff to carry out the task safely and efficiently.
14	Ease if travel through Departures	Daily departure and arrival route checks are made to ensure that they are safe and free from hazards.	Alternative routes will be put in place if required.
15	PRM with own wheelchair	Own wheelchairs may be used until the boarding of the aircraft. Electrical wheelchairs and scooters must have the battery disconnected before being taken onto the aircraft and the PRM will be offered an airport wheelchair with a trained agent to assist. When the passenger has been transferred to their cabin seat, their wheelchair is loaded onto the aircraft hold.	Airport staff are aware of the IATA Dangerous Goods Limitations and documents referring to the handling of electric wheelchairs.

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| 16 | In the event of a flight delay | Arrangements will be made to provide care during lengthy delay periods. If light refreshments are issued the handling agent will assist in providing them. | Members of staff will be available throughout a period of a delay and appropriate assistance given to ensure the comfort of the PRM. |
| 17 | In the event of a flight cancellation | A member of staff will assist the PRM to collect any off-loaded baggage and assist them to their next point of onward transportation. | Assistance will be given to the PRM at the same time or earlier than that provided to the other passengers. |
| 18 | Hotel accommodation in the event of an extended delay | If a PRM needs to be taken to an hotel the event of an extended delay the hotel will be advised of the passenger's condition and of any special requirements. The transfer from the airport to the hotel and the return must be suitable for the PRM. | Arrangements for the hotel and the transport will be monitored and possible delays minimised. |
| 19 | Inbound assistance for PRM from aircraft to ambulift | The PRM may need to be lifted from the cabin seat and helped out of the aircraft via a carry/aisle chair with the assistance of the fire crew. The passenger will be assisted onto the ambulift which will be positioned at the designated aircraft door. The safety procedures should be explained and the PRM together with any companion will be safely secured on board before proceeding to the terminal. | The disembarkation should be carried out safely and efficiently without causing undue embarrassment and according to ambulift approved operating procedures. |

20 Alternative methods of carriage to the terminal	Any alternative to use of an ambulift will be with the agreement of the PRM and the transfer will be as safe and efficient.	The PRM will be advised of the alternative options and any factors that could impede their journey.
21 Assistance through Border Control	A PRM arriving from an international flight will be taken through the appropriate access door and to the front of the Border Control Point. The assisting staff member should stand at a discreet distance from the desk to allow the Border Control Officer and PRM to have a private conversation. If assistance is requested to help produce any paperwork this will be given.	Airport handling agents will follow the procedures and guidance of the Border Control Officer.
22 Assistance at the baggage carousel belts	A PRM will be assisted to the International Arrivals or Domestic Arrivals baggage carousel and their baggage will be identified and taken off the belt.	Baggage will be available at the time of other bags on the flight.
23 Assistance through Customs channels	The handling agent will take the PRM and their baggage through the Revenue and Customs channel. If the PRM is stopped by a Revenue & Customs officer the handling agent should assist with baggage. The handling agent must stand at a discreet distance to all allow for privacy during an investigation.	Guidance must be sought from the PRM as to their HMRC declaration status.
24 Assistance to first point of onward transportation	A PRM will be assisted with their baggage to their onward travel point. This may be the short stay car park, taxi rank, bus stop car park shuttle stop. The PRM may need assistance to settle their car parking fee at the pay-on-foot machine or at the car park customer service office.	Baggage is must be kept with the owner at all times. This may require the assistance from more than one member of staff.
25 Waiting and onward transportation.	If the onward transportation is not available at that time of arrival the passengers will be offered the opportunity to wait in an appropriate area. If onward travel is unplanned, advice is available from the Information Desk.	Assistance will be offered, when arrangements are in place, to the point of onward transport.

26	Assistance to complete a "Property Irregularity Report" (PIR)	In the event that baggage is lost or damaged the handling agent will assist with the completion of the PIR.	The responsibility of the issuing and completion of the PIR is that of the handling agent.
27	Return of mobility aids	Wheelchairs and other mobility aids that have been transported in the aircraft hold will be carried from the aircraft and returned to the handling agent and PRM in the at the oversized baggage area.	Any mobility aids will be returned without delay
28	The loan of airport mobility aids	Airport wheelchairs may be loaned to a PRM in the event of their mobility aid being lost or damaged to the point that it is not fit for purpose. Details of items loaned will be kept and arrangements made for the return of the equipment once an alternative is available.	The airport's wheelchairs will be of a good standard, fit for purpose and regularly serviced.
29	Return of wheelchairs to collection points	Wheelchairs will be available at the appropriate points and regular checks will be made to ensure that they have not been left in inappropriate areas.	Regular checks will be made to ensure that wheelchairs, which are not in use, are in the correct places.
30	PRM in transit between flights	A PRM transiting between flights must be assisted from their inbound aircraft and taken through the normal arrival or transit procedures. They will be assisted to their point of check-in and/or to the Security Search Area and normal PRM procedures will then apply.	The PRM must comply with all and border control, revenue and customs and security regulations.
31	Evacuation Chairs	In the event of an evacuation of the terminal building the appropriate members of staff will be sent to any areas where a PRM may have difficulty evacuating the building via the stairs and will provide the appropriate assistance to a safe area.	Airport staff are trained in the correct operation of the terminal evacuation chair and their location.
32	Aircraft diversions	Assistance for a PRM on a diverted flight will be provided as soon as possible. Procedures and best endeavours will be carried out by the staff on duty.	All best endeavours will be made to deal with a PRM on an unplanned inbound flight.

33	Reporting of faulty equipment	Any faulty equipment will be removed and taken out of service for repair. Replacement equipment will be sought immediately if this has an impact on procedures.	Any alternative procedures will be agreed with the Airport Duty Manager before being put into place.
34	Operation of equipment	All staff operating airport PRM equipment will be fully trained in its use.	Manual handling and other appropriate courses will be held for those involved in PRM assistance.
35	Risk Assessments	Risk Assessments are be carried out for the operating procedures of all assistance equipment and the handling of a PRM. The member of staff will also wear the appropriate PPE and clothing in accordance with airport safety regulations.	Risk Assessment information will be documented.
36	Contact Information	The airport provides a dedicated telephone line and email address so that a PRM can obtain specific advice from the handling agent. A message may be left by the PRM and the handling agent will contact the passenger at the earliest opportunity.	Consideration is given to a PRM with visual or hearing impairments.
37	Advance bookings	Information from the airline requesting PRM assistance should be passed to the handling department at least 48 hours in advance of travel.	Staff will be available to assist with expected PRM passengers.
38	PRM standard of care	The PRM will be treated with the appropriate disability etiquette and dignity. Procedures will be carried out in a safe, appropriate and respectful manner. Staff will be aware that a PRM may suffer from range disabilities and the nature of the disability should be treated with discretion and empathy.	PRM complaints and comments will be used constructively to address and improve any shortfalls in service.
39	PRM visitors to the airport	Assistance will be provided to visiting PRM (non passengers) as a requirement of the Disability Discrimination Act.	Assistance will not be at the detriment of travelling PRM.

40 Assistance Dogs

Flybe will arrange for recognised assistance dogs to travel an aircraft cabin on domestic flights and on international routes from Exeter. However, there is no animal holding unit at Exeter and the airport is not licensed to bring animals into the country.

Arrangements will be made for assistance dogs and their owners where possible.

41 Airport Plan

The Exeter Airport plan below shows the layout and the distances are: short stay car park to the terminal - 50 metres | front of the terminal to the check-in desks - 20 metres | check-in desks to security - 30 metres | check-in desks to security is 30 metres | security to boarding gate is 20 metres | boarding gate to an aircraft is up to 120 metres

- PRMs are able to gain an understanding of what distances need to be negotiated.



42 PRM
Complaints

Complaints concerning PRM services and facilities will be fully investigated by the Terminal Manager. Where the complaint is justified, actions to improve the situation will be carried out within 24 hours, if reasonable and practical, or as promptly as possible.

All complaints will be responded to by a manager within 7 days.