

WE ARE THE
GATWICK FAMILY

Hidden Disabilities

Safe and secure with dignity



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Gatwick

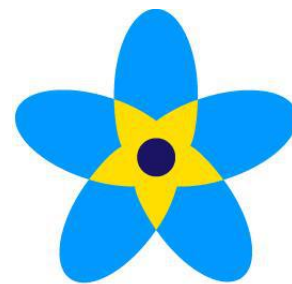
Aiming to be the most accessible airport in the UK,
where everybody has an equal opportunity to fly.

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Dementia Friends



Dementia Friends

An Alzheimer's Society initiative

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Dementia Friends for Gatwick
Airport Limited

Understanding dementia video

Video



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Refresher Training

RNIB

supporting blind and
partially sighted people

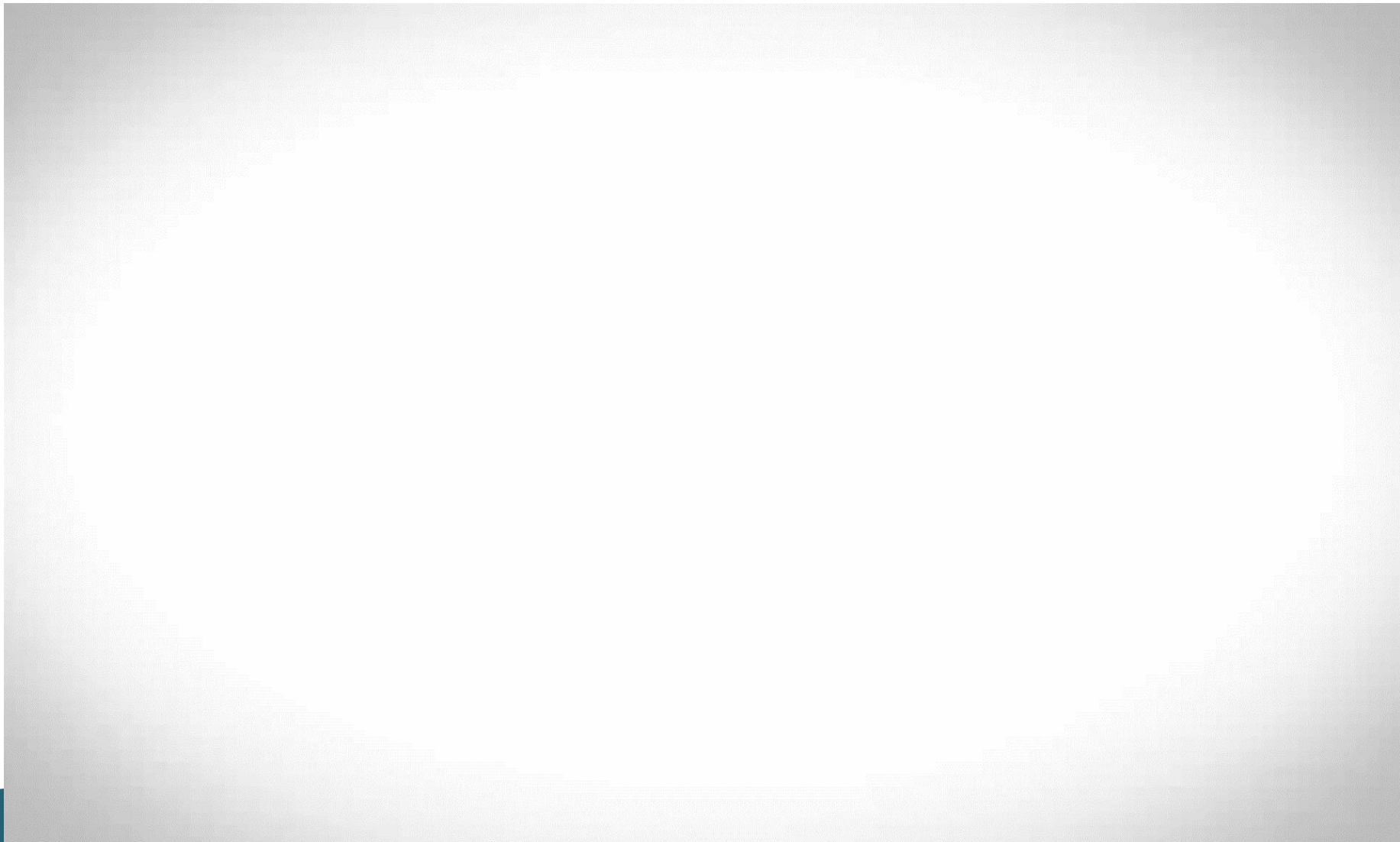


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Video



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Eyeware

RNIB

supporting blind and
partially sighted people



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- Ostomy Friendly
- Both terminals
- Arriving and departing

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- First on mainland Britain
- North Terminal
- Not defined

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Hidden Disability Lanyard

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Accessibility Days



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Launch of the lanyard



Not all disabilities
look like this



Some disabilities
look like this



Not all customers with hidden disabilities
require assistance through the airport.
However we believe there is an optional
opportunity to provide them with a 'discreet
sign' which demonstrates to airport staff
that they may need additional support or
help as they travel through the airport.

This could simply mean:

- Giving them more time to prepare at check-in, security etc
- Allowing them to remain with their family at all times
- Giving them a more comprehensive briefing on what to expect as they travel through the airport
- Reading a departure board or sign



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Benefits

- Staff recognise passengers who may need a little more time or assistance.
- Awareness training – staff understand.
- Passengers feel reassured.
- Positive passenger experience encourages return customers.
- Lanyard rolling out beyond Gatwick drives consistency.
- Encourages closer working and co-operation between airports.

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Passenger Terminal CONFERENCE 2018

SHARE > INNOVATE > DEVELOP > DEPLOY



Newcastle International
Your Airport



PITTSBURGH
INTERNATIONAL AIRPORT



AUSTRALIAN
AIRPORTS
ASSOCIATION



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Questions?

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