



“EAGLE PASSENGER LIFTER”



Larnaka International Airport

1. EAGLE PASSENGER LIFTER - Overview

- The Eagle Passenger Lifter is a battery-operated hoist (lifter), designed and manufactured by Australian Company “Haycomp Ltd”, a company specializing in designing and manufacturing high quality patient lifting hoists for over 17 years, for use in hospitals and other care institutions.
- Because of their expertise in mechanical patient handling, Qantas Airlines - who wanted to eliminate the difficult and sometimes dangerous task of manually handling their passengers – requested from Haycomp Ltd to design a suitable Lifter for this purpose.
- Haycomp Ltd designed the “Eagle Passenger Lifter” to eliminate the risks of manual handling of disabled persons & persons with reduced mobility (PRM) with IATA Assistance Code WCHC (completely immobile passengers) as well as overweight persons up to 250 Kgs who are unable to move unaided to/from their aircraft seat.
- The Eagle Passenger Lifters have proved successful in providing a safe and efficient way of transferring passengers with Reduced Mobility who are unable to access their aircraft seat unaided.
- It’s designed for use in main line commercial jets, either Single aisle with 3 seats on each side or Wide body-2 aisle aircraft.
- The Eagle Passenger Lifter has a Patent in the US and in Europe.
- **There is currently only 1 Eagle Passenger Lifter available at Larnaka International Airport.**

2. USE OF THE EAGLE PASSENGER LIFTER

- The Eagle Passenger Lifter can be used for the safe & efficient transfers of completely immobile passengers or oversized/overweight passengers who may not reach their aircraft seat unaided.
- Eagle Passenger Lifter transfers eliminate all manual handling/lifting, thus avoiding the risks involved to both passengers and staff.
- It can carry up to 250 Kgs weight.
- It can be used for both Departing and Arriving passengers at Larnaka International Airport.
- **Passengers that wish to be transferred with the Eagle Passenger Lifter must be seated on the right-hand side of the aircraft (facing the cockpit), preferably at a seat with a lifting armrest. To this effect, during Check-In Formalities of their flight, passengers to be transferred with the Eagle Passenger Lifter must remember to request for a seat on the right-hand side of the aircraft (facing the cockpit).**

The Eagle Passenger Lifter can be used for:

WCHC (IATA Special Assistance Code)	Passenger completely immobile, requires wheelchair to/from aircraft and must be carried to/from cabin seat.
OVERWEIGHT PASSENGERS	Passengers up to 250 kgs that, due to their weight / size, are unable to move unaided to/from their aircraft seat.

3. OPERATING THE EAGLE PASSENGER LIFTER

Transfers with the Eagle Passenger Lifter at Larnaka International Airport are performed by 2 trained Special Assistance Agents. The time needed to transfer a passenger with the Eagle Lifter from their wheelchair (at the entrance of the aircraft) until their aircraft seat (or vice versa for arriving passengers) is approx. 5 minutes.

4. LOCATION OF TRANSFERS FROM/TO PASSENGER'S WHEELCHAIR TO/FROM THE EAGLE PASSENGER LIFTER

Aircraft parked on a Passenger Boarding Bridge (PBB):

When the aircraft is parked on a PBB, the transfer to/from the passenger's wheelchair and the Eagle Passenger Lifter will be performed on the PBB, just outside the aircraft door.

Aircraft on Remote stand (Bus Gates):

When the aircraft is parked on a Remote Stand, whereby a bus and/or a Micro-Lift is required for embarkation/disembarkation of disabled persons & persons with reduced mobility (PRM), the transfers to/from the wheelchair and the Eagle Passenger Lifter will be performed inside the Micro-Lift.

5. BOOKING REQUESTS FOR EAGLE LIFT TRANSFERS

There is currently only 1 Eagle Lifter available at Larnaka International Airport.

Eagle Passenger Lifter Transfers can be booked via:

- ➔ Hermes website, under the link <http://www.hermesairports.com/en/information/persons-with-reduced-mobility> - click on the link "Eagle Lift Transfers" to send a direct email to the PRM Service Provider at Larnaka International Airport.
- ➔ Via direct email to the designated address of the PRM Service Provider: lca.eaglelifter@slairportservices.com
- ➔ "On request", at the Office of the PRM Service Provider at Larnaka International Airport, located in the Check-In Area on Level 2.

Important Notes:

- The requests for Eagle Passenger Lifter Transfers received by the PRM Service Provider will be dealt on a "First-Come / First Served Basis".
- The PRM Service Provider is responsible to manage Eagle Passenger Lifter Booking Requests received on the dedicated email address lca.eaglelifter@slairportservices.com and respond to passenger emails requesting for Eagle Lifter Transfers.
- For optimum readiness and the use of the most appropriate Sling, when the PRM Service Provider confirms the Booking of the Eagle Passenger Lifter, the PRM passenger will be requested to provide the PRM Service Provider with his/her approximate weight in Kgs.
- In case the flight of an Eagle Lifter Bookings is delayed, the PRM Service Provider will only be able to provide the Eagle Passenger Lifter transfer if at the "new time" of the delayed flight the Eagle Passenger Lifter has not already been booked in advance by another passenger. This is clearly stated on the "Booking Confirmation Forms". In such cases, the person will be manually handled with the use of an aisle chair to embark/disembark the aircraft. ◆