



**STATE ENTERPRISES OF LITHUANIAN AIRPORTS
DIRECTOR OF KAUNAS BRANCH**

**ORDER ON THE
APPROVAL OF ASSISTANCE QUALITY STANDARDS**

18 September 2020 No. 12R- 14
Karmélava

1. I *approve* the assistance quality standards of the Kaunas branch of the state-owned company Lithuanian Airports (hereinafter - KUN) (attached);

2. I *direct*:

2.1. LOU administration specialist to acquaint Paulius Amanaitis, KUN Operational Management Coordinator and Shift Manager of KUN operations department with this order.

3. I *entrust*:

3.1. the Operational Management Coordinator to acquaint the responsible employees of UAB Litcargus with this order and the approved Assistance Quality Standards.

3.2. Control of this order by Armanda Strazdaitė, KUN Operational Management Coordinator.

4. In view of the resignation of the General Director of SE Kauno Aerouostas in 2008. July 10 order no. V-157 ASSISTANCE Quality Standards.

Director of the branch

Karolis Matulaitis

Prepared by
Head of Operations Division
Tomas Urbonas
15.09.2020

APPROVED
 by Order No. 12R- 14
 of the Director of Kaunas Branch
 SE Lithuanian airports
 18 of September 2020

ASSISTANCE QUALITY STANDARD

Taking into account that all disabled persons and persons with reduced mobility must be able to receive assistance specified in Regulation No. 1107/2006 of the European Parliament and of the Council and in cooperation with the Lithuanian Disability Forum and the Civil Aviation Administration, the following Assistance Quality Standards shall be established.

A disabled person or person with reduced mobility means any person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to his particular needs of the service made available to all passengers. Terms mentioned in the text:

1. **IATA** - International Air Transport Association.
2. **ECAC** - European Civil Aviation Conference.
3. **Assistant** - a person trained in ground passenger handling to provide DRM assistance.

I. DISABILITY AND CLASSIFICATION

1.1. In the Kaunas branch of the state-owned company Lithuanian Airports, assistance to passengers with special needs is provided taking into account the individual needs of the person. Assistance is classified according to the nature of its provision using international IATA codes:

Disability code	Description	Nature of the assistance
WCHC	The passenger cannot go or stand.	The passenger is accompanied by two assistants from the specified point of arrival to the seat on the aircraft and from the seat on the aircraft to the person meeting him/her. The passenger is provided with a wheelchair from the specified point of arrival to the aircraft or, as the case may be, from the aircraft to the person meeting him/her.
WCHS	The passenger has difficulty walking and cannot climb stairs.	The passenger is accompanied by at least one assistant from the specified point of arrival to the seat on the aircraft and from the seat on the aircraft to the person meeting him/her. The passenger is provided with a wheelchair from the specified point of arrival to the aircraft or, as the case may be, from the aircraft to the person meeting him/her.

WCHR	The passenger cannot walk long distances.	The passenger is accompanied by at least one assistant. If necessary, s/he shall be transported in a wheelchair from the specified point of arrival to the aircraft or, as the case may be, from the aircraft to the person meeting him/her.
BLND	Passenger with a visual disability or visual impairment.	The passenger is accompanied by one assistant.
DEAF BLND&DEAF	A passenger with: (1) hearing disability or (2) hearing impairment; or (3) hearing and visual disability; or (4) hearing and vision impairments.	The passenger is accompanied by one assistant
DPNA	A passenger with an intellectual or developmental disability	The passenger is accompanied by at least one assistant and one of the relatives

1.2. It is emphasized that these services are only available to passengers who need assistance due to reduced mobility. Passengers with reduced mobility who do not require assistance (for example, when assistance is provided by family members) are provided with a wheelchair for temporary use on the airport premises upon request at no extra charge.

1.3. If a DRM passenger wishes to use his/her wheelchair during arrival or departure, the request must be granted. When boarding or disembarking a passenger, a wheelchair is considered baggage and the airlines are responsible for its further transportation.

1.4. If a DRM passenger uses an electric wheelchair, the attendant shall take the necessary steps to disconnect or reconnect the electric battery in consultation with the passenger so that the wheelchair can be passed on to the airline ground handling company for transportation or passenger use.

1.5. DRM passengers must be provided with assistance unless the passenger has not notified of his/her arrival in time and has not requested assistance. In such a case, every effort shall be made to provide all necessary assistance in accordance with these standards. This condition does not apply if the passenger needs assistance for reasons other than disability (for example: the passenger is carrying heavy hand baggage).

II. PROVISION OF ASSISTANCE IN THE AIRPORT AREA

2.1. Assistance is provided from/to clearly marked arrival/departure points at the airport in the territory of:

2.2. It is possible to call for help at the cash desks of P1 and P2 car parks, which are adapted for passengers with special needs.

2.3. It is possible to call for help on the ground floor of the passenger terminal, in a specially marked place, next to the elevator.

2.4. In order to receive assistance, a DRM passenger must notify his/her arrival in the airport area and the nature of the assistance.

III. SERVICE INDICATORS

3.1. Pursuant to Annex 5-C of Section 5 of Part I of Document 30 of the European Civil Aviation Conference (ECAC), the following quality indicators of service for persons with special needs have been developed:

3.1.1. For **departing** DRM passengers who have given prior notice of the need for and nature of the assistance and who have arrived at the point of arrival/departure at the recommended time of arrival at the airport:

- 80% of DRM passengers should wait no more than 10 minutes for assistance;
- 90% of DRM passengers should wait no more than 20 minutes for assistance;
- 100% DRM passengers should wait no more than 30 minutes for assistance;

All DRM passengers, without exception, must be boarded, unless this is not possible due to force majeure or safety requirements

3.1.2. For **departing** DRM passengers who have not notified the need and nature of assistance in advance only upon arrival at the specified point of arrival/departure:

Waiting time at arrival/departure point:

- 80% of DRM passengers should wait no more than 25 minutes for assistance;
- 90% of DRM passengers should wait no more than 35 minutes for assistance;
- 100% DRM passengers should wait no more than 45 minutes for assistance;

3.1.3. For **arriving** DRM passengers who have given prior notice of the need and nature of the assistance:

- 80% of DRM passengers should wait no more than 5 minutes for assistance;
- 90% of DRM passengers should wait no more than 7 minutes for assistance;
- 100% DRM passengers should wait no more than 10 minutes for assistance;

3.1.4. For **arriving** DRM passengers, when the information on the need for assistance from the airport of departure is not received when the aircraft takes off and the need for assistance is known only when the aircraft is parked in the parking lot:

- 80% of DRM passengers should wait no more than 5 minutes for assistance;
- 90% of DRM passengers should wait no more than 7 minutes for assistance;
- 100% DRM passengers should wait no more than 10 minutes for assistance;

3.2. Arriving DRM passengers will be accompanied up to the persons meeting them. If meeting people are late, DRM passengers will be escorted to the office of the Company operating the flight to wait for their family members.

IV. CONDITIONS TO ENSURE THE IMPLEMENTATION OF SERVICE QUALITY INDICATORS

4.1. Assistance to a departing DRM passenger is only guaranteed if the passenger arrives at the check-in desk at least one hour before the scheduled flight. If the passenger needs assistance from the point of arrival/departure at the airport area, s/he must arrive at least two hours before the scheduled departure time.

4.2. If the time specified in the previous paragraph is not observed, the responsible staff will make every effort to board the DRM passenger in time, but there is no guarantee that the passenger will be boarded.

4.3. Every DRM passenger receives "uninterrupted assistance". This means that the passenger is escorted from the point of arrival/departure to the aircraft door without interruption or delay, unless the passenger is flying on a connecting flight.

4.4. If an DRM passenger has a confirmed reservation for a flight, this means that the air carrier or ground handling service provider must be informed in advance of the need and nature of the assistance to DRM passengers and that the information must be provided to the persons servicing these passengers at the airport. It is recommended that such information be provided at least 5 hours before the scheduled flight (by e-mail or SITA).

4.5. DRM passengers are boarded on a priority basis. Disabled persons or persons with reduced mobility shall be disembarked from the aircraft when other passengers leave the cabin. Exceptions are possible if it has been notified of the DRM passenger late or at the request of the flight crew.

4.6. The services are provided in accordance with these standards, ECAC document no. 30, Chapter 5 and its relevant annexes, and a description of the DRM passenger service procedure.

4.7. The responsibility for DRM passenger service at the airport is regulated by the cooperation agreements signed by the Kaunas branch of the state-owned company Lithuanian Airports and the ground handling service provider.

4.8. The ground handling company providing services to DRM passengers must provide the responsible person with information on the flows of such passengers and the quality and quantity of the services provided every three months. The following information shall be provided:

4.8.1. Number of passenger and IATA disability codes for which assistance was provided at the airport when the need for assistance was notified in advance (at least 36 hours before the flight).

4.8.2. Number of passenger and IATA disability codes for which assistance was provided at the airport without prior notice of the need for assistance.

4.9. The Kaunas branch of the state-owned company Lithuanian Airports reserves the right to regularly inspect the quality of service for persons with special needs.

4.10. Assistance for passengers with special needs is not subject to tax.
