

**CHIEF EXECUTIVE OFFICER OF
STATE ENTERPRISE LITHUANIAN AIRPORTS**

**ORDER
ON RATIFICATION OF ASSISTANCE QUALITY STANDARDS AND DECLARATION
OF ORDER NO. 1R-203 OF 20 AUGUST 2008 “ON RATIFICATION OF ASSISTANCE
QUALITY STANDARDS”**

21 August 2014 No. 1R-154
Vilnius

1. I hereby ratify Assistance Quality Standards (attached).
2. I hereby establish that Assistance Quality Standards must be followed at Vilnius Branch of state enterprise Lithuanian Airports.
3. I hereby assign Renatas Aukštuolis, the Head of Operational Management Group, to ensure that the responsible employees of UAB “Litcargus” and UAB “Baltic Ground Services” are acquainted with Assistance Quality Standards ratified under this Order.
4. I hereby appoint Renatas Aukštuolis, the Head of Operational Management Group, responsible for the implementation of Assistance Quality Standards at Vilnius Branch of state enterprise Lithuanian Airports.
5. I hereby declare the Order of state enterprise Vilnius International Airport no. 1R-203 of 20 August 2008 “On Ratification of Assistance Quality Standards” invalid.

Chief Executive Officer

Gediminas Almantas

Prepared by
Head of Operational Management Group

Renatas Aukštuolis
20-08-2014

RATIFIED BY
The Order of
Chief Executive Officer of
state enterprise
Lithuanian Airports
No. 1R-154 21 of August 2014

ASSISTANCE QUALITY STANDARDS

Taking into consideration that from 1 April 2006 all the passengers with disability and reduced mobility must have access to assistance, indicated under the 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, as well as in cooperation with association Lithuanian Disability Forum and Civil Aviation Administration, the following Assistance Quality Standards are established.

1. The assistance to passengers with disabilities and reduced mobility (hereinafter referred to as PRM) shall be provided assistance at Vilnius Branch of state enterprise Lithuanian Airports using the below listed disability codes:

Disability code	Description	Nature of assistance
WCHC	Disabled person. Passenger with complete disability and reduced mobility.	The passenger is escorted by two assistants. In case the aircraft is parked at the aircraft parking sites distant from the terminal or there is no opportunity to use passenger boarding bridge, while the aircraft is standing in the parking site near the terminal, PRM is transported and boarded onto or disembarked from the aircraft using the specifically adapted vehicle "Ambulift".
WCHS	The passenger has trouble in walking and is unable to climb the stairs.	The passenger is escorted by at least one assistant. In case the aircraft is parked at the aircraft parking sites distant from the terminal or there is no opportunity to use passenger boarding bridge, while the aircraft is standing in the parking site near the terminal, PRM is provided a wheelchair and specifically adapted vehicle "Ambulift" is used.
WCHR	The passenger is unable to walk long distances.	The passenger is escorted by at least one assistant. In case the aircraft is parked at the aircraft parking sites distant from the terminal or there is no opportunity to use passenger boarding bridge, while the aircraft is standing in the parking site near the terminal, PRM is

		provided with a wheelchair and specifically adapted vehicle “Ambulift” is used.
BLIND	Blind and vision impaired passengers.	The passenger is escorted by at least one assistant.
DEAF	Deaf and hearing impaired passengers, deaf-mute passengers.	The passenger is escorted by at least one assistant.
BLIND&DEAF	Blind and deaf passengers, who can move only when escorted by an assistant.	The passenger is escorted by at least one assistant.
DPNA	Passengers with intellectual and developmental disabilities.	The passenger is escorted by at least one assistant.

1.1. It should be highlighted that these services shall be provided to PRM, encompassing any disabilities from reduced mobility to any mental, intellectual disability or impairment and despite their age, when certain assistance and services are necessary in order to meet the needs of these passengers, which are available to all the passengers.

1.2. Under the request, PRMs, who are of reduced mobility, but do not need assistance (for example, because such assistance is provided by relatives) shall be provided a wheelchair for temporary use from the site of their arrival at the airport to the location of boarding onto the aircraft.

1.3. In case the passenger with disability or reduced mobility is willing to use personal wheelchair during the arrival or departure, such request must be granted. When boarding or disembarking the wheelchair is kept with the baggage and the airlines are responsible for further transportation thereof.

1.4. In case the PRM is using an electric wheelchair, the person providing assistance executes all the actions, necessary in order to disconnect or connect the electrical battery, under the consultation with the respectful passenger, in order to arrange for the wheelchair to be transferred for the transportation by the ground service company of the airlines or further usage of the passenger.

1.5. The assistance to PRM must always be provided, except for the cases, when the passenger fails to notify about the condition of PRM on time. In such a case all the efforts are made in order to provide all the necessary assistance, following these standards. This condition shall not be applicable, when the passenger requires assistance not due to disability, but due to other reasons, for example, the passenger is carrying especially heavy hand baggage.

2. The assistance shall be provided from/to clearly marked sites of arrival/ departure, located within the territory of the airport:

2.1. Specifically marked vehicle parking places with an opportunity to call for assistance (central parking lot);

2.2. To PRM arriving by public transport (by the bust station marked by a special traffic sign);

2.3. Opposite the departure hall on the second floor. A PRM willing to receive the due assistance, must notify about the location place and the nature of the assistance needed.

3. In accordance with Chapter 5 of Part I of ECAC Document no. 30 and the relevant Annexes thereto, the following indicators for the service quality of the passengers with disability or reduced mobility, have been established:

3.1. **Departing PRM**, who purchased the tickets in advance and notified about the need for assistance and the nature thereof as well as arrived on the site of arrival/ departure on time:

- The waiting time for such PRM on the site of arrival/ departure cannot exceed 5 minutes;
- All the PRM must be boarded onto the aircraft, unless that is impossible due to *force majeure* circumstances.

3.2. **Departing PRMs**, who did not purchase the tickets in advance and notified about the need for assistance as well as the nature thereof only on site of arrival/ departure:

- The waiting time for such PRMs on the site of arrival/ departure cannot exceed 10 minutes.

3.3. **Arriving PRMs**, when the information about the need for assistance is received from the airport of departure only after take-off of the aircraft (not later than within 30 minutes before landing of the aircraft at Vilnius Airport):

- The waiting time for such PRMs on the aircraft cannot exceed 5 minutes after disembarking other passengers.

3.4. **Arriving PRMs**, when the information about the needs for assistance was not received from the airport of departure after the take-off of the aircraft and the notification about the need for assistance was received only from the company providing ground handling services when the aircraft was already parked at the aircraft parking site:

- The waiting time for such PRMs on the aircraft cannot exceed 10 minutes after disembarking other passengers.

4. In order to ensure the implementation of service quality indicators, the following conditions must be followed:

4.1. The assistance to the departing PRM is guaranteed only provided that the PRM arrives at the check-in desk at least an hour before the flight time established under the schedule. In case the passenger requires assistance from the very site of arrival/ departure, located within the territory of the airport, such passenger shall be liable to arrive at least two hours before the flight time established under the schedule.

4.2. In case the time limits established under the previous Item are not followed, the responsible persons shall put all the possible efforts into boarding the PRM onto the aircraft, but no guarantee shall be given that the passenger shall be boarded.

4.3. Every PRM shall receive “consistent assistance”. That means the passenger shall be escorted from the site of arrival/ departure to the aircraft without any interruptions or delays, except for the cases, when the passenger is taking a connecting flight.

4.4. In case the passenger has purchased the ticket in advance, that means the airport, airline, flight operator or ground service company must be notified in advance about the PRM’s need for assistance and the nature thereof, furthermore, that information must be provided to the persons, who are providing services to these passengers at the airport. It is preferable for such information to be submitted at least hours before the scheduled flight (in written, by e-mail, SITA, fax or by other methods).

4.5. PRM are boarded onto the aircraft applying the priority procedure. PRM are disembarked from the aircraft after other passengers leave the aircraft. Exceptions are possible, in case the notification about the PRM was delayed or the crew of the aircraft requests that.

4.6. The services are provided following these standards, ECAC Document no. 30 and the relevant Annexes thereto as well as “The Interaction Technology for Agencies, Providing Services to Passengers with Reduced Mobility (PRM) at Vilnius Branch of state enterprise Lithuanian Airports”, ratified under the Order of the Chief executive Officer of state enterprise Lithuanian Airports No. 1R-152 of 20 August 2014.

4.7. The liability for the provision of the services to PRM at the airport is established under the service transfer contract signed between the state enterprise Vilnius International Airport and ground handling company.

4.8. Vilnius Branch of state enterprise Lithuanian Airports reserve the right to execute the inspections of PRM service quality.
