

Edinburgh Airport invest in new technology

Video technology has been installed in as part of new call points at Edinburgh Airport to provide better contact between Passengers with Reduced Mobility (PRM) and staff upon arrival.

The 17 points have been upgraded to include video technology and hearing loops, with the points directly connecting to the PRM control room so passengers can speak to staff.



Gordon Dewar, Chief Executive of Edinburgh Airport, and Christina McKelvie, Equalities Minister PHOTO Ian Georgeson
A total of £425,000 has been invested in the points which are in critical locations such as the Long Stay Car Park, the drop-off area, coach park and tram stop. It follows direct feedback from PRM passengers and from the airport's Special Assistance forum and is the latest improvement to the PRM and Special Assistance offering.

Gordon Dewar, Chief Executive of Edinburgh Airport said: "The needs and requirements of all of our passengers are crucial to us and we are always looking to meet those demands and show flexibility in our operations to make the passenger experience as positive as possible.

"We've made great strides in improving our all-round PRM and Special Assistance service and these call points are another step forward, upgrading the technology to allow a more personal connection to our control room and provide information that gets that journey to get off to the best possible start."



Anne McWhinnie, Alzheimer Scotland and a member of Edinburgh Airport's Special Assistance Consultative Committee; Christina McKelvie, Equalities Minister; Gordon Dewar, Chief Executive of Edinburgh Airport meet PRM/Special Assistance staff PHOTO Ian Georgeson

Scottish Government Equalities Minister, Christina McKelvie said: "We welcome the wide range of services that the airport has in place for disabled people and those with mobility or other access issues who may require assistance when travelling through the airport.

"Scottish Government recognises that effective solutions to

the barriers faced by disabled people must be drawn from their lived experiences, so it's good to see that Edinburgh Airport is doing just that.

"I strongly encourage other businesses to involve disabled people, and their organisations to consider how they can improve accessibility for all their customers."

Andy Wright, Edinburgh Airport's PRM consultant added: "I am delighted with Edinburgh Airport's latest innovation in support of their disabled passengers, as well as those who require a degree of additional assistance when they fly.

"With the introduction of the newly upgraded call points, the airport continues to demonstrate its ongoing commitment to provide ALL of its passengers with the necessary supportive technology, so that everybody can enjoy a top level airport experience."



Anne McWhinnie, Alzheimer Scotland and a member of Edinburgh Airport's Special Assistance Consultative Committee; Christina McKelvie, Equalities Minister; Gordon Dewar, Chief Executive of Edinburgh Airport PHOTO Ian Georgeson