



31st ACI EUROPE Annual Congress & General Assembly

26 - 27 October 2021

HOSTED BY:



Accessible Airport Awards Assessment Criteria 2021

INTRODUCTION

This award is aimed at honouring the airports complying strictly with Regulation 1107/2006, their progress and achievements by awarding the most accessible airport for persons with disabilities and persons with reduced mobility with the “Accessible Airport Awards” and at encouraging airports to remove the barriers that persons with disabilities and persons with reduced mobility still face when travelling by air.

“Accessibility” in the context of this award does not only mean physical accessibility for wheelchair users but for all persons with disabilities and persons with reduced mobility. It concerns both the built environment and transport (e.g. the terminals and surrounding infrastructure) as well as information and communication (e.g. signage, websites, flight announcements, check-in etc.)

The assessment will be based on a range of different criteria listed below. The basic requirements under Regulation 1107/2006 are of course included but strategies to improve accessibility in the future and actions that go beyond the legislative requirements under the Regulation, including innovative solutions, will also be considered. While applicants are not required to answer all the questions, the points will be allocated on this basis.

The application should be no more than 1000 words and contain up to ten supporting documents in the Annex. Please make sure that all information is sent as a single document and that the document is accessible (i.e. accessible PDF or Word document). It will be assessed by a jury that includes persons with disabilities that are regular travellers themselves and that represent different disabilities.

In partnership with:



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SELECTION CRITERIA

Premises

In partnership with:

- Is public transport (i.e. taxis, buses, trains, metros or trams) operating to/from the airport accessible and is it sufficiently signposted?
- Is the transfer (both transport as well as pedestrian route) from the parking, drop-off point, taxi rank, or public transport to the terminal accessible and is it sufficiently signposted?
- Are there disabled parking spaces at the drop-off and pick-up zones?
- Is transfer (both transport as well as pedestrian route) between terminals accessible?
- Are the designated points to request assistance and communicate the arrival of the passenger at the airport agreed together with Disabled Persons' Organisations (DPOs)? Are those points clearly signposted and accessible for persons with different disabilities (e.g. hearing loops, braille, correct height etc.)?
- What boarding equipment is used for wheelchair users in case an aircraft is placed on remote stand (e.g. ambulifts/highloaders, stair climbers etc.)?
- Are there specific loading devices in place to load heavy electric wheelchairs?
- Are there wheelchair accessible toilets available landside and airside and are they meeting international standards (e.g. ISO)?
- Are all the catering facilities, as well as shops, wheelchair accessible?
- Are the VIP and business lounges accessible for persons with disabilities?
- Are there relief areas for assistance animals available landside and airside?
- Is information about the flight status and other announcements available in different formats and accessible via more than one sensory channel (e.g. loud speaker announcements and on-screen messages)?
- Are display screens at the correct height and does the display text have sufficient contrast and font size?
- Are all lifts wheelchair accessible and have speech output/hearing loops?
- Is signage used consistently and with clear pictograms and does it have sufficient contrast and size?
- Are check-in desks, information desks and border control desks accessible (e.g. adjustable in height, equipped with hearing loops etc.)?
- Is the accessible route indicated by tactile walking surface indicators?



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SELECTION CRITERIA

Processes

In partnership with:

- Are quality standards for assistance set in cooperation with airport users and organisations representing persons with disabilities?
- Are quality standards published on the website?
- Is it easy to find the information about assistance on the airport website?
- Are aspects concerning persons with disabilities included in the emergency evacuation procedures of the airport?
- What specific assistance arrangements are in place exceeding the minimum required under Regulation 1107/2006?
- Does the airport provide or arrange temporary replacement of damaged, destroyed, or lost mobility equipment?
- Are the complaints procedures available in accessible formats?
- Are there alternative security screening methods in place for private screenings of persons with disabilities?
- Is the website of the airport accessible according to WCAG 2.0 or the European Standard EN 301549 clause 9, including the booking of assistance?
- Are the check-in machines and self-service terminals as well as e-Gates accessible for persons with disabilities?



People

- Does the airport ensure that all airport staff, including those employed by any sub-contractor, have been trained appropriately on disability issues (both disability awareness training and job specific training)?
- Is the training carried out in collaboration with organisations representing persons with disabilities?
- With what frequency are training courses and refresher courses given to staff?
- Is PRM assistance training delivered according to the ECAC Doc 30, Annex 5-G, Training matrix?
- Does the airport have a recruitment policy in place that supports employment of persons with disabilities?



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Other

- What additional features does the airport have in place to facilitate travelling or the general inclusion of persons with disabilities (for example hidden disabilities)?
- Does the airport have any plans for future improvement of accessibility for PRMs?
- Does the airport have an operational plan with specific timetables for the improvement of the points which are not accessible yet?

In partnership with:



All entries are subject to an administrative fee of €500 which must be paid on registration.

YOUR ENTRY SHOULD BE SUBMITTED BY MIDDAY ON WEDNESDAY 8 SEPTEMBER 2021.

The winners in each category will be announced at the Conference Dinner at the ACI EUROPE Annual Assembly & Congress 2021 on Tuesday 26 October in Geneva, Switzerland.

**REGISTER YOUR AIRPORT FOR A BEST AIRPORT AWARD TODAY AT:
aci-europe-events.org/product/awards**