

QUALITY STANDARDS
ASSISTANCE SERVICES TO DISABLED PERSONS
& PERSONS WITH REDUCED MOBILITY (PRM)

The present document defines the quality standards set by *Hermes Airports Ltd* for the assistance services to be provided to disabled persons & persons with reduced mobility (PRM) at Larnaka & Pafos International Airports. The standards are set in compliance with the provisions of E.U. Regulation 1107/2006 and have been developed and finalised after consultation with the airport users committee and local disability organisations.

SERVICE PROVISION-GENERAL

1. PRMs have the same rights as other citizens to freedom of movement and freedom of choice.
2. All customers should be satisfied with the assistance provided.
3. 100% of departing passengers should reach their aircraft in time to enable timely pre boarding and departure.
4. The Assistance Service shall be delivered in a harmonized, transparent and non-discriminatory way.
5. Staff providing direct assistance to disabled persons and persons with reduced mobility must be trained and have knowledge of how to meet the needs of persons having various disabilities or mobility impairments and that such personnel receives refresher training courses when appropriate.
6. There shall be regular reviews to monitor the service provider performance against the standards, in addition to the performance monitoring system that the supplier shall introduce for self monitoring purposes.

	Item	Description	Target in %
1	DEPARTURE Pre booked departing Passengers	Wait time upon arrival at airport, once they have made themselves known.	80% no longer than 10' 90% no longer than 20' 100% no longer than 30'
2	DEPARTURE Non pre booked departing passengers	Wait time upon arrival at airport, once they have made themselves known.	80% no longer than 25' 90% no longer than 35' 100% no longer than 45'
3	ARRIVAL(*) Pre booked arriving passengers	Assistance provided from chocks on at the gate or aircraft side.	80% within 5' of "chocks on" 90% within 10' of "chocks on" 100% within 20' of "chocks on"
4	ARRIVAL(*) Non pre booked arriving passengers	Assistance provided from chocks on at the gate or aircraft side.	80% within 25' of "chocks on" 90% within 35' of "chocks on" 100% within 45' of "chocks on"
* Relates to availability of assistance and not deplaning wait time			