

- **Performance standards**

Quality standards for (passenger) assistance

Passengers with disabilities or reduced mobility require assistance in order to reach the aircraft and board, leave the aircraft and reach the area in front of the airport entrance or arrive to their connecting flights.

Employees who provide direct assistance to persons with disabilities and persons with reduced mobility should possess adequate knowledge on how to meet the needs of persons with different types of disabilities or mobility issues. Airport staff working directly with passengers should complete disability equality training and trainings which raise awareness about disability issues. Upon commencing employment, all new personnel must complete the disability equality training, while all other employees shall undergo refreshment trainings on this topic, as needed.

Upon arriving at the airport information desk, assistance shall be provided to passengers with disabilities or reduced mobility, as follows :

If previously announced:

- For 80% of passengers within a maximum of 10 minutes;
- For 90% of passengers within a maximum of 20 minutes;
- For 100% of passengers within a maximum of 30 minutes.

If passengers have not been previously announced:

- For 80% of passengers within a maximum of 25 minutes;
- For 90% of passengers within a maximum of 35 minutes;
- For 100% of passengers within a maximum of 45 minutes.

Upon arrival and complete stop of the aircraft engines, passengers with disabilities and reduced mobility must be provided with assistance at the exit of the aircraft, as follows:

If previously announced:

- For 80% of passengers within a maximum of 5 minutes;
- For 90% of passengers within a maximum of 10 minutes;
- For 100% of passengers within a maximum of 15 minutes.

If passengers have not been previously announced:

- For 80% of passengers within a maximum of 25 minutes;
- For 90% of passengers within a maximum of 35 minutes;

- For 100% of passengers within a maximum of 45 minutes.

If passengers are to reach the aircraft prior to embarkation/disembarkation by bus, the airport shall provide special transportation for people with disabilities, which is adapted to their needs.

Passengers with reduced mobility who cannot move independently must not be left unattended in airport car parks.

All passengers with disabilities and reduced mobility must be in the waiting room no later than 30 minutes before the scheduled departure time in order to prepare for boarding the aircraft.