

To all airlines operating at Copenhagen Airport

November 2019

Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility (PRM) when travelling by air

Copenhagen Airports A/S (CPH) has been appointed by the Danish Transport, Construction and Housing Authority to hold responsibility as the managing body according to the above mentioned Regulation, which came into force 26 July 2008.

It is the responsibility of CPH to ensure assistance and service to PRM at Copenhagen Airport. The Regulation provides for the option that CPH may contract with a third party to provide the assistance. CPH has entered into agreement with FALCK A/S to provide disability assistance to all PRM passengers at Copenhagen Airport.

The assistance will be financed in such a way that the burden is distributed equally on all departing passengers. CPH will follow the financing method provided for under the provisions of the Regulation to the effect that a specific charge will be imposed on each airline based on the number of passengers carried on its flights from Copenhagen Airport. The charge is cost-based and transparent and the accounts will be kept separate from CPH's other activities.

Provision of assistance

Airline passengers belonging to the following PRM categories: WCHR, WCHS, WCHP, WCHC, BLIND, DEAF, DEAF/BLIND, MAAS, DPNA, MEDA and STCR who are not covered by an insurance agreement or a social security agreement with a hospital or the like are entitled to receive assistance from FALCK.

The assistance may consist of all or part of the following progress:

Arrival at the airport

The PRM notifies FALCK through the airline or travel agent about his or her arrival time at the airport and requests assistance at one of the six designated call points established inside and outside the terminal buildings, or at the check-in-counter. Please find map of designated call points on cph.dk.

Check-in

From the call point to the check-in counter/kiosk. Check-in/registration of the person and baggage, including packing down of wheelchair/special equipment, if applicable.

Security screening

From check-in to the security checkpoint and on to the gate, including use of lifts, wheelchairs and other assistance required (for instance transit check-in) as well as passport and possibly customs formalities.

Assistance centre

PRM will have the option of staying at an assistance centre or two PRM hubs until departure. The centre is located at the transfer centre in the transit area and is equipped with comfortable seating areas, toilets- and bathing facilities etc. FALCK will assist PRM according to specific needs. One PRM hub is located at pier B and one hub will be located at pier A Vest in February 2019.

At the gate and in the aircraft

Embarkation – from the aircraft door to the seat, including use of lift and other special equipment at gates which do not have bridge access to the aircraft.

Stowing and picking up of carry-on baggage on the aircraft.

Disembarkation – from the seat to the aircraft door, including use of lift and other special equipment at gates which do not have bridge access to the aircraft.

From 1 November 2018 a new practice has been introduced, according to which FALCK will deliver the manual wheelchair at the door of the aircraft after landing to PRM who are bringing his or her own wheelchair.

If the PRM is accompanied by a person with a valid ticket, this person must be given permission by FALCK to provide the assistance.

Baggage reclaim

Transport from the gate to the baggage reclaim, including use of lifts, wheelchairs or any other assistance required as well as passport and customs formalities.

Departure from the airport

Transport from the baggage reclaim, including handling of baggage, unpacking of wheelchair/special equipment to a call point inside or outside the terminal buildings.

General

Assistance to transit/transfer PRM passengers through all the above mentioned phases, so that the PRM reaches his or her flight connection in time.

Assistance for use of toilet facilities and provision of traffic information.

Handling of service animal and all necessary assistive aids.

Lending of wheelchair (without assistance).

Extraordinary assistance in connection with delays and/or flight cancellations, including assistance to PRM to a hotel or the like, if applicable.

Service targets for assistance provision

The airlines may expect that the following service targets will be met by FALCK. The targets are in accordance with ECAC doc 30 and beyond, and CPH and AUC have agreed that they must be observed:

Arrival of PRM to the airport and notification at the call point:

Pre-booked departing PRM (not later than 36 hours in advance)

80% maximum waiting time of 10 minutes for assistance
 90% maximum waiting time of 20 minutes for assistance
 100% maximum waiting time of 30 minutes for assistance

Non pre-booked departing PRM

80% maximum waiting time of 25 minutes for assistance
 90% maximum waiting time of 35 minutes for assistance
 100% maximum waiting time of 45 minutes for assistance

Arrival of PRM at gate/lounge or at side of aircraft:

Pre-booked arriving PRM (not later than 36 hours in advance)

80% maximum waiting time 5 minutes after "on block"
 90% maximum waiting time 10 minutes after "on block"
 100% maximum waiting time 20 minutes after "on block"

Non pre-booked arriving PRM

85% maximum waiting time 25 minutes after "on block"
 95% maximum waiting time 35 minutes after "on block"
 100% maximum waiting time 45 minutes after "on block"

In addition to the service targets above, a PRM must be considered an arriving pre-booked passenger if FALCK has been notified not later than 45 minutes before the expected ETA.

At any rate, FALCK will endeavour to provide assistance as quickly as possible, also if the passenger has not booked assistance in advance.

Booking assistance

The PRM should advise the airline or the tour operator of the need for assistance **not later than 48 hours before departure**. FALCK will be notified by the airline/tour operator **not later than 36 hours before departure** or as early as possible. The PRM must follow the airline's guidelines with respect to the recommended time of arrival at the airport before departure. In the absence of specific guidelines from the airline, the PRM must be at a call point not later than two hours before departure and at check-in one hour before departure at the latest.

Disability service may be booked in the following ways:

Booking via PAL/CAL notification tool

The booking will be received via the tour operator/travel agent and or the airline/handling company. The booking is made via a new "PRM notification tool" consisting of two (2) lists, a PAL and a CAL, in accordance with an IATA standard. The PAL and CAL format replaces the existing PNL and ADL messages. The new notification tool has been adopted jointly by the AEA, ACI, IATA and SITA.

The messages must be sent to **CPH SITA at the address of CPHPR7X**. CPH receives the messages and immediately transmits them automatically to FALCK.

Booking via Passenger Service Messages (PSM)

The booking will be received via a Passenger Service Message (PSM). These messages should also be sent to the CPH SITA address. CPH receives the messages and immediately transmits them automatically to FALCK.

Other booking options

FALCK also accepts bookings by e-mail, letter, telephone and fax.

Contact information for FALCK, Assistance Centre, Terminal 3 transit area:

SITA:	CPHPR7X
Tel:	+45 32 31 41 20
Fax:	+45 32 31 41 21
E-mail:	F-CPH@falck.dk
Postal address:	FALCK A/S, Terminal 3, Copenhagen Airport, DK-2770 Kastrup

Financing

CPH is entitled to receive full cover of all costs incurred or imposed on it for meeting its obligations under the Regulation, including acquisitions, operations, maintenance, and re-establishing of PRM facilities.

All costs will be invoiced to airlines based on its total number of departing passengers. The number of departing passengers is defined as the sum of all revenue passengers and the charge will be the same for all passengers carried, whether they are departing, transfer or transit passengers. Non-revenue passengers are flight crews and infants (under 2 years of age).

There will be full transparency regarding financing, and the charges will solely be used for PRM activities. The accounts will be transparent and will be kept separate from the accounts for other airport-related activities.

The costs of handling PRM will include the following items:

Variable costs

Assistance services

The PRM services will be provided by FALCK A/S and the costs related to the service will be forming the basis for invoicing the airlines. The accounts will also include depreciation of equipment used for operating the PRM services and rent.

If, in the longer term, CPH takes over the assistance services, CPH would add a charge of 10% to the variable costs to cover overheads.

Fixed costs

Administrative expenses

CPH's expenses relating to administer the PRM service at CPH is partly a fixed amount (DKK 0.7 million in 2014 and subject to indexation according to the net price index) and partly CPH's payment of interest due to prepayment of FALCK A/S. The rate is equivalent to CPH's internal rate of interest (WACC).

Other expenses

During the period and following dialogue with the authorities, stricter requirements have been put in place for the training of airport staff, so that not only Falck's staff must be trained. It follows from "Regulation (EC) No. 1107/2006" on the rights of persons with disabilities and persons with reduced mobility, when traveling by air, that airports have a duty to provide training for airport staff in increased awareness of equal treatment of people with disabilities. In addition, staff or subcontractors providing direct assistance to persons with disabilities or persons with reduced mobility must also be trained to meet the needs of their persons.

Preparation of annual accounts and subsequent adjustment, if any, of the PRM charge

After the end of the operating year, separate annual accounts will be prepared for the PRM service for the period 1 August to 31 July (for the first period 1 November 2018 to 31 July 2019). The annual accounts will be reviewed by CPH's state-authorised public accountants who must approve the accounts. Costs incurred for the review report will be added to the operating costs. Any over- or under-charge will be adjusted in the PRM charge for the following period.

PRM charge per passenger

Each year, CPH will fix the amount to be paid on account based on the expected costs plus/minus the over- or under-charge in the previous year divided by the expected number of departing passengers.

The PRM charge will be valid for the period 1 January to 31 December (for the first period 1 April 2019 to 31 December 2019). The airlines will be informed by CPH on the charge regulation for the following period 1 October at the latest (for the first period 1 January).

CPH reserves the right to adjust the PRM charge per passenger in the event of material changes in the costs.

The PRM charge valid at the time in question appears on CPH's website (www.cph.dk).

Invoicing to airlines

Airlines will be invoiced twice monthly based on the budgeted PRM charge per passenger. New airlines will enter the system on an equal footing with existing airlines. No adjustments will be made unless it is the CPH service that is discontinued, for instance in connection a new EU regulation. The terms of payment will be in line with CPH's standard terms.

Passenger contacts

Information regarding contacts/complaints from PRM can be found at www.cph.dk.

CPH A/S and FALCK A/S look forward to providing disability services to your PRM customers.

Yours sincerely
Copenhagen Airports A/S



Kristian Durhuus
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