

Accessibility Forum (BRSAF) Terms of Reference Bristol Airport

Purpose

Bristol Airport is committed to ensuring a robust and meaningful engagement and consultation process with members and representatives of the wider disabled community, thereby recognising the need to continue developing the *accessibility* of the airport and keep improving the standards of the *assisted travel* operation.

The Bristol Airport Accessibility Forum (BRSAF) is a committee established to scrutinise the performance, processes, and procedures, in support of disabled or *assisted* passengers utilising the airport. The BRSAF plays a critical part in this objective, acting in an advisory capacity by applying the knowledge and experience of its members, to help improve the experience for Bristol Airport's customers.

The Chair

The Chair is Mr Andy Wright, and he has been appointed by Bristol Airport. The Chair will ensure the independence of the BRSAF and the effective functioning of meetings. He will ensure full participation, that all relevant issues are discussed, and decisions are made and followed up.

Membership

Membership of the BRSAF is selected to reflect the needs and requirements of disabled passengers and those who require some *additional assistance* when they fly. Their purpose is to provide views and perspectives to Bristol Airport and its stakeholders, as it seeks to deliver high levels of customer service and support to include all of the airport's customers. The BRSAF is made up of representatives from local charities, disability organisations, as well as disabled or *assisted* passengers who fly from Bristol Airport.

The role

- Review Civil Aviation Authority's Quality Standards and Performance metrics by analysing audit results and systems utilised to capture those results.
- Review airport staff training modules, particularly Disability Awareness and Inclusion, proposing changes or enhancements as appropriate.
- Review airport website, public information, and aviation technology and apps.
- Review airport *assistance* equipment, as well as airport appointed *assistance* providers.
- Review current processes and procedures throughout the airport journey, in support of passengers with varying needs, requirements and disabilities.
- Review survey results from customer satisfaction surveys, compliment and complaint correspondence, and other sources of social media.

- Review current airport infrastructure, and possible challenges, along with wayfinding and signage. As well as proposed future infrastructure projects. Helping to develop initiatives to mitigate any accessibility issues.
- Support airport audits and inspections and mystery shopper exercises.

Attendance

Scheduled BRSAF meetings will take place twice a year, Spring and Autumn, and normally last no longer than four hours. They take place on-site at an airport administration building or within the airport itself. On occasions there may be need for additional workshops or online meetings (via Microsoft Teams) to update, provide feedback, or discuss time sensitive issues, such as imminent changes to processes and procedures or ongoing infrastructure projects etc. In such instances sufficient notice will be provided.

Expenses

Following attendance to the Accessibility Forum, travel expenses should be submitted to Andy Wright. These should be accompanied by proof of purchase or receipt. Fuel claims will be calculated at £0.45 per mile from the start location to the airport and return. In addition, a fee of £100 will be paid in lieu of time and support that will be provided to an independent contributor, employees of a charity or disability organisation or directly to the organisation by means of a donation.

Bristol Airport Accessibility Forum Code of Conduct

The BRSAF operates under the principle of mutual respect and all participants agree to:

- Be open, warm, professional and have a non-judgemental attitude, providing apologies ahead of time if unable to attend or take part.
- Study information sent in good time before meetings and be prepared to contribute to discussions during the meeting.
- Respect the authority of the chair and maintain focus on matters being discussed during meetings.
- Engage in debate and decision-making in meetings according to any agreed procedure, maintaining a respectful attitude for the opinions of others, whilst maintaining discretion as far as any resources shared in confidence.

Those found to be in breach of the BRSAF code of conduct will not be asked to participate any further.