

APPROVED BY
Order No. 1R -2026-87
of the Chief Executive Officer of
JSC Lithuanian Airports
dated 59 of May 2026

ASSISTANCE QUALITY STANDARDS

The free Special Assistance Service at airports in the European Union, Norway, Switzerland, and Iceland are provided in accordance with Regulation (EC) No 1107/2006 of the European Parliament and of the Council on the Rights of Persons with Disabilities 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 EC 1107/2006 defines a disabled person or a person with reduced mobility as any person whose mobility when using a means of transport is restricted as a result of any disability or impairment, whether locomotor, visual, auditory, psychosocial, intellectual, or related to any permanent or temporary impairment, intellectual disability or impairment, or any other disability, or age, and whose condition requires appropriate attention and the adaptation of services provided to all passengers to meet their specific needs. Lithuanian airports use the term passengers with individual needs related to a disability or impairment (hereinafter referred to as a passenger with individual needs).

Assistance Quality Standards are developed in cooperation with the association Lithuanian Disability Forum, Lithuanian Transport Safety Administration, and are published on the Kaunas Airport website at: <https://kaunas-airport.lt/en/before-flight/special-assistance-2/>

ABBREVIATIONS AND DEFINITIONS

Company – Joint Stock Company Lithuanian Airports Kaunas Airport.

IATA – International Air Transport Association.

ECAC – European Civil Aviation Conference.

LTSA – Lithuanian Transport Safety Administration.

A passenger with individual needs – a person with individual needs.

Assistant – an employee of the company providing passengers with individual needs with services at Kaunas Airport, trained to provide assistance.

Employee of the ground handling company – employee of the airline handling company.

Special assistance – assistance service provided by an assistant within the airport area.

Service provider – the company that has won the public procurement for passenger assistance services (special assistance/support) for passengers with individual needs at Kaunas Airport and has concluded a service provision contract for such services.

I. GENERAL PART

At Kaunas Airport of the JSC Lithuanian Airports, assistance for passengers with individual needs is delivered in accordance with the individual needs of a person.

Assistance is classified according to its nature using international IATA codes:

Disability code	Description	Nature of the assistance
WCHC	<p>This category covers a wide range of passengers – from passengers with individual needs who move with the assistance of a wheelchair or other mobility aids, to passengers who require assistance all the time – from arrival at the airport to boarding/disembarking the aircraft, or, if necessary, being provided with a wheelchair. This category also includes persons who require assistance when boarding and disembarking and when moving within the aircraft cabin, but who are otherwise independent and are able to move around the airport on their own using their wheelchair.</p>	<p>Assistance is provided by one or two assistants, in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006.</p> <p>A wheelchair is provided to the passenger as required, from the designated point of arrival to the aircraft or, accordingly, from the aircraft to the location specified by the passenger with individual needs within the airport premises, or to the person meeting him/her.</p>
WCHS	<p>A passenger with individual needs who has difficulty walking, covering longer distances, or descending stairs, but who is able to move independently within the aircraft cabin, the terminal, and between arrival and departure points on the landside of the terminal.</p>	<p>Assistance is provided by at least one assistant, in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006.</p> <p>If the passenger does not have his/her own mobility aid, a wheelchair is provided to the passenger with individual needs from the designated point of arrival to the aircraft or, accordingly, from the aircraft to the location specified by the passenger with individual needs within the airport him/her.</p>

WCHR	A passenger with individual needs who is able to walk up and down stairs and move within the aircraft cabin, but requires a wheelchair or other assistance equipment to move between the aircraft and the terminal, within the terminal and between the arrival and departure points in the terminal landside area (city side).	Assistance is provided by at least one assistant, in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006. If the passenger does not have his/her own mobility aids, a wheelchair is provided to the passenger with individual needs from the designated point of arrival to the aircraft or, accordingly, from the aircraft to the location specified by the passenger with individual needs within the airport premises, or to the person meeting him/her.
BLND	A passenger with visual impairment or vision disorders.	Assistance is provided by one assistant in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006.
DEAF	A passenger with a hearing impairment – deaf or hard of hearing, including persons who communicate using sign language.	Assistance is provided by one assistant in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006.
BLND&DEAF	A passenger with both visual and hearing disabilities or impairments and/or who communicates using sign language.	Assistance is provided by one assistant in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006.
DPNA	A passenger with an intellectual disability or developmental disorder, dementia, Alzheimer’s disease, Down syndrome, or various learning disabilities, who requires assistance.	Assistance is provided by one assistant in accordance with the provisions of Annex I of Regulation (EC) No 1107/2006.

II. PRINCIPLES FOR PROVIDING ASSISTANCE

The special assistance service is provided to passengers with individual needs who require assistance due to any physical disability (sensory or motor, permanent or temporary), intellectual disability or impairment, or any other disability or age, and whose condition requires appropriate attention and adaptation of services provided to all passengers to meet their specific needs. The assistance service for passengers with individual needs is provided free of charge.

Passengers with reduced mobility who do not request assistance (e.g., because they are assisted by accompanying persons) are provided, upon request and free of charge, with a wheelchair for temporary use within the airport premises.

If a passenger with individual needs wishes to use his/her wheelchair at the airport upon arrival or departure, the request must be accommodated. During boarding or disembarkation, the wheelchair is treated as checked baggage, and the airline is responsible for its further transportation.

If a passenger with individual needs uses an electric wheelchair, the ground handling staff member, in consultation with the passenger with individual needs and, if necessary, with the help of an assistant, shall perform necessary actions to disconnect or connect the battery so that the wheelchair can be prepared for transport or for the passenger's use.

Assistance for passengers with individual needs must be provided, except in cases where the passenger has not informed in advance of his/her arrival and has not requested assistance in time. In such cases, every effort shall be made to provide all necessary assistance in accordance with these standards. This condition does not apply where assistance is required not due to disability, but for other reasons (e.g. if the passenger is carrying heavy hand luggage).

III. SERVICE QUALITY INDICATORS

A departing passenger can request assistance in parking areas, adapted to passengers with individual needs, at special assistance call points at the airport, and at check-in. Full detailed information about the assistance service is provided on the Kaunas Airport website at: <https://kaunas-airport.lt/en/before-flight/special-assistance-2/>

To receive assistance, a passenger with individual needs must notify his/her arrival at the airport premises, specifying the type of assistance required.

An arriving passenger is met at the aircraft and escorted to the location specified by him/her within the airport premises.

In accordance with the European Civil Aviation Conference (ECAC) Document 30, Part I, Section 5, Annex 5-C, the following passenger with individual needs service quality indicators have been established:

For departing passengers with individual needs who have given prior notice of the need for and nature of the assistance and who have arrived at the point of arrival/departure at the recommended time of arrival at the airport may be required to wait:

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

In any case, passengers with individual needs must be boarded onto the aircraft, unless this is not possible due to force majeure or safety requirements.

For departing passengers with individual needs who have not notified the need and nature of assistance in advance only upon arrival at the specified point of arrival/departure and who arrive only on the day of travel at the designated assistance call point at the airport at the recommended time and report their arrival, may be required to wait:

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

Arriving passengers with individual needs who have provided advance notice of their need for assistance and its nature may be required to wait:

- 80% of passengers with individual needs should wait no more than 5 minutes for assistance;
- 90% of passengers with individual needs should wait no more than 10 minutes for assistance;
- 100% passengers with individual needs should wait no more than 20 minutes for assistance;

Arriving passengers with individual needs, when information about the need for assistance has not been received from the departure airport after the aircraft has taken off and the need for assistance becomes known only when the aircraft is parked on the aircraft stand, may be required to wait:

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

Arriving passengers with individual needs will be escorted to the persons meeting them or to the location specified by the passengers with individual needs within the airport premises. If the persons meeting the passenger are delayed, passengers with individual needs will be escorted to the airport arrivals waiting hall. Upon the passenger's request, the staff member may remain with him/her.

A passenger with DPNA code will not be left unattended within the airport premises.

In order to ensure the implementation of service quality indicators, the following conditions must be met:

- Assistance for a departing passenger with individual needs is guaranteed only if the passenger arrives at the check-in area assigned for the flight at least one hour before the scheduled departure time. If assistance is required from the assistance call point within the airport premises, the passenger must arrive at least two hours before the scheduled departure time.

- If the time specified in the previous paragraph is not observed, the responsible staff will make every effort to board the passenger with individual needs in time, but there is no guarantee that the passenger will be boarded as the airline may make a decision that is unacceptable to the passenger.
- Every passenger with individual needs receives “uninterrupted assistance”. This means that the passenger is escorted from the point of arrival/departure to the aircraft door without interruption or delay, unless the passenger is flying on a connecting flight or requests assistance only for a specific stage of the journey (e.g. up to check-in or to the boarding gate).
- If a passenger with individual needs has a confirmed reservation for a flight, this means that the air carrier or ground handling service provider must be informed in advance of the need and nature of the assistance to passenger with individual needs and that information must be provided to the persons servicing these passengers at the airport. It is recommended that such information be provided at least 5 hours before the scheduled flight.
- Passengers with individual needs are boarded on a priority basis. Passengers with individual needs shall be disembarked from the aircraft when other passengers leave the cabin. Exceptions are possible if it has been notified of the passenger with individual needs late or at the request of the flight crew.
- The services shall be provided in accordance with the following standards, ECAC Document No. 30, Part I, Section 5, and relevant annexes thereto, as well as the current version of the Interaction Procedure for Services, Assisting Passengers with Individual Needs, approved by CEO of the JSC Lithuanian Airports.
- Responsibility for the provision of services to passengers with individual needs at the airport is governed by the service agreements signed between JSC Lithuanian Airports and the companies providing assistance services for passengers with individual needs.
- By the 5th day of each month, the Service Provider must submit, by email and in the agreed format, monthly information on passengers with individual needs flows.
Submission of information:
 - The number of passengers with individual needs according to IATA disability codes, who received assistance at the airport when the need for assistance was notified in advance (at least 48 hours before the flight), as well as the percentage distribution of passengers by IATA disability code.
 - The number of passengers with individual needs, according to IATA disability codes, who received assistance at the airport when the need for assistance was not notified in advance, as well as the percentage distribution of passengers by IATA disability code.

- The Company reserves the right to carry out regular checks on the quality of service for passengers with individual needs who have requested assistance, as well as to participate in the Service Provider's internal training sessions, during which staff are trained on how passengers with individual needs should be assisted.
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