



STANDARD OPERATING PROCEDURE_PAX012

Passengers with Disabilities (PWD)

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Title of SOP	The term Passenger with Reduced Mobility (PRM) has been aligned with IGOM using the term Person/Passenger with disabilities (PWD) as the official terminology
V1/R1	11.03.2024	Abbreviations and definitions	Abbreviations and definitions revised and added
V1/R1	11.03.2024	Procedure Steps	Procedure Steps revised
V1/R1	11.03.2024	Reference	Reference added
V2	29.10.2025	Full SOP	Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added

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Version: V2

PURPOSE

This SOP defines the standardised process for handling Passengers with Disabilities (PWD) to ensure safe, dignified and consistent assistance during all stages of the journey in accordance with DHS and airline procedures.

OBJECTIVE

- Guarantee equal access and non-discriminatory treatment for all passengers with disabilities.
- Ensure compliance with operational and safety requirements during check-in, boarding, and disembarkation.
- Provide accurate documentation, communication, and coordination between Passenger Services, Operations and external assistance providers.

APPLICATION

Passenger Services Department:
Customer Service Agents, Supervisors

Operations Department:
Turnaround Coordinators, Load Control Agents



ABBREVIATIONS & DEFINITIONS

Code	Meaning
BLND	Blind passenger (specify if accompanied by service animal)
DEAF	Deaf passenger (specify if accompanied by service animal)
DPNA	Passenger with cognitive or invisible disabilities needing assistance
MAAS	Meet and Assist service
WCHR	Wheelchair – Ramp: passenger can ascend/descend steps but needs wheelchair for distance
WCHS	Wheelchair – Steps: cannot ascend/descend steps; must be carried up/down
WCHC	Wheelchair – Cabin Seat: completely immobile; must be carried to/from seat
WCB / WCMP / WCLB / WCBW	Battery type or manual mobility aid (dry cell, manual, lithium, wet cell)
WCOB	On-board wheelchair provided by airline
SVAN / ESAN	Service or emotional support animal
OXYG / AOXY / POXY / PPOC / STCR	Oxygen or stretcher-related codes

PROCEDURE STEPS

Passenger Assistance and Acceptance

Step	Action
1.	Ask the passenger what assistance they require and how they can best be helped.
2.	Assign a seat that meets the passenger's needs; never allocate emergency-exit rows. If travelling with a personal care attendant or safety assistant, allocate adjacent or opposite aisle seats (GOM 1.4.4.3).
3.	Advise the passenger of available services and assistance options.
4.	Inform about airline accessibility features (on-board wheelchair, tactile signs, accessible lavatories, etc.).
5.	Provide information in accessible formats upon request (e.g., Braille, large print).
6.	Ensure accurate SSR entries and remarks in DCS/PNR.
7.	Accept PWDs as per airline and airport (mobility service) procedures.
8.	Allow pre-boarding whenever feasible.

Mobility Aids and Equipment

Step	Action
9.	Permit passengers to use their personal mobility aids throughout the airport until boarding, wherever possible.



10.	Coordinate with ramp staff and TRC for loading, securing and returning wheelchairs or mobility devices according to the passenger's instructions (GOM 1.1.6.12 / 1.4.4.1 f.).
11.	Verify battery type and handling requirements (dry cell, lithium, wet cell) to ensure IATA DGR compliance.
12.	Inform transfer and arrival stations to ensure timely return of mobility aids.

Service & Support Animals

Step	Action
13.	Accept trained service animals (SVAN) in the cabin subject to airline and local regulations.
14.	Record SSR details (type of animal, bilateral agreement reference).
15.	Inform cabin crew of any service or emotional support animal accepted for carriage.

SAFETY NOTES

- Confirm all required assistance is coordinated with the airport mobility service provider.
- Mobility aids must be handled carefully and tagged for special loading.
- Report any incidents or damage to mobility devices immediately to the Supervisor.

REFERENCE

DHS GOM Chapter 1.4.4.1 – Passenger with Disabilities – General

DHS GOM Chapter 1.4.4.2 – Assistance Codes for Passengers with Disabilities

DHS GOM Chapter 1.4.5.5 – Seating (MEDA/PWD Requirements)