



ICAO

INTERNATIONAL CIVIL AVIATION ORGANIZATION

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ICAO Annex 9 – Facilitation

Facilitation of the transport of Persons With Disabilities (PWDs)




Facilitation of the transport of Persons With Disabilities (PWDs) PPT 7.2

- ❑ General
- ❑ Access to airports
- ❑ Access to air services




Facilitation of the transport of persons with disabilities (PwDs) PPT 7.3


□ PwD Definition:


 *“Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person’s needs of the services made available to all passengers.”*

Facilitation of the transport of persons with disabilities (PWDs) PPT 7.4

□ General – SARPs


 **Std. 8.23:** States shall ensure special assistance is provided, and with dignity

 **RP. 8.24:** *cooperate to make accessible to PWDs all the elements of the chain of the person's journey*

 **RP. 8.25:** *take steps with aircraft, airport and ground handling operators to establish and publish minimum uniform standards of accessibility*

Facilitation of the transport of persons with disabilities (PWDs) PPT 7.5

□ General - SARPs


 **RP. 8.26:** take the necessary steps with aircraft, airport and ground handling operators and travel agencies to:


- ensure that PWDs are given the information they need, in formats that are accessible to those with cognitive or sensory disabilities, and
- ensure that operators are in a position to give those passengers the assistance necessary for them, depending on their needs, to help them in their travel


 **RP. 8.27:** *secure the cooperation of operators to establish and coordinate training programmes*

Facilitation of the transport of persons with disabilities (PWDs) PPT 7.6

□ Access to airports – SARPs


 **Std. 8.28:** ensure that airport facilities and services are adapted to the needs of PWDs

 **RP. 8.29:** *lifting systems or any other appropriate devices should be used – manual lifting should be avoided*

 **Std. 8.30:** ensure that hearing- and vision-impaired are able to obtain flight service-related information in accessible formats

Facilitation of the transport of persons with disabilities (PWDs) PPT 7.7

□ Access to airports – SARPs

 **Std. 8.31:** ensure designated pick-up, drop-off points for PWDs are close to entrances/exits; accessible access routes

 **RP. 8.32:** *accessible, reasonably priced ground transportation services*

 **Std. 8.33:** ensure dequate parking facilities


 **RP. 8.34:** *efficient assistance to transfer PWDs for connecting flights*

Facilitation of the transport of persons with disabilities (PWDs)

PPT 7.8

□ Access to air services – SARPs


 **Std. 8.35:** ensure that PWDs have equivalent access to air services


 **RP. 8.36:** *new or refurbished aircrafts should conform to minimum uniform standards of accessibility with respect to equipment on board, e.g.:*


- *Movable armrests, on-board wheelchairs, accessible bathrooms etc.*

Facilitation of the transport of persons with disabilities (PWDs) PPT 7.9

□ Access to air services – SARPs

 **RP. 8.37:** *Disability aids should be carried free of charge in cabin or designated as priority baggage*

 **RP. 8.38:** *Service animals should be carried free of charge in cabin, subject to relevant national or operator regulations*


 **Std. 8.39:** State that restrict transport of battery-powered devices shall notify ICAO promptly


 **Doc 9284** *Technical Instructions for the Safe Transport of Dangerous Goods by Air*


 **Annex 18:** Ch. 2, 2.5

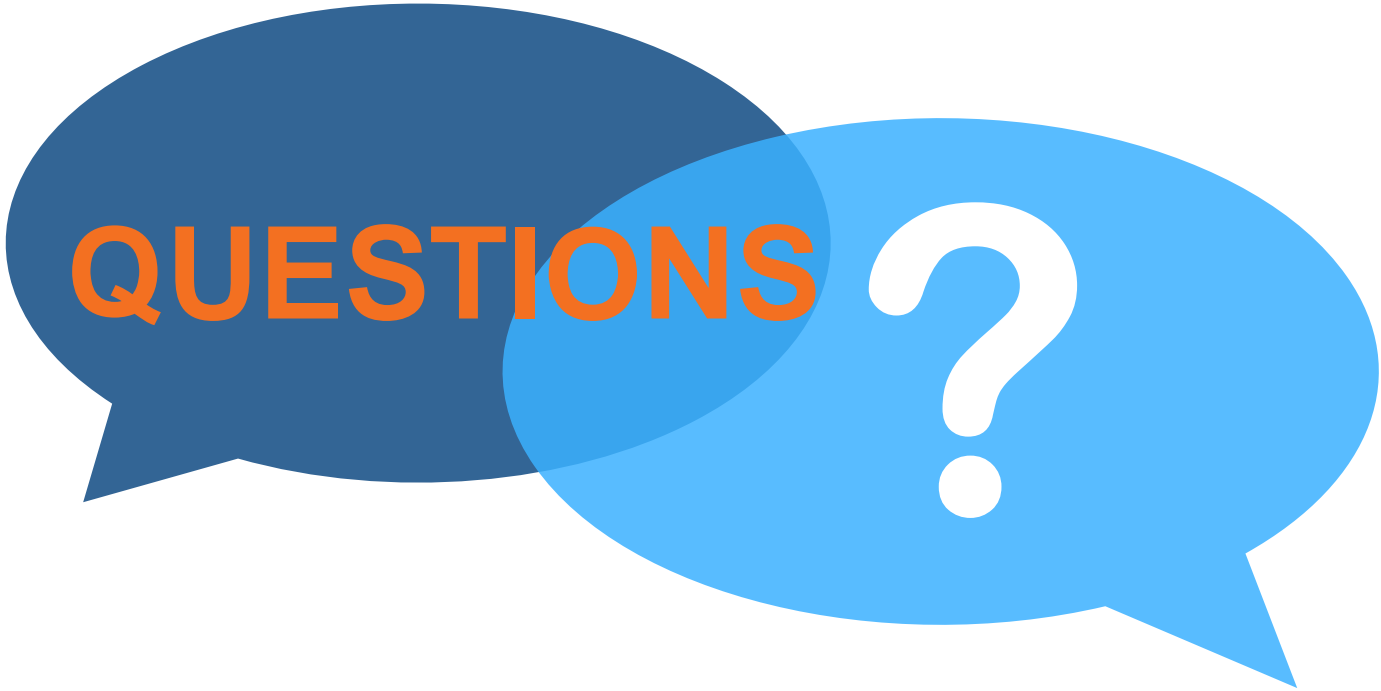
Facilitation of the transport of persons with disabilities (PWDs) PPT 7.10

□ Access to air services – SARPs

 **RP. 8.40:** *In principle, PWDs should be permitted to travel without requirement for a medical clearance*

 **RP. 8.41:** *In principle, PWDs should be permitted to determine whether or not they need an assistant*

 **RP. 8.41.1:** Shall encourage advance notification where assistance or lifting is required





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