

Edinburgh Airport achieves top rating for accessibility

- A Monitor Desk Report

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Edinburgh Airport has earned the highest possible rating for their accessibility after bringing the service in-house.

In a report published by the Civil Aviation Authority in December, Edinburgh's airport was rated 'very good' for the assistance it provides passengers with disabilities and those who require additional support while using the airport. According to the CAA's statistics, around 85,000 passengers were supported by the airport's special assistance service over the course of 2022.

The high rating recognises the work done by the team at the airport after the service was brought in-house in 2021. The airport took the decision not to outsource their accessibility services so it could directly invest in and manage the service. Since then, a new monitoring system has been installed, time and resources have been invested in training for the staff and all staff are now paid the real living wage.

Speaking about the rating from CAA, Edinburgh Airport's Operations Director said: "It is incredibly important to us that all passengers who require assistance are given the support they need when travelling through the airport and that's why this rating

from the CAA is one we're really proud of. I've seen first hand how passionately our teams have been working to deliver this service and how seriously they take their responsibility to passengers.

“This rating is a testament to their efforts and comes following a challenging 2022 which brought with it a rise in passenger numbers like no other. In recent years, we have made a number of changes to our accessibility provision which have improved it for the better. We'll aim to continue that progress in order to create the best possible experience for all passengers.”

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