

MINUTES OF ACCESSIBILITY COMMITTEE MEETING

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| SUBJECT: | Meeting (2) (2025-2026) | Page 1 of 4 |
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|---------------|----------------------------|---------------------|-----------------|----------------|
| DATE: | 6 th March 2026 | START: | PLANNED: | ACTUAL: |
| | | | 10:30 | 10:30 |
| | | FINISH: | 11:30 | 11:30 |
| VENUE: | GPA/Teams | RELEASED ON: | 20/04/2026 | |

| | | | |
|---------------------------------------|-----------------------|-----------------------|------------------------|
| DATE OF NEXT MEETINGS: | PLANNED VENUE: | PLANNED START: | PLANNED FINISH: |
| Friday 4 th September 2026 | TBC | 10:30 | 11:30 |

| NO | MINUTES FORMAT: | PARTICIPANTS: | IN ATTENDANCE: |
|----|---|---|---|
| 1. | Welcome & Introductions | Roddy McLeod (RM) – Chair GPA Landside Ops Manager | APOLOGIES: |
| 2. | Actions from Last Meeting | Martine Brennan (MB) GPA Landside Ops Assistant Manager | Simon Hosannah (SH) Not Just Travel/Mac Travel |
| 3. | Overview of our CAA Stats | Margaret Bee (MBe) SAAP | Louise Robertson (LR) Alzheimer Scotland |
| 4. | Equipment Overview at GPA | Celine Dyer (CD) SAAS | Fiona Craig (FC) VASA |
| 5. | Training since last meeting | Clare Kennedy (CK) NEST | |
| 6. | Initiatives this year – what we have achieved | Ian White (IW) RNIB | |
| 7. | Invite to attend a 'Walk- Through' prior to next meeting | Pauline Bradford (PB) Minute Taker | |
| 8. | Date of next meeting | | |
| 9. | AOB | | |
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1. MINUTES OF PREVIOUS MINUTES & ACTIONS

- 1.1 RM welcomed all attendees to the meeting. Apologies were noted as above. Introductions of all attendees.

2. ACTIONS FROM LAST MEETING

- 2.1 (Action number 01.01/25) – Accessible Signage – Signage replacement is a sizable project which is currently ongoing. Location for signage still needs finalizing as do the designs. GPA is taking advice from committee members regarding colour schemes although we still need sign off from the GPA comms department prior to going ahead with any signage installation. There was a signage update in the railway station as it was identified that 1 of the signs at the help point did not have sufficient accessibility logos. This has now been rectified with a new sign including the main accessibility logos now in place. This action will remain open as it will be worked on throughout the year.
- 2.2 (Action numbers 01.02/25 & 01.03/25) – Walkthrough of airport and updated website – both completed and closed.

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3. Overview of CAA Stats

3.1 ECAC stats -

| Departing - all PRMs | | | | | | | |
|----------------------|--|--------|------------|------------|------------|------------|------------|
| | Standard (waiting time once PRM made themselves known) | Target | October | November | December | January | February |
| Pre-booked | Numbers of PRMs | | 416 | 173 | 177 | 114 | 159 |
| | 10 mins | 80% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | 20 mins | 90% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | 30 mins | 100% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Non pre-booked | Numbers of PRMs | | 72 | 15 | 28 | 23 | 22 |
| | 25 mins | 80% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | 35 mins | 90% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | 45 mins | 100% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Arriving - all PRMs | | | | | | | |
|---------------------|--|--------|------------|------------|------------|------------|------------|
| | Standard (time assistance available at gate or aircraft side from arrival on chocks) | Target | October | November | December | January | February |
| Pre-booked | Numbers of PRMs | | 597 | 212 | 172 | 158 | 152 |
| | 5 mins | 80% | 96.65% | 98.58% | 98.26% | 98.73% | 98.03% |
| | 10 mins | 90% | 98.66% | 100.00% | 98.84% | 100.00% | 99.35% |
| | 20 mins | 100% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Non pre-booked | Numbers of PRMs | | 87 | 22 | 15 | 31 | 12 |
| | 25 mins | 80% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | 35 mins | 90% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | 45 mins | 100% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

3.2 The CAA requires that GPA needs to record every time a passenger gets assistance. GPA passenger assistance is up around 20% from 2024 – 2025. The lanyard scheme has dramatically increased over the same time.

3.3 GPA wants to make sure all passengers are comfortable and safe while travelling through the airport and accept any suggestions the committee think would be of help.

4. EQUIPMENT OVERVIEW AT GPA

4.1 GPA currently has 2 Aviramps and 1 Ambulift in operation and 1 aisle chair for use on board an aircraft. The Red Cross kindly donated several wheelchairs to the Airport allowing GPA to take some of the older chairs out of service. There are currently 27 wheelchairs in operation of varying sizes. GPA has made a donation to the Red Cross as a thank you for their generosity.

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5. TRAINING SINCE LAST MEETING

- 5.1 RM gave an update and advised the committee that we have an increase in flights for the 2026 summer season - up to 52 flights per week. This means we are recruiting staff and all new employees receive disability awareness training during their induction to the department.
- 5.2 Sunflower scheme. IW set up a meeting with MB and Ruth from the sunflower scheme. GPA have now subscribed to the scheme, which allows access to training, training materials and posters etc. Landside Operations will be passing on information about the sunflower scheme to other departments within the airport.

6. INITIATIVES THIS YEAR – WHAT WE HAVE ACHIEVED

- 6.1 GPA had a visit from the CAA who conducted a walkthrough of the airport. Very positive feedback was received from the CAA. They highlighted a few points that we require to make changes to make things more accessible. A new bench has been installed within our car park pay station as it was highlighted that this is also an assistance point. Signage at the station help points were highlighted as not standing out enough as assistance points. This has since been rectified with new signage that includes the accessibility symbols.
- 6.2 AccessAble came back out and did a resurvey of the airport with the new survey now available to view on GPA website.
- 6.3 IW from RNIB attended a walkthrough at the airport and highlighted a few points that we could possibly make changes to. Signage was a problem and that certain signs did not stand out well enough for visually impaired customers. GPA has taken this on board and already made some changes and will complete more signage changes throughout the year. MB advised that the walkround was a success and is appreciative for all the feedback – good or bad.

7. INVITATION FOR ATTENDEES TO ATTEND A WALK-THROUGH AT GPA

- 7.1 An invitation has been extended to attendees to have an airport walk-through to see all passenger assistance available. This would be a good way to identify any upgrades that could help and make the assistance go more efficiently.
- 7.2 MBe from SAAP is attending a walk round on 27th March and some members from South

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Ayrshire access panel will accompany her. This will provide good insight from another perspective. All very positive responses to these walk rounds give GPA a good understanding of what is required for our passengers and possible changes needed.

7.3 MB highlighted again to the group that these walkthroughs are valuable to GPA.

8. DATE OF NEXT MEETING

8.1 Date of next meeting will be Friday 4th September 2026 at 10.30 am . RM will let everyone know if this will be in person, Teams or hybrid.

9. AOB

9.1 RM asked the group if anyone would like to take over the role as chairperson. MB and RM cannot take this position. The CAA prefers that it would be an external person rather than an airport employee.

Margaret and Celine have agreed they would be happy to co-chair together.

| Action No. | Action Items from previous meeting | Who | Target Date | Closure Date |
|------------|---|-------|-------------|--------------|
| 01.01/25 | <p><u>Accessible Signage</u></p> <p>It was suggested that the signage with GPA could be improved and make it stand out more. IW noted that vision impaired prefer Black on Yellow for any signage and that toilet sign would be better at eye level.</p> <p>06.03.206 – Update per above – Ongoing action</p> | RM | 31/12/26 | ongoing |
| 01.02/25 | <p><u>'Walk-Through' within Airport</u></p> <p>To be sent out and invite passengers or groups to have a walk through at GPA.</p> | RM/MB | Feb 26 | 06/03/2026 |

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| 01.03/25 | <p><u>Update GPA Website</u> Update the GPA website to show minutes of the forum and any other news regarding accessibility.</p> | RM | 30/11/25 | 06/03/2026 |
|----------|---|----|----------|------------|

| Action No. | New Action Items | Who | Target Date | Closure Date |
|------------|---|-------|-------------|--------------|
| 02.01/26 | <p><u>Accessible Signage</u> It was suggested that the signage with GPA could be improved and make it stand out more. IW noted that vision impaired prefer Black on Yellow for any signage and that toilet sign would be better at eye level. 06.03.206 – Update per above – Ongoing action</p> | RM | 31/12/26 | ongoing |
| 02.02/26 | <p><u>Sunflower Training</u> All Landside Operations staff to view the online training and get a certificate</p> | RM/MB | Sep 26 | |
| 02.03/26 | <p><u>Update GPA Website</u> Update the GPA website to show minutes of the forum and any other news regarding accessibility.</p> | RM | April 26 | |