

6 JUNE 2014



# MIND

## THE ACCESSIBILITY GAP!

### C O N F E R E N C E



**VENUE:** CHARLEMAGNE BUILDING (DE GASPERI ROOM)

## Good Practices Review – Case 5 Skills Study



**- ACCESSIBILITY & STAFF TRAINING -**

Larnaka & Pafos International Airports

# BRIEF OUTLINE OF CASE STUDY

**Sophie Christofidou**  
Manager Customer Care  
HERMES AIRPORTS LTD  
Cyprus



# ACCESSIBILITY

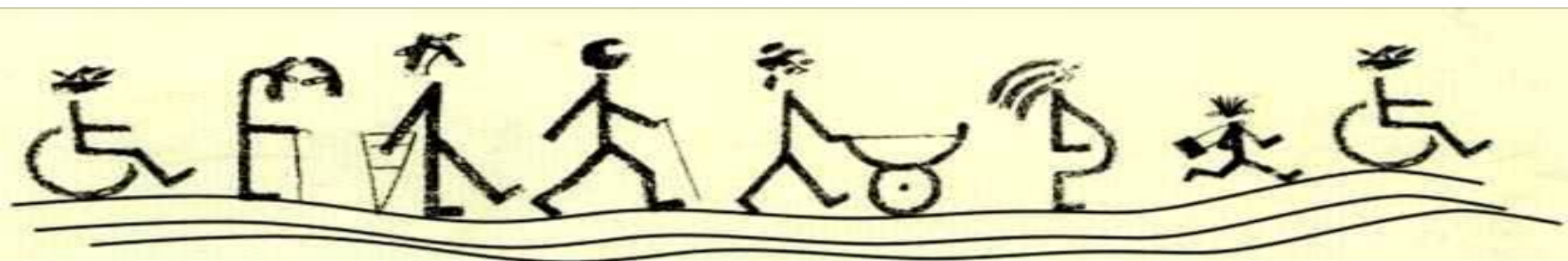
- 2 brand new, “state of the art” airports.
- Pafos International Airport - opened in 2008.
- Larnaka International Airport - opened in 2009.
- Both airports were constructed bearing in mind “accessibility” and special assistance requirements, as per relevant legislations.
- Representatives of local disability organizations were invited at both airports prior to opening, so as to inspect the new premises and have the opportunity to provide further valuable insight in relation to accessibility issues.



# ACCESSIBILITY GOALS

## COMPLIANCE WITH:

- ➔ EU Reg. 1107/2006 on “The rights of disabled persons & persons with reduced mobility when traveling by air”.
- ➔ ECAC POLICY STATEMENT IN THE FIELD OF CIVIL AVIATION FACILITATION, Doc. 30.



## ACCESSIBILITY OUTCOME

- ✈️ A “barrier-free” and friendly environment for all disabled persons & persons with reduced mobility traveling through our airports.
- ✈️ Ongoing improvements as required, to further enhance our PRM facilities and services.
- ✈️ “Standard Operating Procedures” & detailed “Operational Concepts”, safeguarding a positive and customer-focused experience for all PRM traveling through our airports.
- ✈️ Positive feedback from PRM, praising us on the overall quality of their experience at our airports.
- ✈️ Exceptional reputation for our airports & increased customer loyalty when choosing Cyprus as a destination.

## STAFF TRAINING GOAL

### COMPLIANCE WITH:

- ➔ EU Reg. 1107/2006 on “The rights of disabled persons & persons with reduced mobility when traveling by air”.
- ➔ ECAC POLICY STATEMENT IN THE FIELD OF CIVIL AVIATION FACILITATION, Doc. 30.

### Whereby:

- All front line staff dealing directly with the traveling public at Larnaka & Pafos International Airports must receive “*Disability Awareness Training*”.
- Staff of the PRM Service Provider must be trained annually.
- Front line staff must attend “Refresher Courses” every 2 years.
- Any new front line staff recruited must receive “Disability Awareness & Equality Training” before commencing their duties.
- Training Records for “Disability Awareness Training” must be maintained by all airport stakeholders.



# STAFF TRAINING **APPROACH**

## **A. AIRPORT COMMUNITY**

### **HERMES AIRPORTS DISABILITY & EQUALITY AWARENESS** **“TRAIN THE TRAINER” PROGRAMME**

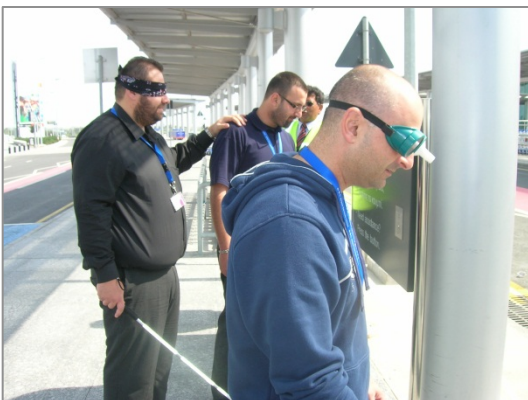
- ❖ Each company / Government agency with front line staff operating at LCA & PFO International Airports must assign 1 or more “Trainers” to participate in the HERMES AIRPORTS DISABILITY & EQUALITY AWARENESS “TRAIN THE TRAINER” PROGRAMME.
- ❖ After their training by Hermes Airports, these trained “Trainers” then have the responsibility to deliver “Disability & Equality Awareness Training” internally to all their front line staff at Larnaka & Pafos International Airports.
- ❖ Upon completion of their internal trainings, the airport community must submit their Training Records to Hermes Airports Ltd.

# STAFF TRAINING **APPROACH**

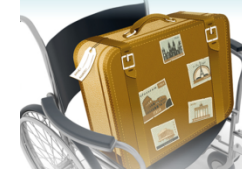
## **B. PRM SERVICE PROVIDER**

### HERMES AIRPORTS DISABILITY & EQUALITY AWARENESS TRAINING PROGRAMME

- ❖ All “Special Assistance Agents” must receive annual Disability Awareness Training.
- ❖ Their training is more theoretically advanced and includes “**Hands-On Training**” including Experiential Exercises & Lifting Techniques.







# STAFF TRAINING **APPROACH**

## KEY POINTS TO CONSIDER

- ✓ In designing a “Disability & Equality Awareness Training Programme” it is vital to involve the local Disability Organizations for valuable insight and guidance.
- ✓ Trainings must be **customized** to suit the audience’s role.
- ✓ Experiential Exercises are an amazing training tool in creating awareness and a deeper understanding of the barriers faced by people with disabilities.
- ✓ The actual Trainer plays a vital role in the success of any training programme.



## STAFF TRAINING OUTCOME

- ✈️ Exceptional and customer focused “special assistance services”, honoring the COMFORT, SAFETY & DIGNITY of PRM traveling though our airports.
- ✈️ Minimized complaints.
- ✈️ Numerous praise and “Thank you” letters received monthly from actual PRM, praising us on the quality of their experience at our airports.
- ✈️ Exceptional reputation for our airports and increased PRM customer loyalty in choosing Cyprus as a PRM-friendly destination.



# THANK YOU LETTERS & COMPLAINTS 2013

ASSISTANCE FOR DISABLED PERSONS  
& PERSONS WITH REDUCED MOBILITY (PRM)



## LARNAKA INTERNATIONAL AIRPORT

TOTAL PASSENGERS (ARRIVING & DEPARTING)	TOTAL PRM ASSISTED IN 2013	THANK YOU LETTERS	COMPLAINTS
4,863,577	34,385	9	8

## PAFOS INTERNATIONAL AIRPORT

TOTAL PASSENGERS (ARRIVING & DEPARTING)	TOTAL PRM ASSISTED 2013	THANK YOU LETTERS	COMPLAINTS
2,175,114	20,871	8	4



## LESSONS LEARNED

- ✓ With the aging of the world population and due to good medical care, in the next 20 years the number of elderly people will double, so it is time for all tourism stakeholders to realize the size and the potential of the accessible tourism market.
- ✓ We must urgently revise the way we design our surroundings, which must NOT be a reflection of the average of human strength, but a commitment to facilitate the average of human weakness.
- ✓ Many people with GOOD INTENTIONS do not know how to provide good customer care to PRM. Knowing how to offer good customer care to disabled persons & persons with reduced mobility significantly increases confidence in employees and generates loyalty from ALL our customers.

Thank you for your attention!

