

## Code of Good Conduct in Handling Disabled Persons and Persons with Reduced Mobility Travelling by Air.

### 1. Introduction

- 1.1** Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (hereinafter referred to as "Regulation 1107/2006") sets out the rules of protection and providing assistance for disabled persons and persons with reduced mobility, travelling by air, both for the purpose of protecting them against discrimination as well as to make sure that they receive help. The provisions of this Regulation apply to disabled persons and persons with reduced mobility, using or intending to use commercial passenger air services on departure from, on transit through, or on arrival at an airport, when the airport is situated in the territory of a Member State to which the Treaty applies.
- 1.2** In its practice at the Warsaw Modlin Airport, Mazowiecki Port Lotniczy Warszawa-Modlin Sp. z o.o. applies the provisions of Regulation 1107/2006, in particular with reference to obligations imposed by Art. 5-7-8-9-11-15 and it provides assistance specified in Annex I to this Regulation.
- 1.3** A disabled person or a person with reduced mobility, herein below referred to as a **PRM (Passenger with Reduced Mobility)** means any person whose mobility when using transport is reduced due to any physical disability (sensory or

locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

**1.4** The scope of assistance provided for PRM at the Warsaw Modlin Airport is defined in annex 1 hereto.

**1.5** PRM assistance codes according to the International Air Transport Association - IATA - are gathered in Annex 2 to this "Code of Good Conduct in Handling Disabled Persons and Persons with Reduced Mobility Travelling by Air", hereinafter referred to as "the Code".

**1.6** PRM in air transportation have the same rights as all the passengers and they do not incur additional costs for received assistance.

**1.7** The Code specifies the scope and rules of providing comprehensive services at the Warsaw Modlin Airport.

**1.8** The Code takes into account the following instructions applicable to the airport operator:

1.8.1 recommendations included in document 30 Part I Section 5 of the European Civil Aviation Conference (ECAC), in particular the Code of Good Conduct in Ground Handling for Persons with Reduced Mobility as set out in an annex thereto and

1.8.2 standards included in Annex 9 - "Facilitation" (13th edition) to the Convention on International Civil Aviation, made in Chicago on 7 December 1944.

## 2. General rules

- 2.1** Based on Regulation 1107/2006, in order to provide an appropriate level of comfort for **PRM**, we provide solutions enabling PRM to travel, from the moment of appearing at the Warsaw Modlin Airport through the check-in procedure, security control, as far as to/from the aircraft.
- 2.2** In performance of EC Regulation 1107/2006, Mazowiecki Port Lotniczy Warszawa-Modlin Sp. z o.o. publishes on its website quality standards related with handling PRM, defined in accordance with paragraph 3 of this Code.

## 3. Quality standards

- 3.1 A PRM reports the need for assistance to a carrier or a travel agent at the time of booking or buying a ticket, no later than 48 hrs before departure.
- 3.2 It is also possible to report the need for assistance directly to the airport operator, no later than 48 hrs before published time of departure of the aircraft, in any of the following ways:
- 3.2.1 by phone: +48 22 206 95 51, +48 783 925 647 or
- 3.2.2 by email: [prmwm@lsas.aero](mailto:prmwm@lsas.aero)
- 3.3 In lack of a request as specified in paragraph 3.2 airport services make every effort in order to provide assistance as specified in Annex 1 in such a way that the person can take the flight they have booked. In such a case the request may also be submitted by use of SOS panels or personally at the Information Point or a PRM-dedicated check-in point No. 1. This, however, may prolong the time of waiting for assistance.
- 3.4 At the moment of filing a request, the type of assistance required by a PRM at the airport should be specified.



3.5 Departing passengers who have booked the service in advance (in accordance with paragraph 3.1 or 3.2), after appearing at the Airport should not wait longer for assistance than:

- a) 80% of customers should not wait longer for assistance than 10 minutes,
- b) 90% of customers should not wait longer for assistance than 15 minutes,
- c) 100% of customers should not wait longer for assistance than 20 minutes.

3.6 Departing passengers who have not booked the service in advance in accordance with paragraph 3.1 or 3.2, after appearing at the Airport should not wait longer for assistance than:

- a) 80% of customers should not wait longer for assistance than 20 minutes,
- b) 90% of customers should not wait longer for assistance than 30 minutes,
- c) 100% of customers should not wait longer for assistance than 40 minutes.

3.7 For arriving passengers who have booked the service in advance (in accordance with paragraph 3.1 or 3.2), assistance on leaving the aircraft should be available:

- a) 80% of customers - within 5 minutes from the moment of the aircraft coming to a halt at the stand,
- b) 90% - 10 minutes,
- c) 100% - 20 minutes.

3.8 For arriving passengers who have not booked the service in advance in accordance with paragraph 3.1 or 3.2, assistance should be available at the aircraft:

- a) 80% of customers - within 10 minutes from the moment of the aircraft coming to a halt at the stand,

- b) 90% - 20 minutes,
- c) 100% - 35 minutes.

**3.9** The provisions of paragraphs 3.2-3.8 shall apply, on the condition that :

**a) the person appears for check-in:**

- at the time as specified in advance in writing (also by electronic means of communication) by the air carrier or its representative or tour operator; or
- if the time is not specified, no later than one hour before published time of departure; or

**b) the person arrives at the point in the premises of Warsaw Modlin Airport specified in paragraph 5 of the Code:**

- at the time as specified in advance in writing (also by electronic means of communication) by the air carrier or its representative or tour operator; or
- if the time is not specified, no later than two hours before published time of departure.

**3.10** All the passengers using the services for **PRM** should observe the instructions of the airport personnel providing PRM handling services.

**3.11** A PRM passenger, at every stage of the trip, may give up further assistance of dedicated PRM handling personnel. Such a passenger shall then be requested to sign an appropriate declaration provided by a PRM agent. The assistance can also be restored upon the passenger's request at any time.

#### 4. Scope of provided services.

- 4.1 The Warsaw Modlin Airport personnel performing PRM handling services is properly trained and undergoes periodical checks.
- 4.2 Information on services prepared for **PRM** at Warsaw Modlin Airport can be obtained:
  - 4.2.1 at the Airport Information Point (Terminal - departures lounge)
  - 4.2.2 by phone: 22 315 18 80, +48 801 80 18 80, (for persons calling from a mobile phone), as well as
  - 4.2.3 from the website: <http://www.modlinairport.pl/pasazer/potrzeby-specialne/obsluga-niepełnosprawnych.html>
- 4.3 The service is available 24/7.
- 4.4 The scope of assistance available for PRM at the Warsaw Modlin Airport is defined in Annex 2 hereto.
- 4.5 Any information concerning the rights of **PRM**, can be found in the guidebook on the "Passengers' Rights" website:

<http://www.ulc.gov.pl/pl/prawa-pasazera/przewodnik-dla-pasazerow-niepełnosprawnych>

#### 5. Warsaw Modlin Airport premises

- 5.1 A car or a vehicle transporting a **PRM** to the airport may stop at one of 36 designated parking spaces at the PA1 car park or directly on the road in front of the terminal, on the other side of the barrier after it is opened by the staff.
- 5.2 Bus stops are located opposite the terminal entrance, where SOS panels are available to call for assistance.



- 5.3 The Warsaw Modlin Airport operator has designated appropriately marked parking spaces for disabled passengers at the long-term PA7 car park. Passenger transfer, including transfer of disabled passengers, to the passenger terminal is free of charge.
- 5.4 The Warsaw Modlin Airport operator authorises entry and temporary stay directly in front of the terminal for a taxi or a car transporting a PRM in order to let such a passenger out and to take out their luggage. Such vehicles should have additional markings.
- 5.5 In order for the personnel to let a vehicle stop for a limited time on the road in front of the passenger terminal the following requirements must be fulfilled:
  - 5.5.1.1 the vehicle must be appropriately marked by a parking card for a disabled person behind the windscreen, or
  - 5.5.1.2 the *disability card* of the passenger must be shown to the personnel.
- 5.6 At the premises of the Warsaw Modlin Airport there are SOS communication panels (called "SOS panels"). The panels have been installed in front of entrance doors to the terminal building and in the departures and arrivals zones.



- 5.7 A departing passenger should use an SOS panel to contact an assistant or should go to the Airport Information Point or a designated check-in point i.e. point No. 1, marked with an appropriate symbol.



- 5.8 Upon request, dedicated PRM handling personnel goes in front of the passenger terminal or to another place where the requesting person is, in order to assist the PRM passenger across the terminal to the check-in point.
- 5.9 Information on appearance of a passenger who requires assistance is delivered to a staff member who goes to the location indicated by the passenger as quickly as possible, according to an appropriate time framework.

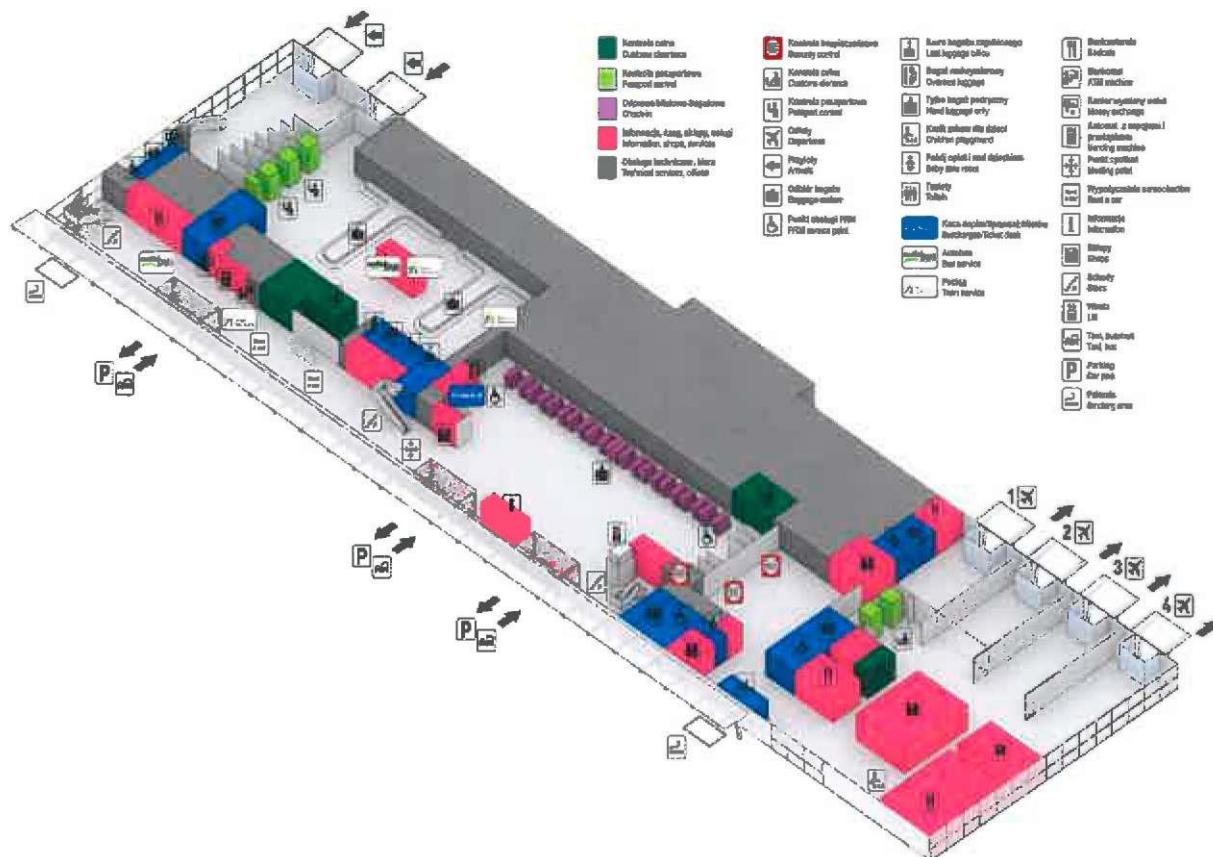


5.10 An arriving passenger requiring assistance reports his/her presence to the personnel when leaving the aircraft. Dedicated **PRM** handling personnel assists them in collecting the luggage, transporting the luggage, and through passport or customs control. The personnel is obliged to make sure that the passenger is taken care of by another person or that transport is provided for him/her.

## 6. Terminal markings

6.1 A link to a terminal map with marked facilities:

[passenger terminal](#)



- 6.2 Check-in points and rooms facilitating PRM handling are marked with appropriate symbols.
- 6.3 Airport toilets are equipped with SOS signalling for emergency situations, where assistance is needed.



- 6.4 The Airport operator made sure that all the security control points are adjusted to handling **PRM**.
- 6.5 Dedicated PRM handling personnel provides assistance for **PRM** during security check.
- 6.6 At the premises of Warsaw Modlin Airport a guide dog travelling with the passenger is allowed.

## 7. Complaints and petitions

- 7.1 The Warsaw Modlin Airport operator shall perform periodic assessment of observance of standards of handling disabled passengers and passengers with reduced mobility (PRM).
- 7.2 Any comments and complaints concerning observance of PRM handling standards can be filed in any of the following ways:



- 7.2.1 personally - at the Information Point by filling an appropriate form or
- 7.2.2 by sending it in writing to the following address:

Mazowiecki Port Lotniczy Warszawa-Modlin Sp. z o.o.

ul. gen. Wiktora Thommee 1a

02-105 Nowy Dwór Mazowiecki

marked with the word „complaint”.

or

- 7.2.3 by email to the following address: [reklamacje@modlinairport.pl](mailto:reklamacje@modlinairport.pl), or

- 7.2.4 using the website: [www.modlinairport.pl](http://www.modlinairport.pl), section

<http://www.modlinairport.pl/kontakt/formularz-kontaktowy.html>

## 8. Contact details.

- 8.1 The Airport operator publishes all the necessary contact details and phone numbers of airlines operating at the Warsaw Modlin Airport on the following website:

<http://www.modlinairport.pl/wazne-telefony.html>

## 9. Annexes

- 9.1 The following annexes constitute an integral part of this Code:

Annex 1 - The scope of assistance falling in the scope of responsibilities of the Warsaw Modlin Airport operator

Annex 2 - Codes specifying the type of assistance for a PRM according to the International Air Transport Association - IATA



## Annex 1

### The scope of assistance falling in the scope of responsibilities of the Warsaw Modlin Airport operator

The Warsaw Modlin Airport operator provides assistance and makes arrangements necessary to enable disabled persons and persons with reduced mobility:

- to report their arrival at the airport and to request assistance at designated points inside and outside the terminal buildings, specified in paragraph 5 of the Code,
- to move from a designated point to the check-in desk,
- to go through check-in and register their luggage,
- to move from the check-in point to the aircraft, including going through the emigration, customs and security procedures,
- to go on board aircraft by use of available lifts, wheelchairs or other required help, depending on circumstances,
- to move from aircraft door to their seats,
- to keep and collect their luggage in an aircraft,
- to move from their seats to the aircraft door,
- to leave the aircraft by use of available lifts, wheelchairs or other required help, depending on circumstances,
- to move from the aircraft to the baggage hall and to collect their luggage, including going through the immigration, customs and security procedures,
- to move from the baggage hall to a designated point,
- to go to toilet, if necessary,
- to provide temporary replacement of damaged or lost mobility equipment, though not necessarily identical,
- when required, to handle certified guide dogs,
- to provide information necessary to use a flight, in available forms.

In the case where a disabled person or a person with reduced mobility is assisted by an accompanying person, this person has to - if necessary - obtain a consent of a PRM handling agent, to providing necessary assistance at the airport and during boarding and leaving an aircraft.

Handling necessary mobility equipment, including such equipment as electric wheelchairs, is possible on the condition that 48-hours' notice on the fact is given and subject to possible space limitations on board aircraft and on the condition that appropriate legislation concerning dangerous materials is applied.

## Annex 2

### **Codes specifying the type of assistance for a PRM according to the International Air Transport Association - IATA**

**AMBULIFT** - a vehicle, a lifting ambulance allowing a passenger to comfortably and safely board an aircraft.

**WCHC - WHEELCHAIR CABIN** - a passenger permanently requiring a wheelchair to move about, who is transported to his/her seat in the passenger cabin by use of the so called "narrow wheelchair".

**WCHS - WHEELCHAIR STAIRS** - a passenger using a wheelchair to move about, who cannot go up and down the stairs unassisted. They can walk to their seats in the passenger cabin unassisted.

**WCHR - WHEELCHAIR RAMP** - a passenger using a wheelchair to move about. The passenger can walk up and down the stairs, but has difficulties with walking a longer distance.

**BLND** - A blind and visually impaired passenger.

**DEAF** - A deaf or hearing-impaired passenger.

**DPNA** - An intellectually handicapped passenger.

**DEAF/BLND** - A deaf and blind passenger.

