

PRM Service Standards

Pre-booked PRMs:

Departures		
Collect passenger from designated point/s land side	Passenger should wait no longer than: Within 10 minutes Within 15 minutes Within 20 minutes	85% 95% 100%
Transfer passenger from designated point of arrival to check-in queue	Within 10 minutes	100%
Deliver passenger through Security onto their aircraft seat to enable an on schedule departure time	n/a	100%
Store Passenger hand luggage onboard the aircraft	n/a	100%

Arrivals		
Meet and assist passenger to disembark from aircraft including the retrieval of the passenger's hand baggage	Assistance should be available at the aircraft side within: Within 5 minutes Within 10 minutes Within 20 minutes Of "on chocks" time	85% 95% 100%
Transfer passenger from Aircraft to baggage hall and if required assist with control authority procedures	To arrive: Within 10minutes Within 15 minutes Within 25 minutes Of "on chocks" time (subject to delays by control authorities)	85% 95% 100%
Retrieval of passenger's hold baggage and any personal mobility equipment	To arrive in Reclaim Hall Within 10 minutes Within 15 minutes Within 25 minutes Of "on chocks" time (subject to delays by control authorities)	85% 95% 100%

Provide temporary replacement PRM equipment if the passenger's is either lost or damaged	n/a	100%
Transfer passenger from the baggage reclaim hall to designated points of departure (subject to delay by control authorities and baggage)	To arrive: Within 25 minutes	100%

Non Pre-booked PRMs:

Departures		
Collect passenger from designated point/s land side	Passenger should wait no longer than: Within 15 minutes Within 20 minutes Within 25 minutes	85% 95% 100%
Transfer passenger from designated point of arrival to check-in queue	Within 10 minutes	100%
Deliver passenger through Security onto their aircraft seat to enable an on schedule departure time	n/a	100%
Store Passenger hand luggage onboard the aircraft	n/a	100%

Arrivals		
Meet and assist passenger to disembark from aircraft including the retrieval of the passengers hand baggage	Assistance should be available at an aircraft side within: Within 10 minutes Within 15 minutes Within 20 minutes Of "on chocks" time	85% 95% 100%
Transfer passenger from Aircraft to baggage hall and if required assist with control authority procedures	To arrive: Within 20 minutes Within 25 minutes Within 30 minutes Of "on chocks" time (subject to delays by control authorities)	85% 95% 100%

Retrieval of passenger's hold baggage and any personal mobility equipment	n/a	100%
Provide temporary replacement PRM equipment if the passengers is either lost or damaged	n/a	100%
Transfer passenger from the baggage reclaim hall to designated points of departure (subject to delay by control authorities and baggage)	To arrive within: Within 25 minutes	100%

General		
Respond to complaints received via:		
Post	Within 5 working days	100%
E-mail	Within 3 working days	100%
Via BIA Comment	Within 5 working days of the complaint being received	100%
Disability awareness training:		
As part of the induction process for all new staff		100%
Annual refresher training for all staff	Minimum of 8 hours every 12 months	100%