



**FRAPORT TAV
ANTALYA TERMINAL MANAGEMENT INC.**



BARRIER FREE AIRPORT GUIDELINE

Prepared by	Controlled by	Approved by	Approved by
QM-OPS-Sec Mngrs	Quality Manager	General Manager	General Manager

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0. GENERAL INFORMATION ABOUT THE CORPORATION AND GUIDELINE

0.1. General Introduction to The Corporation and Contact Information

Corporation Name	: Fraport TAV Antalya Terminal Management Inc.
Parent Corporation	: Fraport AG and TAV
Operation Sector	: International Terminal Management
Related Ministry and Institutions	: Republic of Turkey Ministry of Transport - General Directorate of Civil Aviation, General Directorate of State Airports Authority
Relevant international institutions	: IATA, ICAO, ECAC, ACI...
Date of Establishment	: 20.05.2007
Capital	: Contributions of the Partners
Contact Address	: Antalya Airport 1 st International Terminal
Telephone No	: 0 242 330 36 00
Fax No	: 0 242 330 36 46
Website	: www.antalya-airport.aero

0.2. Guideline; General, Publication, Distribution, Access and Updating

The services provided for disabled and passengers with reduced mobility and the activities of the parties in order to maintain these services are described in Barrier-Free Airport Guideline. The articles in this guideline serve as procedure and attribute to relevant persons.

This guideline shall be published with the approval of the General Manager of Fraport TAV in accordance with the Document Control Procedure. The document is distributed controlledly as 1 copy to DGCA (Directorate General of Civil Aviation) and 1 copy to GDSAA (General Directorate of State Airports Authority).

The changes in the system after the date of publication shall be updated by the Quality Management. Each update shall be notified to the institutions and organizations at distribution.

Accessibility of the document is supplied in electronic media and as hard copy in Quality Department. The Barrier-Free Airport Guideline is kept in reserve in electronic media by backing up and as hard copy in Quality Department.

0.3. Abbreviations and Definitions

FRAPORT TAV Fraport Tav Antalya Terminal Management Inc.

NCASP	National Civil Aviation Security Programme
SEBTR	Supervisory Experts Board of Training and Research
DGCA	Directorate General of Civil Aviation
GDSAA	General Directorate of State Airports Authority
ECAC	European Civil Aviation Conference
ICAO	International Civil Aviation Organization

IATA	International Air Transport Association
CSMS	Customer Satisfaction Management System
PRM	Passenger Reduced Mobility. Disabled and Passenger Reduced Mobility are referred as PRM in this guideline.
WCHR	Wheel Chair-Ramp
WCHC	Wheel Chair -Cabin
WCHS	Wheel Chair -Step
Stretcher	For enplaning or lying on plane
Ambulift	Patient vehicle (for enplaning)

0.4. Definations

Passengers with Reduced Mobility (PRM): This term stands for the individuals that require special care and adaptation of services provided to other passengers due to any physical, mental, old age or any other limitation related to sensory or locomotor skills that are either permanent or temporary while using the transportation means.

Wheel Chair (WCHR-C-S) : This is a specially designed vehicle that is used in order to serve the passengers with reduced mobility in walking starting from the entrance of the terminal until arrival at the aircraft cabin uninterruptedly. The wheelchairs that belong to passengers can be manual or electrical and loaded specially to be carried onboard.

Guide Dog: This term stands for the certified guide dog that can be admitted onboard to assist the individual with disability or reduced mobility.

Travel Companion: This term stands for the person that should travel together with the individuals with disability or reduced mobility to give them necessary support.

Full Accessibility: This term stands for the terminal buildings, outdoor areas, transportation and information systems as well as information and communication technologies being independently and safely used by the disabled people. The infrastructure is explained in this guide.

1. PURPOSE

DGCA Barrier-Free Airport Project aims the tariffing of measures to be taken and applications for the realization of travels of passengers reduced mobility without disruption within the scope of national and international legislation in Fraport TAV Terminals.

2. SCOPE

Includes the personnel of Fraport TAV Information Unit, Security Guards, handling personnel in the service of disabled passengers and all the applications within the scope of Barrier-Free Airport Project.

3. OBLIGATIONS AND RESPONSIBILITIES

Our corporation is responsible for providing the necessary infrastructure, service delivery and coordination, training for the execution of this service according to specified standards and monitoring the performance of this service within the framework of obligations defined under the

DGCA Barrier-Free Airport Project and obligations arising from the national and international legislation.

Operations and Security Departments (through Supplier) are actually responsible for the execution of these services in our corporation. Technical Department is responsible for the infrastructure, maintenance and repair and the adaptation of the infrastructure after getting the information related to newly released/to be released legislation of Barrier-Free Airport Project. Quality Department is responsible for the measurement, development and the requirements as documentary of service performance, coordination of departments and interagency for providing the integrated presentation of the services. Quality Department is also responsible for the announcement of these services to the public and informing on the internet; Corporate Communication Department is responsible for the issues having the characteristics of news. Budget needs and planning of their areas of responsibility are prepared by the departments themselves.

PRM passenger services are published in writing in the web site of the organization and also vocalized in order.










The organization provides transportation between the terminals free of charge for the transit passengers in addition to PRM passenger services inbound and outbound. Such arrangement is continuously performed by the Operational Directorate.

In case wheelchairs and other equipment that cater for mobility as well as all auxiliary equipment are damaged or lost inside the terminal building, our Organization replaces them with the same and/or similar equipment free of charge. Such responsibility is fulfilled by the Technical Directorate under the coordination of the Operational Directorate.

No fee can be claimed for facilitation provided by the Terminal Operator for individuals with disability or reduced mobility.

The guide dogs that are certified as per international legislation as well as other guide dogs shall be admitted to terminal building only in presence of the PRM passenger that owns the dog.

4. REFERENCE STANDARD AND LEGISLATION

-  TS 9111-Standard of Rules For Regulation of Buildings in which Disabled People Will Reside,
-  TS 12 576- Standard of Design Rules For Disabled,
-  Disability Act numbered 5378 and its Regulations,
-  Civil Aviation Law numbered 2920
-  Civil Aviation Procedure (SHY-33)
-  SHT-Barrier-Free Instruction
-  European Union Regulations, EC1107/206 regulations for PRM passengers who travel by airway (Regulation (EC) No 1107/2006 of the European Parliament and of the Council),
-  IATA Resolution 700 PRM passenger acceptance
-  ECAC 30 Part 1 and ICAO Annex 9. (Section H)

5. INFORMING FACILITIES BEFORE TRAVEL

Disabled passengers can get information about flight hours, how to reach the terminal and service facilities when they reach the terminal by calling **0 242 315 11 24**. Their request on phone is delivered to the related Ground Handling Company and the passengers can get problem-free service when they come to airport.

6. INFRASTRUCTURE FOR BARRIER FREE PROJECT OF TERMINAL MANAGEMENT

Our corporation has completed necessary infrastructure works under the project. Maintenance and repair operations of infrastructures are carried out under the responsibility of the Technical Department. In this context; disabled parking, warning and guiding signs, walkways for visually impaired people, ensuring that the ramps are inclined maximum 6%, drop-off and pick-up platform, information desk for disabled, telephone, seating (%5 of total seats), barrier-free access to eating and drinking areas in the terminal, disabled WC, adapting the elevators with audible warning and Braille, adapting the escalators, visualisation of the glass area in the terminals and internal redirecting in the terminal building have been provided.

7. TERMINAL MANAGEMENT SERVICE STANDARDS - DEPARTURES

Studies have been carried out in order to provide barrier-free terminal service by taking into account the requirements of the DGCA project and reference documents. These studies have been designed by taking into consideration the dual flight needs of passengers within the scope of infrastructure facilities, service delivery and coordination of services.

The activities of Terminal Management for providing problem-free travels for disabled or passenger reduced mobility (PRM) are described in this document. It is clear that the presentation of PRM passenger services depends on the operation of all organizations in co-ordination such as ground services, airport, security, passports, and customs. For this purpose, the DGCA has commissioned the organizations with instructions and circulars.

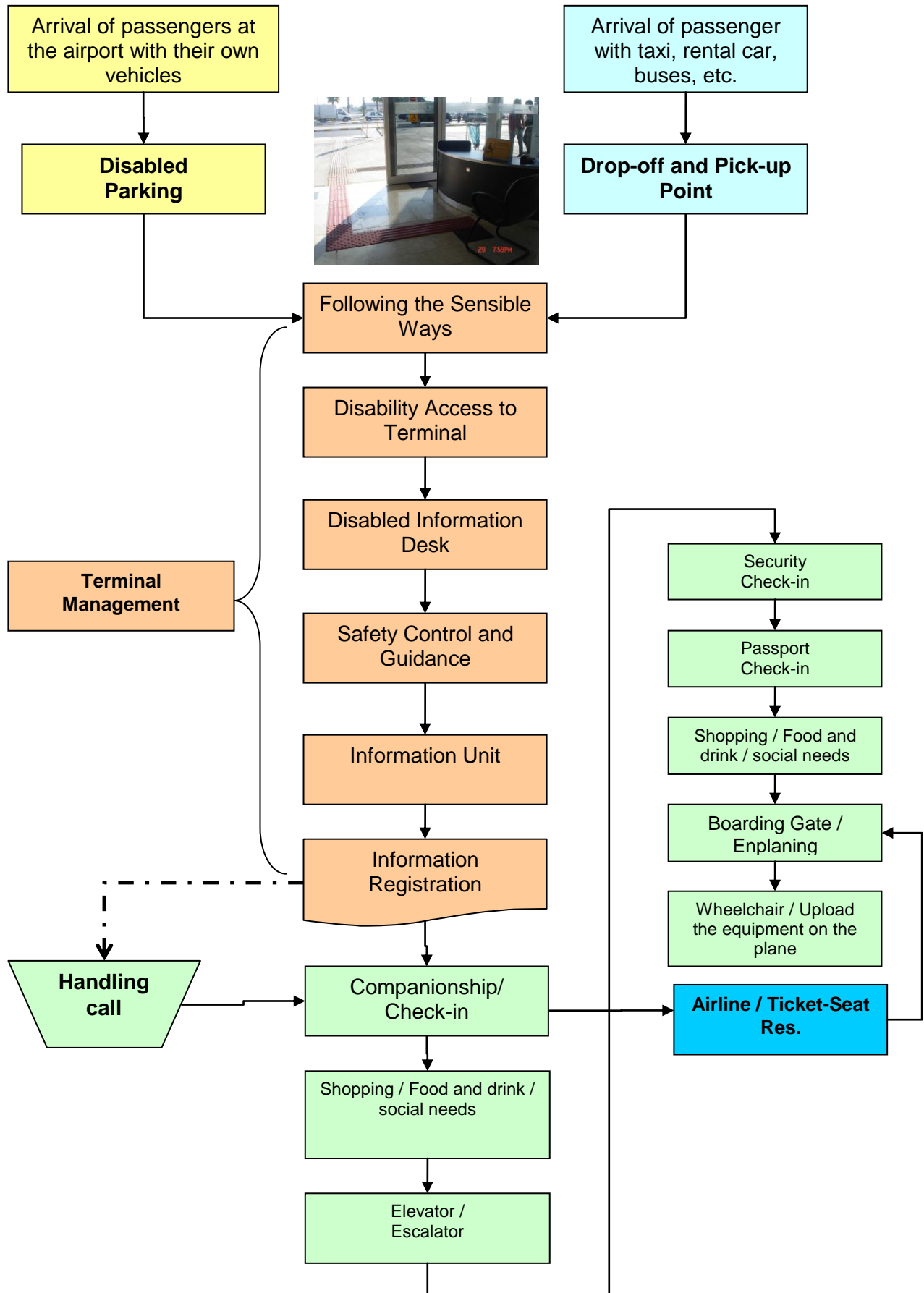
In this context, the security guard directs the PRM passenger to information unit. If necessary, the security accompanies him/her to information unit. The passenger coming to Fraport TAV Information Unit is registered to PRM Entry Form, specific information such as WCHR request, stretcher request is noticed and the staff of the related ground handling company is called. Specially trained staff of ground handling company takes the passenger to the check-in desk of related flight or to the check-in desk of PRM by checking the flight papers of the passenger.

After completing the check-in procedures, the staff takes the passenger to boarding gate by passing through the passport bank, and finally the passenger is enplaned in accordance with the procedure of airport and ground handling company.

At the request of the passenger, companion is responsible for taking the passenger to areas specially designed for himself/herself during the process of PRM services.

All services provided for the PRM passenger are carried out by specially trained personnel. Required permissions for the travels of PRM passengers are provided by the passenger or tour operator, the necessary equipments are provided by ground handling companies. The service delivery for disabled passenger is presented in summary in the following diagram.

SERVICE FLOW CHART FOR DISABLED PASSENGER (DEPARTURES)



7.1. Parking Services

In order to ensure the disabled passengers, coming to airport and aiming to reach terminal in a short time, to proceed easily to terminal from the parking area, 7 parking spaces in Domestic Terminal, 4 spaces in Terminal 1, and 8 spaces in Terminal 2 are allocated in accordance with standards, in places closest to terminal entrance.

There are directions in these areas starting from the terminal entrance in order to provide easy access, in addition, signs and warning signs showing that these areas belong to PRM passengers, have been placed in these areas.

Disabled parking spaces in each of the 3 terminal have been designed in accordance with the determined standards as 3.5 mt distance between the lines in parking and the distance between every two car is 2.00 mt.

The ramps for passing through the parking areas to terminal have been designed according to standards (6%). Internal and external telephone boxes have been placed in these areas in order to make contact.



Picture 1: Disabled Parking

7.2. Walkways with Sensible Surfaces



Picture 2: Sensible Walkways

Walkways with sensible surfaces have been designed for visually impaired or partially blind passengers in order to ensure them to reach terminals from parking and drop-off and pick-up areas and in order to ensure the arrivals to reach pick-up points. These ways are designed to provide the passenger to reach from a point to another point along with different colors and relief surfaces.

There are warning and sensible surfaces in these ways and in pavement endings in order to change direction and to direct to telephone and so on. It is possible with these ways to reach Disabled Information Desks which are located at the entrance of each terminal.

7.3. Drop-off and Pick-up Points

Drop-off and pick-up points have been determined in entrance and exit areas of each 3 terminal in order to facilitate the entrance and exit of individually moving disabled passengers to terminal, drop-off and pick-up ramps have been placed in these areas. In addition, these points have been connected to entrances and exits of the terminals with sensible surfaces.



Picture 3: Drop-off and Pick-up

7.4. Information Desk for Disabled People and Passenger Information



Picture 4: Information Desk for Disabled

Information Desk for Disabled People has been placed on disabled entrance gates of the terminal, before security entrance.

Disabled Passenger is informed at this desk by security guards about passing through the security check.

7.5. Security Sweeping for Disabled Passenger

The entrance gates for disabled passengers have been allocated in each 3 terminal. Security guards have been trained for being sensitive in security sweeping for disabled passengers. Trainings are completed under the National Civil Aviation Security Programme. Moreover, security guards checking PRM passengers take into consideration the work instruction (8.46GV.3.07) and MSHGP Annex-11 document.

Disabled passengers coming to Information Desk are directed to Information Bank or accompanied by passing through special security check.

7.6. Directions

Direction signs of which lighting is sufficient and on which every direction and status information is clear in terms of facilities for disabled passengers in terminals and which can be easily understood by people with mental disabilities, have been placed in English and Turkish. The writings in the signs used in every terminal have appropriate sizes and clear symbols are used in the signs.



Picture 5: Directions

7.7. Information Service

The passenger coming to Fraport TAV Information Service is registered to "PRM Registration Form" and the request of the passenger for WCHR, stretcher and etc. is noticed. The staff of the related ground handling company is called by Information Unit. Specially trained staff of ground handling company takes the passenger to the check-in desk of related flight or to the check-in desk of PRM by checking the flight papers of the passenger.

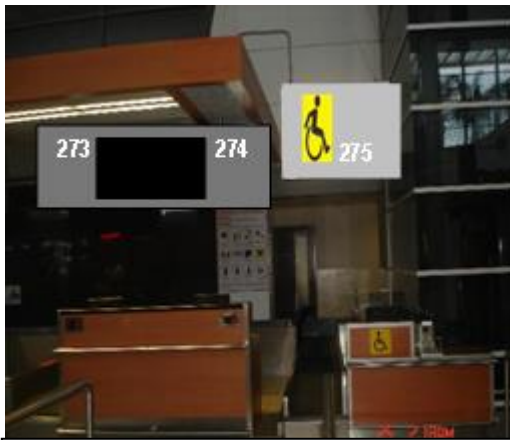
The protocols have been signed with security and ground handling companies in order to provide problem-free services for disabled passengers coming to the terminal.

In addition, seats have been placed for passengers to wait for a short time in the Information Unit.



Picture 6: Information Service

7.8. Check-in Service



Picture 7: Check-in Counter for Disabled

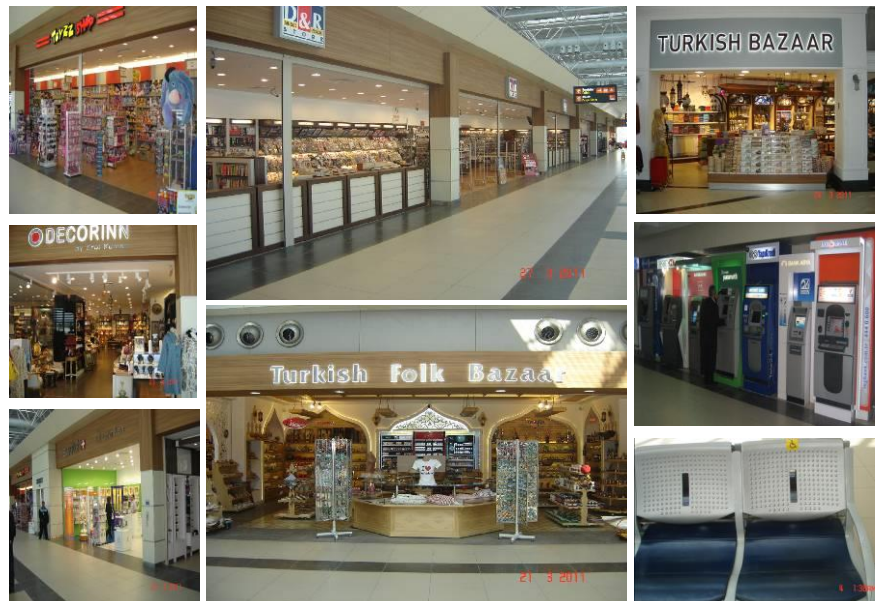
Disabled check-in counters have been established for check-in of disabled passengers in each 3 terminal. The counters in 1st International Terminal No. 116, in 2nd International Terminal No. 275 and in Domestic Terminal No. 301 have been established in accordance with the standards, in order to provide a comfortable ticket and baggage procedures for wheelchair users.

In addition, the balustrades have been placed in the check-in counters in order to support passengers having difficulty in standing.

7.9. Shopping, F&B, Other Social Needs and Tax Return

Companion is responsible for taking the passenger to areas specially designed for himself/herself during PRM services at the request of the passenger. In this context, the convenience has been provided for reaching to shopping, F&B areas, WCs, elevators and ATMs by removing the difference of levels.

Disabled passenger can easily complete his/her tax refund procedures in "CASH REFUND" offices at check-in room.



Picture 8: Shopping, eating and drinking, Other Social Needs and VAT refund

7.10. Infrastructure Facilities For Other Indoor

7.10.1. Entrance Gates of Terminal

The width of gates in open position allocated to disabled passengers in all terminals has been designed to allow disabled passengers pass through easily with two crutches and with a companion or with a battery-operated car. In addition, these doorsteps have been covered with sensible surfaces.

7.10.2. Induction Loop System for Passengers with Hearing Loss (ID)

As well as contacting by sign language with hearing-impaired passengers, ID system has been established to Domestic and International Information Desks and to check-in counters of disabled for our passengers with hearing loss. ID systems convert the available sounds into magnetic waves through a specially developed amplifier. Hearing aid users can hear these magnetic waves thanks to the 'Telecoil' (T) mechanism in their hearing aids, without requiring any extra device. Picture 10 describes the identification process of ID system.



Picture 9: Special Check-in Counter Induction Loop System

When the hearing aid users see the international induction loop sign (blue-colored earmark) in service point, they set their aids to 'T' or if possible 'M/T' (this feature is automatically programmed through a computer in many new generation hearing aids, the aid detects the ID system and automatically switches to T position). Thus, the hearing aid starts to deliver magnetic waves coming from ID system, not the surrounding noise and obtuse. In this way, the user can listen the speaking person without any difficulty. When the speaker speaks to microphone of the system and the listener stands close to equipment (1-1.5 mt), high quality communication is ensured.



Picture 10: Mode of Operation of Induction Loop System

7.10.3. Disabled Telephones



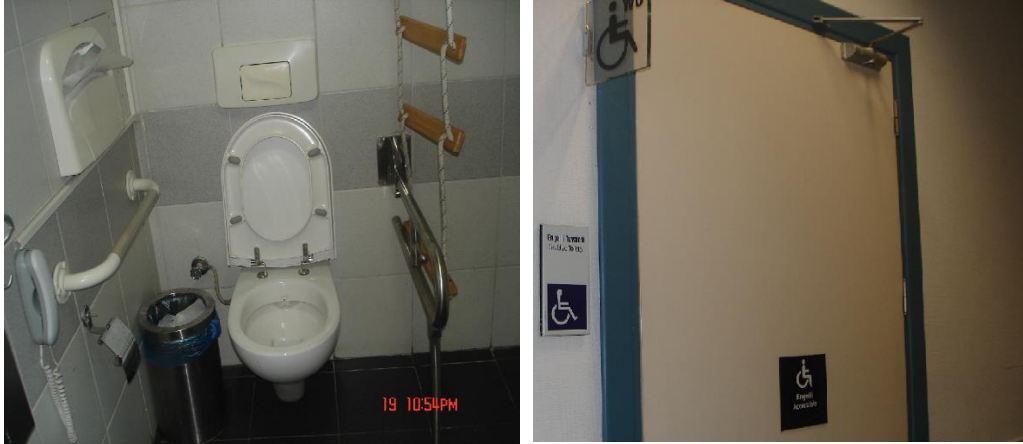
Picture 11: Disabled Telephones

In order provide easy use of external telephones placed in various points of the terminals, the height of at least one telephone has been set to below 1mt and it has been marked to be disabled phone.

7.10.4. Disabled WCs

Disabled WCs in terminals have been established in accordance with standards and they are enough in each hall. All WCs can be found easily by directions.

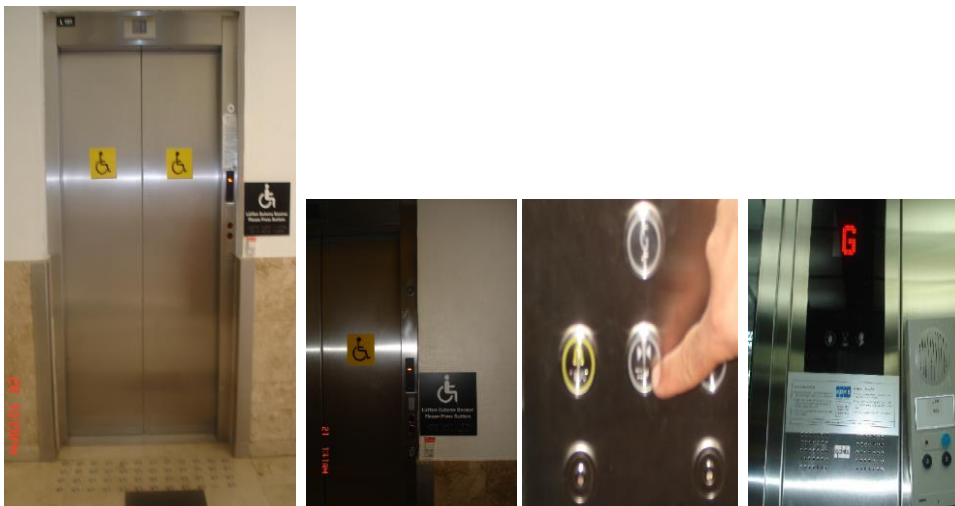
Moreover, "Emergency Help Call" button which is easily accessible and can be used for emergencies has been established in disabled WCs. The sound system in WCs is subject to our 24-hour front Automation Unit. When a call for help is received, there is a technical intervention or the issue is reported to the related units.



Picture 12: Disabled WCs

7.10.5. Elevators

It is in accordance with the legislation to set a maneuver space at least 1500-1700 mm, to place a sound system informing about elevator movement and floor for providing access facilities with disabled or general elevators and for ease of access at entrance-exits in order to provide access to other floors for disabled passengers in the terminal.



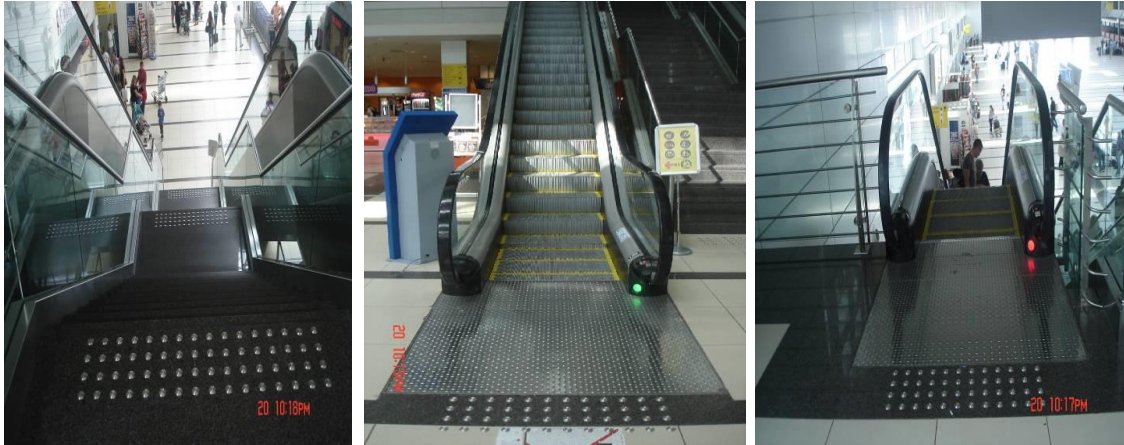
Picture 13: Elevator and It's Hardwares

The required space for maneuver is left in front of the elevators located in each 3 terminal. Doors are wide enough. There are sensible surfaces at elevator entrances. Audible warning system informing about floors in English and Turkish and emergency call intercom system have been established. In addition, Braille alphabet has been added to buttons.

It is the decision of Safety Commission to use the elevators at the line of passing to passport from the outgoing passenger floor of 1st and 2nd International Terminals in company with employee in charge. For this purpose, the **Call Button** has been placed to reach Security Guard.

7.10.6. Stairs and Escalators

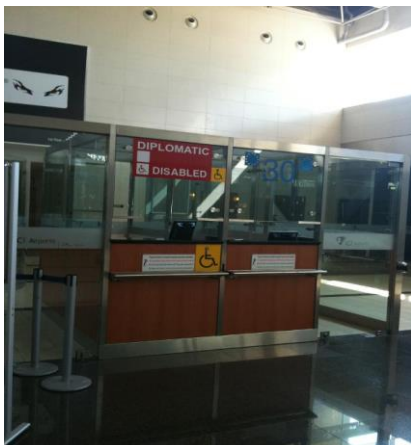
The sensible surfaces have been placed to the starts and ends of stairs and to the starts and ends of escalators in the terminals.



Picture 14: Sensible Surfaces at Stairs and Escalators

Red and green lights have been used at the start and end of the escalators in order to make the escalators safe for walking disabled, direction of movement and starting direction of movement have been indicated. In addition, the corner side of each stair has been painted in yellow.

7.10.7. Boarding Security and Passport Control



Picture 15: Passport Control

Disabled passengers who are directed to boarding gates in company with a companion after completing the check-in procedures reach/are reached to passport banks allocated to them, by passing through security checkpoint also allocated to them. The necessary directions have been specified to reach these points.

7.10.8. Boarding and Enplaning

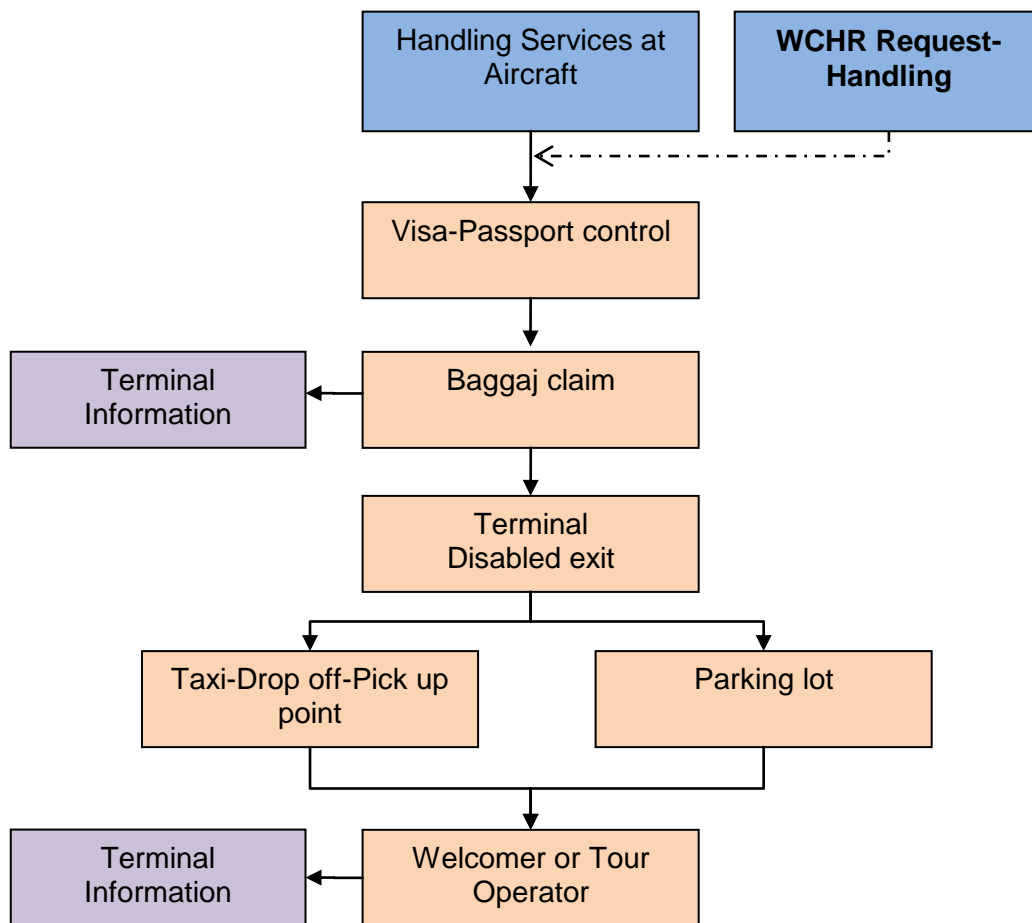
The infrastructure has been designed to provide disabled passengers passing from passport control to meet their needs at shopping, eating and drinking areas and other social needs on their own or in company with companion. Enplaning is performed by using necessary equipment with the help of ground handling services staff. Disabled passengers can be enplaned at first or at the latest in accordance with airway procedure. They always have priority upon request.

In these areas, not less than 5% of seat capacity in the terminals disabilities or reduced mobility passengers have been assigned chairs for sitting.

8. BARRIER-FREE SERVICE FACILITIES OF TERMINAL MANAGEMENT - **ARRIVALS**

Airlines and ground handling company meet the passenger on the plane according to PRM passenger information. They enable to deplane by using appropriate equipments (WCHR, Ambulift, stretcher...). The visa (if necessary) is obtained from the allocated visa bank, passes through passport control, and the passenger reaches/is reached to baggage hall. Handling staff passes the baton to tour operator or the passenger's welcomer at the exit of baggage hall.

PRM SERVICES FLOWING CHART (ARRIVAL)



Picture 16: Walkways with Sensible Surfaces

The passengers with visually impaired and not wanting a companion can come to the pick-up points of transportation vehicles by following the walkways and directions. Passenger stair, escalators and sensible surfaces at the exits of doors have been placed for arrival services of Terminal Management



Picture 17: Taxi Pick-up point

9. CO-OPERATION WITH 3rd COMPANIES

Responsibilities and duties for providing an integrated service have been determined by signing protocols with ground handling companies, airlines and security companies. The operations for airways and at the points of contact with aircrafts are carried out by *ground handling companies*. They also take measures for hearing and visually impaired passengers in case of postponing the flight.

Ground handling companies must have the necessary equipments for enplaning and deplaning of the disabled passengers. They serve for the enplaning of passenger's equipments and delivering to passenger by deplaning. In case of lost or destroyed baggage, they carry out the procedures for searching and delivering to passenger on behalf of the airlines by keeping report. In addition, in case of lost or destroyed equipments of PRM passenger, they take measures for a temporary solution.

Airlines carry out the necessary procedures for ticket and reservation of disabled passenger, reservation of assistance dogs for visually impaired passengers and its acceptance to the plane. They meet special requests such as bail out bottle and stretcher, and enable these necessary equipments to be ready on plane. Airlines companies have taken measures for carrying the disabled equipments free of charge.

10. PERFORMANCE MEASURING-MONITORING AND EVALUATION OF PRM SERVICES

The determined disabled passenger services in Fraport TAV are continuously monitored in terms of infrastructure and service standards. Service adequacy is controlled by planned internal check. Suggestions and complaints of passengers are evaluated. Corrective and Preventive Action Procedure has been prepared and it is applied for issues with malfunction. Improvements are performed. The records of results are kept and the corrective measures are reviewed.

It is the responsibility of all employees to determine the causes of potential non-compliance in Management System and to eliminate by analyzing.

10.1. Barrier Free Airports Performance Indicators

Directly submitted or coordinated service to the PRM passengers' performance monitoring indicators have been identified.

- a) To meet 100% PRM booking requests made by telephone or e-mail by forwarding to ground handlers.
- b) To provide assistance for all PRM passengers at PRM help desk by security guards.
- c) Ensure access to check-in counters within 10 minutes who applied PRM passengers at the PRM help desk.
- d) To keep records of all PRM passengers who applied to Terminal management and to create a data bank.
- e) To ensure independent and accessible way for all group of PRM passengers to do their complaints or suggestions. Feedback to complaints within 5 days.
- f) To ensure continuous and independent accessibility requirements.

10.2. Management of Suggestions and Complaints of Disabled Passenger

The statistics are kept for timely evaluation of complaints of PRM passengers, analyzing malfunctions and taking measures for solutions. Our company has the certificate of ISO 10002 Customer Satisfaction and Complaint Management System. One of the most important works on this subject is the evaluation of suggestions and complaints by a Commission and making an action plan.

PRM passengers complains reports to DGCA every 3 months in the specified format.

Disabled service facilities of the Terminal Management are announced at website.

“Suggestions and Complaints Form” with Braille alphabet has been created for visually impaired passengers to deliver their suggestions and complaints, and it has been placed to accessible points with Braille pen.



Picture 18: Complaint Form with Braille Alphabet



Picture 19: Pen for Braille

10.3. Supervision, Inspection and Periodic Control Activities

Our company carries out inspections as internal check and external check at least once in a year under Integrated Management Systems. In addition, our company is subject to periodical inspections of GDSAA and planned or unplanned inspections of DGCA. Under the measurement of operational performance by Quality and Operation Units

10.4. Following The Standards and Legislation and System Improvement

Our company guarantees to systematically follow all of the standards developed or to be developed and the legislations under the Integrated Management Systems. For this purpose, the subscription to Lebib Yalkın is maintained as both electronic and printed document. In addition, the regulations of DGCA and the requests of GDSAA are actively followed as project owner.

Improvements for service and infrastructure which are required in the company are carried out in accordance with the results of inspection and monitoring reports, new regulations and request of the passengers.

The Corrective and Preventive Action is started according to service malfunction and the evaluations resulting from complaints.

10.5. Training

All of the services for PRM passengers are carried out by specially trained staff. For this purpose, training is also provided for Fraport TAV staff located in contact points including equality of persons with disabilities, disability awareness, codes of conduct and are hearing impaired to communicate with sign language training. The mentioned training is refreshed at regular intervals.

The training records and training presentations of ground handling companies and security guards providing service for disabled passengers in accordance with the concept of integrated service are kept in records.

11. VALIDITY

BFA Guideline shall come into force with the approval of the General Manager.

12. CHANGE

The Change of BFA Guideline is carried out in accordance with Document Control Procedure.

13. EXECUTION

The management and employees of Fraport TAV are responsible for the execution of the scope of BFA Guideline.
