

Schedule B - PRM

Service level agreement for the provision of services to persons with reduced mobility including disabled persons.

Services (as set out under Annex 1 of EC Regulation 1107 / 2006) Extract includes

- Communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings
- Move from designated point to the check-in counter
- Check-in and register baggage
- Proceed from the check-in counter to the aircraft, with 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 to the baggage hall and retrieve baggage, with completion of immigration and customs procedures
- Proceed from the baggage hall to the designated point of departure
- Reach connecting flights when in transit, with assistance on the airside and landside
- Move to the toilet facilities if required

These services are to be provided as directed by the SAA.

Contact Information:

The Service:

The assistance provider will contract with Shannon Airport Authority (SAA), the managing body of Shannon airport, to provide services in accordance with the relevant European and National legislation but also primarily in line with the quality Standards as outlined in this document. This document may be amended on occasions following consultation by the SAA with the industry e.g. AOC and the representative groups concerned under this Regulation.

The assistance provider will facilitate all forms of communication from airlines and handling agents with regard to the provision of assistance services. In particular, the assistance provider will maintain a SITA address (where required) for reception of pre notification requests, email and telephone services. The assistance provider should work proactively with all airlines / handling agents to achieve high levels of pre notification and should in particular facilitate the utilisation of the Passenger Assistance List (PAL) and Change Assistance List (CAL) messages. A full database and record of all assistance requests must be maintained and audited regularly.

Statistics will also be compiled by the assistance provider in relation to notification of assistance requests by airlines and provided to the SAA on a weekly basis. These statistics will clearly set out the relative percentage of airlines (by individual operator) pre notifying assistance requests at the 36 hour threshold, 24 hours in advance, 12 hours in advance, 6 hours in advance and 2 hours in advance.

It is the responsibility of the assistance provider to directly deal with all appropriate airline and handling agent's requests with regard to the provision of assistance services under Annex 1 of Regulation EC 1107 / 2006.

In accordance with the provision of this assistance, SAA has a designated point of arrival / departure at Shannon airport that must be utilised by the assistance provider for the purposes of delivering the assistance outlined in Annex 1 of Regulation EC 1107 / 2006 and detailed in the Quality Standards published by the SAA. The PRM service must be provided at any location in the airport campus including (but not exclusively) at areas where help points are located.

Where an airbridge is not being utilised for embarking / disembarking passengers; boarding or deplaning of passengers from aircraft under Regulation EC 1107 / 2006 will be performed using ambilift(s) provided by the assistance provider.

Disabled persons and persons with reduced mobility will be facilitated by the assistance provider in the use of their own mobility equipment as appropriate to the aircraft. This equipment should be available at the gate room / aircraft side as soon as possible upon arrival and the assistance provider will liaise with airlines and their ground handling agents to facilitate this as soon as possible and with all due care and attention to ensure that the mobility equipment is returned to the passenger in good condition.

In addition to providing the assistance services outlined in Annex 1 of the Regulation, the assistance provider shall also:

- Maintain and provide to the SAA and airlines if requested on a monthly and annual basis, detailed records of airline requests for assistance and direct passenger requests. A sample copy is provided.
- Maintain and provide to the SAA on a monthly and annual basis, detailed records of the provision of assistance to disabled persons and persons with reduced mobility at all key points of the service chain:
 - o Customer request for assistance from Designated Point
 - o Time at which contact is made with customer
 - o Time at which customer is facilitated through check-in
 - o Time at which customer is facilitated through security (any issues / significant delay incurred)
 - o Time customer reaches gate
 - o Time customer is embarked / disembarked from aircraft (any issues / significant delays incurred)
 - o Time at which customer is facilitated through baggage reclaim (any issues / significant delays incurred)

- Time at which service is terminated at designated point of departure

The service provider should also record and provide any information with regard to interface difficulties with airline or handling agents in terms of retrieving mobility equipment in good time and in good condition.

Specific reference and auditing will be provided with regard to the quality standards and levels of service as set down below:

Pre-booked departing passengers (notify airline at least 48 hours in advance):

Agreed SLA

- 80% should wait no longer than 10 minutes for assistance
- 90% should wait no longer than 20 minutes for assistance
- 100% should wait no longer than 30 minutes for assistance

Non pre-booked departing passengers:

Agreed SLA

- 80% should wait no longer than 25 minutes for assistance
- 90% should wait no longer than 35 minutes for assistance
- 100% should wait no longer than 45 minutes for assistance

Pre-booked arriving passengers: Assistance should be available at the gate room / aircraft side for:

Agreed SLA

- 80% within 5 minutes of “on chocks”
- 90% within 10 minutes
- 100% within 20 minutes

Non pre-booked arriving passengers:

Agreed SLA

Assistance should be available at the gate room / aircraft side for:

- 80% within 15 minutes of “on chocks”
- 90% within 25 minutes
- 100% within 35 minutes

The term “on chocks”, relates to the point at which the aircraft is deemed to have arrived at its final parking position

The assistance provider will provide all of these details above to the relevant airport coordinator (as listed above) in a suitable format and will also facilitate any queries or

investigations that the internal co-ordinator will need to conduct for monitoring of quality purposes or resolving complaints lodged with the National Enforcement Body.

All assistance services must be provided in accordance with Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data in order to guarantee respect for the privacy of disabled persons and persons with reduced mobility, and ensure that the information requested serves merely to fulfil the assistance obligations laid down in this Regulation.

Equipment

Bidvest Noonan Ltd. shall provide the following minimum equipment levels listed below including:

- 2 x Ambilifts suitable for all sizes of A/C
- 1 x Mini Bus with wheelchair access
- 1 x Step Climber
- 50 x Wheel chairs
- 2 x Aisle chairs.
- 6 x Radios

Resources / Staffing:

Sufficient numbers of staff will be provided by the assistance provider to deliver the assistance at the required quality level as detailed above in accordance with the scheduled requests pre-notified by the airlines. The assistance provider will also resource the operation appropriately to facilitate assistance services to passengers who can be categorised as non-pre-booked departing passengers and non-pre-booked arriving passengers in accordance with the timings set out in the published SAA Quality Standards.

It is the responsibility of the assistance provider to ensure that all personnel are in possession of valid airport access identification permits issued by the SAA and have undergone the appropriate training for providing all aspects of the service including operating vehicles airside at Shannon and all other appropriate safety training. The assistance provider should be aware that there are minimum processing times for applications for access permits due to mandatory external background checks carried out on all personnel operating in an airside environment.

The assistance provider shall also resource the operation appropriately in terms of mobility equipment to deliver the service in line with the Quality Standards as published by SAA and the minimum levels of service as outlined in ECAC Document 30. This must include a regular system of audit to ensure that all equipment is maintained in good working condition with records that can be provided to the SAA both annually and on request.

Contact details for appropriate supervisory personnel must be advised to the internal SAA co-ordinator and the assistance provider must work in accordance with any directives or

instructions issued by appropriate SAA personnel including the Duty Airport Manager, Airport Operations Office and Airport Police.

All personnel delivering assistance services under Annex 1 of the Regulation EC 1107 / 2006 must be fully trained in disability equality and awareness. All personnel of the assistance provider must be trained appropriately with regard to manual handling and other relevant safety legislation. All such training records must be kept in a manner that can be audited and furnished to the SAA or other appropriate agencies as required.

Cross training and utilisation of personnel – Bidvest Noonan Ltd. will work to develop the cross utilisation of all personnel covered under this contract. The airport reserves the right to utilise the 'down-time' of our personnel to undertake other tasks within the airport.

All personnel must conduct themselves professionally when interacting with all members of the travelling public.

Quality Checks:

SAA will inspect and audit the provision of assistance services by the provider in accordance with Regulation EC 1107 / 2006 and the Quality Standards as outlined above by the SAA on a regular basis.

Where failure to achieve the key SLA targets as set are not achieved the performance management measures as outlined in earlier in the document shall apply.

Where there is a clear and measured deterioration in service quality and no improvement is observed following remedial action, SAA reserves the right to end the contract with appropriate notice.

Oct 2019