

**ZAGOTAVLJANJE KAKOVOSTI NA PODROČJU OSKRBE  
INVALIDNIH OSEB IN OSEB Z OMEJENO MOBILNOSTJO**

**QUALITY ASSURANCE OF THE SERVICES FOR DISABLED  
PERSONS AND PERSONS WITH REDUCED MOBILITY**

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## 1. *Invalidne osebe in osebe z omejeno mobilnostjo v zračnem prometu*

V to kategorijo potnikov spadajo vsi, ki imajo zmanjšano možnost gibanja in potrebujejo pomoč in pripomočke pri gibanju. Zmanjšane zmožnosti so lahko senzorične, gibalne, umske narave ali pa razne poškodbe in sicer začasne ali trajne. Razlog je lahko tudi starost, ki povzroči navedene posledice ali zdravstvene težave. Zato taki potniki pri svojem potovanju potrebujejo dodatno pomoč pri opravljanju formalnosti in gibanju na območju letališča.

Potniki morajo prevozniku prijaviti potrebo po pomoči najkasneje 48 ur pred odhodom letala, prevoznik pa mora prenesti informacijo vsaj 36 ur pred odhodom letala oz. takoj ko je mogoče na odhodno, tranzitno in končno letališče.

Družba Fraport Slovenija d.o.o. kot upravitelj in oskrbovalec se obvezuje, da bo tem potnikom nudila kakovostno storitev in pomoč osebja v skladu z EU uredbo ES 1107/2006 in ECAC Doc. No 30 (Part I), section 5: Facilitation of the transport of persons with reduced mobility (Kodeks o pravilih obnašanja pri zemeljski oskrbi oseb z omejeno mobilnostjo). Po najboljših močeh si bomo prizadevali nuditi pomoč tudi potnikom, katerih potreba po pomoči ni bila vnaprej najavljena s strani prevoznika.

Pomoč se bo nudila naslednjim kategorijam potnikov:

**WCHR (Wheelchair Ramp)** – Potnik lahko prehodi krajše razdalje sam, prav tako lahko hodi navzgor in navzdol po stopnicah ter se samostojno premika po potniški kabini. Potnik potrebuje invalidski voziček ali drug pripomoček za premikanje med letalom in terminalom, v terminalu in med začetno in končno točko na območju letališča.

**WCHS (Wheelchair Steps)** – Potnik ne more hoditi navzgor in navzdol po stopnicah, lahko

## 1. *Disabled persons and persons with reduced mobility in air transport*

This category of passengers includes all those who have reduced mobility and need help and assistance in moving. Reduced capabilities can be sensory, motor, mental, or due to various injuries, either temporary or permanent. The age may also be the reason that causes these consequences or health problems. Therefore, such passengers need additional assistance when performing their formalities and moving in the airport area.

Passengers must notify the carrier of the need for assistance no later than 48 hours before the departure of the airplane, and the carrier must transfer the information at least 36 hours before departure of the airplane or as soon as possible to the outbound, transit and final airport.

Fraport Slovenija d.o.o. as the operator and handler, is obliged to provide these passengers with quality service and staff assistance in accordance with EU Regulation 1107/2006 and ECAC Doc. No 30 (Part I), Section 5: Facilitating the transport of persons with reduced mobility (Code of Conduct on Ground Handling of Persons with Reduced Mobility). We will do our best to provide assistance also to passengers whose need for assistance has not been pre-notified by the carrier.

The assistance will be offered to the following categories of passengers:

**WCHR (Wheelchair Ramp)** - The passenger can walk a short distance by himself/herself alone, can also walk up and down the stairs, and move independently in the passenger cabin. The passenger needs a wheelchair or other mobility aid between the aircraft and the terminal, in the terminal and between the start and end points in the airport area.

**WCHS (Wheelchair Steps)** - The passenger cannot walk up and down the stairs but can

pa se giblje samostojno po kabini letala in prehodi krajše razdalje. Potrebuje pomoč pri hoji navzgor in navzdol po stopnicah letala ter invalidski voziček ali drug pripomoček pri premagovanju razdalj med letalom in terminalom, v terminalu ter med začetno in končno točko na območju letališča.

**WCHC (Wheelchair Carry)** – Potnik, ki ne more hoditi ali stati samostojno in potrebuje popolno pomoč druge osebe pri gibanju oz. se ne more premikati sam brez invalidskega vozička ali drugega pripomočka, običajno ima s seboj tudi svoj invalidski voziček. Načeloma velja, da za potovanje z letalom potrebuje spremljevalca.

**BLND (Blind)** – Potnik je slaboviden in potrebuje pomoč med potovanjem. Lahko potuje tudi s spremljevalnim psom ali spremljevalcem.

**DEAF** – Potnik je slušno prizadet in potrebuje pomoč med potovanjem.

**STCR** – Potnik, ki potuje na nosilih in lahko potuje samo v ležečem stanju. Potnik mora imeti s seboj tudi spremljevalca.

**DPNA (Disabled Passenger with intellectual or development disability Needing Assistance)** – To so potniki z motnjami v razvoju, z intelektualno nezmožnostjo ali razvojno prizadetostjo, z demenco, z Alzheimerjevo boleznijo, z Downovim sindromom, ki potujejo sami in potrebujejo pomoč.

## 2. Cilji

Temeljni cilj sistema obvladovanja kakovosti na področju oskrbe invalidnih oseb in oseb z omejeno mobilnostjo je zagotoviti učinkovit sistem zaščite in zagotavljanja pomoči invalidnim osebam in osebam z omejeno mobilnostjo v zračnem prometu.

Invalidnim osebam in osebam z omejeno mobilnostjo omogočamo:

move independently in the cabin of the airplane and walk short distances. He/she needs help with walking up and down the stairs of the airplane, and a wheelchair or other mobility aid to overcome the distances between the plane and the terminal, in the terminal and between the start and end points in the airport area.

**WCHC (Wheelchair Carry)** - A passenger who cannot walk or stand alone and needs the help of another person when moving, and cannot move alone without a wheelchair or other mobility aid, usually has own wheelchair. In principle it is considered that he/she needs an assistant for air travel.

**BLND (Blind)** - The passenger is visually impaired and needs assistance while travelling. He can also travel with an accompanying dog or companion.

**DEAF** - The passenger is hearing impaired and needs assistance while travelling.

**STCR** - A passenger travelling on a stretcher. The passenger must also have an assistant.

**DPNA (Disabled Passenger with intellectual or development disability Needing Assistance)** - These are passengers with intellectual or developmental disability or dementia, Alzheimer's disease, Down's syndrome travelling alone and needing assistance.

## 2. Objectives

The basic objective of the quality management system in the field of care for disabled persons and persons with reduced mobility is to provide an effective system of protection and provision of assistance to disabled persons and persons with reduced mobility in air transport.

We enable disabled persons and persons with reduced mobility:

- sporočanje njihovega prihoda na letališče in zahteve po pomoči na označenih točkah znotraj in zunaj zgradb terminala,
  - premik od označene točke do okenca za prijavo potnikov,
  - prijava na let in prijava prtljage,
  - nadaljevanje poti od okenca za prijavo potnikov do zrakoplova skupaj z izpolnitvijo izstopnih, carinskih in varnostnih postopkov,
  - vkrcanje v zrakoplov z zagotavljanjem dvigal, invalidskih vozičkov oziroma druge potrebne pomoči, kakor je to primerno,
  - nadaljevanje poti od vrat zrakoplova do njihovih sedežev,
  - shranjevanje in prevzem prtljage v zrakoplovu
  - nadaljevanje poti od njihovih sedežev do vrat zrakoplova,
  - izkrcanje iz zrakoplova z zagotavljanjem dvigal, invalidskih vozičkov ali druge potrebne pomoči, kakor je to primerno,
  - nadaljevanje poti od zrakoplova do prostora za prevzem prtljage in prevzem prtljage skupaj z izpolnitvijo vstopnih in carinskih postopkov,
  - nadaljevanje poti od prostora za prevzem prtljage do označene točke,
  - dostop do povezovalnih letov, kadar so v tranzitu, s potrebno pomočjo na letalu in na tleh ter na terminalu in med njimi, kakor je potrebno,
  - po potrebi pomoč pri dostopu do toaletnih prostorov.
- communicate their arrival at the airport and their request for assistance at the designated points inside and outside of the terminal buildings mentioned in Article 5,
  - move from a designated point to the check-in counter,
  - check-in and register baggage,
  - proceed from the check-in counter to the aircraft, with the help through the completion of emigration, customs and security procedures,
  - board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
  - proceed from the aircraft door to their seats,
  - store and retrieve baggage on the aircraft,
  - proceed from their seats to the aircraft door,
  - disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
  - proceed from the aircraft to the baggage hall and retrieve baggage, with the help through the immigration and customs procedures,
  - proceed from the baggage hall to a designated point,
  - reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
  - help with the access to the toilet facilities if required.

Kadar invalidni osebi ali osebi z omejeno mobilnostjo pomaga oseba, ki jo spremlja, je treba tej osebi na zahtevo omogočiti, da zagotavlja potrebno pomoč na letališču ter pri vkrcanju in izkrcanju.

Zemeljska oskrba vse potrebne opreme za gibanje, vključno z opremo, kot so električni invalidski vozički, pri čemer je potrebno vnaprejšnje opozorilo v 48 urah ter upoštevanje prostorskih omejitev v zrakoplovu, ob upoštevanju ustrezne zakonodaje v zvezi z nevarnim blagom.

Where a disabled person or person with reduced mobility is assisted by an assistant, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Ground handling of all necessary mobility aids, including aids such as electric wheelchairs is subject to advance notification of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Začasna nadomestitev poškodovane ali izgubljene opreme za gibanje, čeprav ne nujno zamenjava enakega z enakim.

Temporary replacement of damaged or lost mobility aid albeit not necessarily on a like for like basis.

Zemeljska oskrba psov, ki so priznani kot psi pomočniki, kadar je to primerno.

Ground handling of trained assistance dogs, when relevant.

Sporočanje informacij, potrebnih za potovanje, v dostopnih oblikah.

Communication of information needed to take flights in accessible formats.

### **3. Pravna podlaga**

Pravna podlaga, ki določa pravila za zaščito in zagotavljanje pomoči invalidnim osebam in osebam z omejeno mobilnostjo v zračnem prometu:

- Uredba Komisije (ES) št. 1107/2006
- ECAC Doc. No 30 (Part I), section 5: Facilitation of the transport of persons with reduced mobility (Kodeks o pravih obnašanja pri zemeljski oskrbi oseb z omejeno mobilnostjo)

V sklopu operativnih navodil družbe Fraport Slovenija je oskrba invalidnih oseb in oseb z omejeno mobilnostjo opredeljena v:

- Ground Operations Manual (GOM) – 03 PAX-Passenger Handling.

### **4. Splošne določbe**

Za zagotavljanje kakovosti na področju zagotavljanja pomoči invalidnim osebam in osebam z omejeno mobilnostjo v zračnem prometu so odgovorni:

- Služba Integrirani sistemi upravljanja za kakovost za izvajanje notranjih nadzorov zemeljske oskrbe
- Služba za oskrbo potnikov za zagotavljanje upoštevanja Uredbe Komisije (ES) št. 1107/2006, ECAC Doc. No 30, section 5 ter postopkov

### **3. Legal basis**

Legal basis laying down rules for the protection and provision of assistance to disabled persons and persons with reduced mobility in air transport:

- European Regulation (EC) No 1107/2006
- ECAC Doc. No 30 (Part I), section 5: Facilitation of the transport of persons with reduced mobility

Within the scope of Operations Manual of Fraport Slovenia, the provision of disabled persons and persons with reduced mobility is defined in:

- Ground Operations Manual (GOM) – 03 PAX-Passenger Handling

### **4. General provisions**

The implementation of quality in the provision of assistance to disabled persons and persons with reduced mobility in air transport, is the responsibility of:

- Integrated Governance System - Quality Assurance Service for the Internal Control of Ground handling
- The Passenger Service to ensure compliance with Commission Regulation (EC) No. 1107/2006, ECAC Doc. No 30, section 5 and procedures

navedenih v GOM – 03 PAX-  
Passenger Handling.

- Služba Oskrbe letal za zagotavljanje upoštevanja Uredbe Komisije (ES) št. 1107/2006, ECAC Doc. No 30, section 5 ter postopkov navedenih v GOM – 03 PAX-Passenger Handling.
- Kadri in izobraževanje za organizacijo usposabljanj Ravnanje z invalidnimi osebami in osebami z omejeno mobilnostjo.

specified in GOM - 03 PAX - Passenger Handling.

- Ramp handling service to ensure compliance with Commission Regulation (EC) No. 1107/2006, ECAC Doc. No 30, section 5 and procedures specified in GOM - 03 PAX - Passenger Handling.
- Human Resources And Training for organization of trainings - Handling with passengers with reduced mobility (PRM).

## 5. Pritožbe

Družba Fraport Slovenija ima sprejet organizacijski predpis o zadovoljstvu uporabnikov naših storitev, ki določa obravnavo pritožb potnikov, obiskovalcev, letalskih prevoznikov in partnerjev.

Pritožbe, pohvale, mnenja ali predloge se lahko posreduje na poseben elektronski naslov: [quality@fraport-slovenija.si](mailto:quality@fraport-slovenija.si) ali oddani v za to namenjene skrinjice, ki se nahajajo:

- v avli, kjer se vrši prijava na let,
- v mednarodnem prostoru,
- v avli, kjer je prostor za dvig prtljage.

## 5. Complaints

Fraport Slovenia has adopted an organizational rule on the satisfaction of users of our services, which determines the treatment of complaints by passengers, visitors, airlines and partners.

Complaints, praises, opinions or suggestions can be sent to a designated e-mail address: [quality@fraport-slovenija.si](mailto:quality@fraport-slovenija.si) or submitted to the boxes which are intended for this purpose and are located:

- in the check-in lobby,
- in the gate area,
- in the baggage reclaim area.