

## **Belfast International Airport**

### **Quality Standards - Provision of PRM Assistance**

1. Manual handling of passengers on or off aircraft is to be carried out by the approved service provider using an airbridge, ambulift or other approved lifting device. Where the aircraft cannot be serviced by these means other appropriate handling aids will be utilised where possible.
  
2. All service provider staff engaged in the assisting of passengers are to satisfactorily complete appropriate training for each task. This training will be regularly audited by Belfast International Airport (BIA).
  
3. All service provider staff engaged in the operation of equipment are to satisfactorily complete appropriate training for the safe and effective use of said equipment. This training will be regularly audited by BIA.
  
4. All equipment (mechanical or otherwise) utilised by the service provider must be maintained in good working condition.

5. Passengers will have the use of their own mobility equipment, where appropriate, up to and from the aircraft door. This equipment should be available at the aircraft as soon as possible after arrival.
6. BIA has designated points of arrival and departure.

**Points of Departure:**

- **Short-stay car park.**
- **Holiday car park.**
- **Check In Hall.**
- **Front of Terminal Building.**
- **Drop off area.**

**Points of Arrival:**

- **Short-stay car park.**
- **Holiday car park.**
- **Check In Hall.**
- **Front of Terminal Building.**
- **Drop off area.**

7. The service provider will meet the following levels of service;

**Pre-booked departing passengers (notify airline at least 48 hours in advance):**

- 80% should wait no longer than 5 mins for assistance
- 90% should wait no longer than 10 mins for assistance
- 100% should wait no longer than 15 mins for assistance

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

- 80% should wait no longer than 15 mins for assistance
- 90% should wait no longer than 20 mins for assistance
- 100% should wait no longer than 25 mins for assistance

### **Pre-booked arriving passengers:**

Assistance should be available at the aircraft for:

- 100% when the aircraft arrives "on chocks"

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

Assistance should be available at the aircraft for:

- 90% within 10 mins of aircraft "on chocks"
- 100% within 15 mins of aircraft "on chocks"

The term "on chocks" relates to the time the aircraft arrives at its final parking position

8. The provision of assistance may result in additional time being required to board, consequently persons requiring assistance are requested to present at Check In no less than two hours prior to departure.
9. BIA will establish a PRM User Group to meet bi-annually; this group will consider issues related to the implementation of Regulation 1107 / 2006. The Group shall consist of representatives from local user groups and appropriate BIA personnel.

10. BIA Operations Manager will monitor all aspects of quality of service associated with the implementation of Regulation 1107 / 2006 and will liaise with the PRM Working Group.
11. BIA will train all frontline staff in relation to disability awareness and equality awareness in accordance with the guidance laid down under ECAC Document 30. Refresher training will be provided as appropriate.
12. The service provider will temporarily replace damaged or lost mobility equipment when required under Annex 1 of Regulation 1107 / 2006.
13. No passenger receiving assistance shall be left unattended while using a boarding wheelchair or other device in which the passenger is not independently mobile.
14. All complaints or comments regarding assistance provision should be made by telephone, letter, Email or other convenient method to BIA Customer Services for investigation. Each complaint will be acknowledged within 5 days and following a thorough investigation we aim to respond in full within 30 days.
15. Complaints should be addressed to :-

Assistance Provision  
Customer Services  
Belfast International Airport  
BT29 4AB

Telephone 02894 484317

Mobile 07918706319

Email - [csa@bfs.aero](mailto:csa@bfs.aero)