

APPROVED BY  
Order No. 1R- 143  
of the Chief executive officer of  
AB Lietuvos oro uostai  
dated 14th of October 2024

## ASSISTANCE QUALITY STANDARD

The free Special Assistance Service at airports in the European Union and in Norway, Switzerland and Iceland is provided in accordance with Regulation (EC) No. 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when travelling by air and with the provisions of the European Civil Aviation Conference (ECAC) Document 30, Part I, Chapter 5 (FACILITATION OF THE TRANSPORT OF PERSONS WITH REDUCED MOBILITY).

The Regulation defines a disabled person or a person with reduced mobility as any person whose mobility when using a means of transport is restricted by any disability or impairment, whether mobility, visual, hearing, psychosocial, intellectual or related to any permanent or temporary impairment, and who, because of his/her condition and the barriers in his/her environment, needs to be given appropriate attention and to have the services provided to all passengers tailored to his/her needs. In Lithuanian airports, the term “passengers with individual needs” is used. (hereinafter referred to as passengers with individual needs).

The Assistance Quality Standards are prepared in cooperation with the Lithuanian Disability Organisations Forum, the Lithuanian Transport Safety Administration and the Airport Users’ Committee, and are published on Vilnius Airport’s website at <https://www.vilnius-airport.lt/en/before-the-flight/special-assistance>

Terms used in this document:

**IATA** – International Air Transport Association.

**ECAC** – European Civil Aviation Conference.

**Assistant** – a person trained to provide assistance to passengers with individual needs.

**Ground Handler** – an employee of the ground handling company operating the flight.

**1. Akcinė bendrovė Lietuvos oro uostai (en. JSC Lithuanian Airports) at Vilnius Branch provides assistance to passengers with individual needs based on their needs. The assistance is classified according to the nature of the assistance provided using the international IATA codes:**

Disability code	Description	Nature of assistance
WCHC	<p>This category covers a wide range of passengers, from those with individual needs using a wheelchair or other means of mobility, to those who require assistance throughout the entire journey, from arrival at the airport to embarkation/disembarkation on/off the aircraft, or the provision of a wheelchair if necessary. This category also includes people who need assistance getting on and off the aircraft and getting around in the cabin, but who are otherwise independent and can get around independently with the help of their wheelchair at the airport.</p>	<p>The passenger shall be escorted by one or two assistants from the designated point of arrival to a seat on board the aircraft, and from a seat on board the aircraft to a location within the airport premises designated by the passenger with individual needs, or by the person meeting the passenger.</p> <p>A wheelchair shall be provided to the passenger as required, either from the designated point of arrival to the aircraft, or from the aircraft to the designated point within the airport premises of the passenger with individual needs, or to the person meeting the passenger, as appropriate.</p>
WCHS	<p>A passenger with individual needs who has difficulty walking, walking longer distances or descending stairs, but who is able to move independently in the aircraft cabin, in the terminal and between the arrival and departure points on the terminal side.</p>	<p>The passenger shall be escorted by at least one assistant from the designated point of arrival to a seat on board the aircraft, and from a seat on board the aircraft to a location within the airport premises designated by the passenger with individual needs, or by the person meeting the passenger.</p> <p>If the passenger with reduced mobility does not have his/her own</p>

		<p>mobility equipment, a wheelchair shall be provided for the passenger with reduced mobility from the designated point of arrival to the aircraft, or, as appropriate, from the aircraft to the passenger with reduced mobility's designated location within the airport or to the person meeting the passenger.</p>
WCHR	<p>A passenger with individual needs who can walk up and down stairs and move around in the cabin of the aircraft, but requires a wheelchair or other means of mobility between the aircraft and the terminal, within the terminal and between the arrival and departure points on the city side of the terminal.</p>	<p>The passenger shall be escorted by at least one assistant from the designated point of arrival to a seat on board the aircraft, and from a seat on board the aircraft to a location within the airport premises designated by the passenger with individual needs, or by the person meeting the passenger.</p> <p>If the passenger with reduced mobility does not have his/her own mobility equipment, a wheelchair shall be provided for the passenger with reduced mobility from the designated point of arrival to the aircraft, or, as appropriate, from the aircraft to the passenger with reduced mobility's designated location within the airport or to the person meeting the passenger.</p>
BLND	<p>Passenger with a visual impairment or disability.</p>	<p>The passenger is escorted by one assistant.</p>
DEAF	<p>Passenger with a hearing impairment - deaf or hard of hearing or sign language.</p>	<p>The passenger is escorted by one assistant.</p>

BLND&DEAF	Passenger with both hearing and visual impairment, that is, cannot see or hear, and/or who uses tactile sign language.	The passenger is escorted by one assistant.
DPNA	Passenger with an intellectual or developmental disability, dementia, Alzheimer's disease, Down's syndrome, various learning disabilities who needs assistance.	The passenger must be escorted by at least one assistant and a relative.

1.1. It should be noted that these services are provided to passengers with individual needs who require assistance due to reduced mobility, psychosocial, intellectual disability or impairment, or age-related difficulties, where meeting the needs of passengers with individual needs requires a certain level of assistance and service that is accessible to all passengers. Passengers who have reduced mobility but do not require assistance (for example: assistance from relatives) are provided with a wheelchair or other mobility equipment for temporary use within the airport area upon request at no extra charge.

1.2. If a passenger with individual needs requests to use his/her wheelchair on arrival or departure, the request must be granted. On embarkation or disembarkation, the wheelchair or other mobility equipment shall be treated as checked baggage and its onward transport shall be the responsibility of the airlines.

1.3. If a passenger with individual needs uses an electric wheelchair, in consultation with the passenger with individual needs and, if necessary, with the assistance of an assistant, a ground handler shall carry out the necessary steps to disconnect or connect the electric battery so that the wheelchair can be handed over to the passenger for further transport or for the passenger's use.

1.4. Passengers with individual needs must be assisted. In cases where a passenger has failed to report his/her arrival on time and to request assistance, every effort will be made to provide all necessary assistance in accordance with these standards. This does not apply if the passenger requires assistance for reasons other than disability or impairment (e.g. the passenger is carrying heavy hand luggage).

**2. Assistance shall be provided from/to clearly marked arrival/departure points located throughout the airport area:**

2.1 The departing passenger can call for assistance at car parks adapted for passengers with special needs; at the passenger terminal in a specially marked area; at public and intercity transport stops; and at the train stop.

Full details of specific locations, services and how to book them are available on the VNO website at:

<https://www.vilnius-airport.lt/en/before-the-flight/special-assistance>;

To receive assistance, a passenger with individual needs must announce his/her arrival in the airport area, including the nature of the assistance.

2.2 Arriving passengers are met at the aircraft and escorted to their designated location within the airport.

3. In accordance with ECAC document 30, Part I, Section 5, Annex 5-C, the following quality of service indicators have been developed for passengers with individual needs:

3.1. Departing passengers with individual needs who have notified the need and nature of the assistance in advance and who arrive at the emergency call point may have to wait after the arrival notification:

- 80% of passengers with individual needs should wait no longer than 10 minutes for assistance;
- 90% of passengers with individual needs should wait no longer than 20 minutes for assistance;
- 100% of passengers with individual needs should wait no longer than 30 minutes for assistance;

In any case, all passengers with individual needs, without exception, must board the aircraft, unless this is not possible due to force majeure or safety requirements.

3.2. Departing passengers with individual needs who have not been informed in advance of the need and nature of the assistance may have to wait for the arrival announcement only after arriving at the designated emergency call point:

- 80% of passengers with individual needs should wait no longer than 25 minutes for assistance;
- 90% of passengers with individual needs should wait no longer than 35 minutes for assistance;
- 100% of passengers with individual needs should wait no longer than 45 minutes for assistance;

3.3. Arriving passengers with individual needs who have notified the need and nature of assistance in advance may have to wait:

- 80% of passengers with individual needs should wait no longer than 5 minutes for assistance;
- 90% of passengers with individual needs should wait no longer than 10 minutes for assistance;

- 100% of passengers with individual needs should wait no longer than 20 minutes for assistance;

3.4. Arriving passengers with individual needs may have to wait if the information about the need for assistance has not been received from the departure airport after take-off and the need for assistance is not known until the aircraft is parked:

- 80% of passengers with individual needs should wait no longer than 25 minutes for assistance;

- 90% of passengers with individual needs should wait no longer than 35 minutes for assistance;

- 100% of passengers with individual needs should wait no longer than 45 minutes for assistance;

3.5. Arriving passengers with special needs will be escorted to the persons who meet them or to a location in the airport area designated by the passenger with special needs. In the event of a delay in arrival by the meeting person, passengers with special needs will be escorted to the airport arrival lounge. A member of personnel may remain with the passenger at his/her request.

4. The following conditions must be met to ensure that the service quality indicators are met:

4.1. Assistance to a departing passenger with individual needs shall be guaranteed only if the passenger arrives at the check-in point of the assigned flight at least one hour before the scheduled departure time of the flight. If the passenger requires assistance from the point of call within the airport area, he/she must arrive at least two hours before the scheduled departure time of the flight.

4.2. In the event of non-compliance with the time specified in clause 4.1 above, the responsible personnel will use their best efforts to board the passenger with individual needs in a timely manner, but there is no guarantee that the passenger will board.

4.3. Every passenger with individual needs receives “uninterrupted assistance”. This means that the passenger is escorted from the point of call to his/her seat on board the aircraft without interruption or delay, unless the passenger is on a connecting flight.

4.4. If a passenger with individual needs has a confirmed reservation for a flight, this means that the air carrier or supplier of ground handling services must be informed in advance of the need for, and the nature of, assistance for passengers with individual needs, and that the information must be made available to the persons handling those passengers at the airport. This information should preferably be provided at least 5 hours before the scheduled flight (by e-mail or SITATEX message).

4.5. Passengers with individual needs are boarded on a priority basis. Passengers with individual needs shall be disembarked from the aircraft after other passengers have disembarked.

Exceptions may be made if a passenger with individual needs has been notified late or if the cabin crew so requests.

4.6. The services shall be provided in accordance with the following standards, ECAC Document No. 30, Section 5 and the relevant annexes thereto, and the current version of the Description of Procedures for the Handling of Passengers with Individual Needs, approved by the Chief Executive Officer of AB Lietuvos oro uostai.

4.7. The responsibility for the provision of services to passengers with individual needs at the airport is regulated by the service provision agreements signed between the AB Lietuvos oro uostai Vilnius Branch and the company providing services to passengers with individual needs.

4.8. The undertaking providing services to passengers with individual needs must provide the person in charge with monthly information on flows of passengers with individual needs and the quality and quantity of services provided. The following information shall be provided:

- number of passengers with individual needs, by IATA disability code, who received assistance at the airport, indicating when the need for assistance was notified in advance (at least 48 hours before the flight).
- number of passengers with individual needs, by IATA disability code, who received assistance at the airport, indicating when the need for assistance was not notified in advance.

4.9. AB Lietuvos oro uostai Vilnius Branch reserves the right to carry out regular checks on the quality of service for passengers with individual needs.

4.10. Assistance for passengers with individual needs is free of charge.

---