



# STANDARD OPERATING PROCEDURE\_PAX11

## 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

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### OBJECTIVE

The purpose of this SOP is to ensure that handling of Passengers with Disabilities is performed safely and consistently.

### APPLICATION

Passenger Services Department:  
Customer Service Agents; Customer Service Supervisor

Operations department:  
Turnaround Coordinator, Load Control Agents

### ABBREVIATIONS & DEFINITIONS

- BLND (Blind Passenger)—specify if accompanied by service animal.
- DEAF (Deaf Passenger)—specify if accompanied by service animal.
- DPNA (Disabled Passenger Needing Assistance)—passenger with cognitive or invisible disabilities needing assistance (specify details)
- MAAS—Meet and Assist (specify details)
- WCHR (Wheelchair—R for Ramp)—passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft,



- i.e., across ramp, finger dock or to mobile lounge as applicable. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item
- f. WCHS (Wheelchair—S for Steps)—passenger cannot ascend/descend steps but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item
  - g. WCHC (Wheelchair—C for Cabin Seat)—passenger completely immobile; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item
  - h. WCBD—Dry or Gel battery operated wheelchair/mobility aid (non-spillable/dry cell battery)
  - i. WCMP—Manual power wheelchair/mobility aid
  - j. WCLB—Lithium battery operated wheelchair/mobility aid
  - k. WCBW—Wet cell battery wheelchair/mobility aid)
  - l. ESAN—for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details)—(by bilateral agreement). Subject to government regulations
  - m. SVAN—for passengers travelling with a service animal in cabin (specify details)—(by bilateral agreement)
  - n. OXYG (Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA)
  - o. STCR (Stretcher Passenger)
  - p. AOXY (Airline Supplied Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA) (by bilateral agreement)
  - q. POXY (Passenger Own Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA). Subject to airline and/or government regulations (by bilateral agreement)
  - r. PPOC (Personal Portable Oxygen Concentrator)—(by bilateral agreement)
  - s. WCOB (Wheelchair—O for Onboard)—provided by airline (by bilateral agreement) 48 hours' notice recommended but not required



## PROCEDURE STEPS

Step	Action
1.	Ask the passenger what assistance they require and how they can be helped.
2.	Assign a seat in their ticketed cabin which accommodates the passengers' needs, in consultation with the passengers, and ensure that they are not allocated or occupy seats where their presence could impede the emergency evacuation. If the PWD is travelling with a personal care attendant and/or safety assistant, they shall be given seats immediately adjacent to or across the aisle from the passenger they are assisting (see GOM 1.4.4.3).
3.	Advise the passenger of what services and assistance are available based on their needs.
4.	Advise the passenger of available operating airline equipment (i.e., on board wheelchairs, braille or tactile markings, accessible lavatories, etc.).
5.	Provide information to the passenger in alternate accessible communication formats upon request (e.g., braille, captioning, large print).
6.	Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR
7.	Acceptance of PWDs will be as per operating airline and airport (mobility service) procedures.
8.	PWDs should be allowed to pre-board.
9.	<p>Whenever feasible, PWDs using a wheelchair (manual or powered) or other mobility aid, should be permitted to use their personal mobility aid throughout the airport until they reach the aircraft and receive it back near the aircraft upon arrival. <b>Note:</b> This is subject to local airport regulations.</p> <p>When in transit, if time permits between flights, the airline should offer to return to PWDs their personal mobility aid and allow PWDs to retain them until they need to be stored again for carriage. Inform the stations of transfer/arrival accordingly to allow the handling of the aid.</p>

## REFERENCE FOR FURTHER GUIDANCE

DHS GOM  
Airline Ground Handling Manual  
DHS Job Cards