

**Leeds Bradford International Airport Policy in Relation to
Disabled Persons and Persons with Reduced Mobility**

- LBIA is committed to ensuring that high levels of customer service are afforded to all its disabled users and acknowledges a responsibility to compliance with the Disability Discrimination Act 1995 and European Regulation (EC) No 1107/2006, including appropriate service levels
- LBIA is committed to offering fair employment opportunities for disabled persons and ensures that people with disabilities have equality of opportunity to develop to their full potential within the Company
- LBIA will make known to airport users the disabled facilities available by various means, such as signage, e mail etc. It will respond to disabled customer enquiries to offer guidance and advice
- LBIA will endeavour to seek advice from a variety of disability groups to expand the understanding, as well as specific requirements, of our passengers, visitors and employees. Where possible it will involve representatives from the disabled community in developments that may affect its access or facilities
- LBIA welcomes feedback from customers with special needs, and where possible, adjustments may be made to accommodate any subsequent request or valid comment
- LBIA will work with its business partners to ensure that they also offer disabled users a good standard of care.
- All airport buildings will be audited to ensure that access and facilities comply with all disability legislation.