Quality Standards
EC Regulation 1107 / 2006

Cork Airport
2026

Quality Standards

EC Regulation 1107 / 2006 – concerning the rights of disabled persons and persons with reduced mobility when travelling by air.
For the purposes of regulating assistance provided to disabled persons and persons with reduced mobility under Annex 1 of Regulation 1107 / 2006 at Cork Airport, this document (Version 1.0) details quality standards.

These quality standards relate to the assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- 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

Version 1.0 November 2026

- 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 arrival
- Reach connecting flights when in transit, with assistance on the airside and landside
- Move to the toilet facilities if required

daa recognises that disabled persons and persons with reduced mobility have varying individual needs and preferences and in adopting standards will seek, where possible, for the assistance provider engaged by daa, to accommodate and meet the needs of each individual passenger receiving assistance under Regulation 1107 / 2006 in a dignified way

In order to assist the provision of assistance services, passengers requiring assistance are requested to notify their airline, in line with the obligations of the Regulation, of their requirements 48 hours in advance of their flight

1. Manual handling of passengers on or off aircraft is prohibited by daa; where an airbridge is not being utilised, boarding or deplaning of passengers from aircraft under Regulation 1107 / 2006 will be performed using Ambilift or similar hydraulic lift device by the assistance provider; Where an aircraft is not capable of being serviced by Ambilift or similar, daa will seek to employ other appropriate handling aids where possible

   Passengers seeking assistance under Regulation 1107 / 2006 will at all times be allowed to request any particular type of assistance whereby the physical characteristics of the aircraft, operational flexibility and equipment capabilities allow this

   All staff engaged by the assistance provider for the purposes of operating equipment for handling passengers under Regulation 1107 / 2006 will receive and satisfactorily complete appropriate training for the safe and effective use of all forms of equipment operated by the company; This training shall be audited on a regular basis by stakeholders.

   All equipment (mechanical or otherwise) utilised by daa supplier must satisfy the guidelines established by ECAC Document 30 and particularly, Annex J – Code of Good Conduct for ground handling of disabled persons and persons with reduced mobility published within that document; All equipment must be maintained in good working condition

All aspects of these quality standards will be subject to annual review by the PRM Working Group (established at point 4 of these service standards) at Cork Airport.

2. Passengers will have the use of their own mobility equipment as appropriate to the aircraft door; This equipment should be available at the gate room / aircraft side as soon as possible upon arrival

3. daa will designate points of arrival / departure at Cork Airport:

Points of Departure:

- Short-term car park and Long-term car park necessitate
- Departures Hall
- Public Transport
- Drop off areas

Points of Arrival:

- Short-term car park and Long-term car park
- Landside in the arrival's hall
- Public Transport
- Taxi Pick Up area
- Set-down areas

4. daa will require its supplier to facilitate assistance provision according to level of services outlined below in the agreed SLA with the PRM provider:

Pre-booked departing and arriving 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 15 minutes for assistance
- 100% should wait no longer than 25 minutes for assistance

Non-pre-booked departing and arriving passengers:
Agreed SLA

- 80% should wait no longer than 15 minutes for assistance
- 90% should wait no longer than 25 minutes for assistance
- 100% should wait no longer than 35 minutes for assistance

Whereby a passenger does not notify the airline 48 hours in advance or where the assistance provider does not receive 36 hours in advance from the airline, daa will require its supplier to provide assistance as mandated by regulation 1107 / 2006 and make all reasonable efforts to provide assistance (as set out in Annex 1)

5. Cork Airport organises and coordinates regular meetings for internal Cork Airport departments and disability user groups in addition to stakeholders as part of the Airport Users Committee (AUC), this group will consider issues related to the implementation of Regulation 1107 / 2006 and these quality standards.

6. Operations department at Cork Airport is responsible for monitoring all aspects of quality of service associated with the implementation of Regulation 1107 / 2006; the coordinator will Liaise with both the PRM Working Group and the AUC as appropriate

7. Cork Airport may audit the relevant training arrangements and records of the supplier of assistance services.

8. daa will train all frontline daa staff in relation to disability awareness and equality awareness in accordance with the guidance set down under ECAC Document 30. Refresher training will be provided as appropriate

9. daa's supplier of assistance services will temporarily replace damaged or lost mobility equipment when required under Annex 1 of Regulation 1107 / 2006

10. No passenger receiving assistance under Regulation 1107 / 2006 shall be left unattended while using a ground chair, boarding wheelchair, or other device in which the passenger is not independently mobile

11. Emergency Procedures / Arrangements: Appropriate daa personnel will review and engage with the supplier of assistance services in relation to responsibilities and arrangements for emergency procedures on a regular basis

12. All complaints regarding assistance provision should be made in writing to Cork Airport for investigation. Each complaint will be acknowledged within 5 working days and following a thorough investigation, the complaint should be fully responded to within 28 working days