

Charity/Disability Group	Date of Engagement	Frequency of Engagement	Key Actions
Airport	Nov/Dec 2016	On-going	Equality and Basic Disability Awareness training rolled out to all of our frontline teams.
Friendly Access/Crag 3D	February 2017	On-going	Met with Friendly Access and Crag 3D to discuss working on a pilot Virtual Reality Accessibility project.
Alzheimer Scotland and Upstream Scotland	8 th March 2017	On-going	A positive dementia group consisting of 3 individuals with Dementia supported by their carers attended the airport along with Alzheimer Scotland and Upstream Scotland to meet with airport representatives including Security, Terminal and Handling agents. This was followed by a walk-through of the check in and security areas gathering feedback on our service and facilities. A very positive day ended up with members of the dementia group reporting that they felt more confident and reassured about what was on offer and how we can help with their journey through the airport.
Disabled Access Day	10 th -12 th March 2017	Annual	We promoted our Assistance service and facilities via our various Social Media channels including Facebook, Twitter and Instagram over this weekend.
Access ABZ Forum	17 th March 2017	Twice yearly	Met with representatives from various organisations to discuss the performance of the airport and the progress made on Accessibility issues since the last forum in September 2016
National Autistic Society	27 th March 2017	Annual	To launch World Autism Awareness Week we hosted the National Autistic Society who were touring the North East of Scotland promoting autism awareness through the use of a Virtual Reality headset. Passengers and staff had the opportunity throughout the day to experience the world through the eyes and ears of an autistic child helping them understand some of the issues they face.
Friendly Access	12 th May 2017	As appropriate	Friendly Access provided training for our front line teams on 'Understanding Autism and the Environmental Issues' as part of our drive to improve our awareness of Hidden Disabilities and become a more inclusive airport
Airport led supported by Access ABZ Forum.	27 th June 2017		Launch of our new lanyard for any passengers who would like to highlight to our team that they may require additional support on their journey through the airport.

Friendly Access	June 2017		Hidden Disability and Mental Health - Dynamic Interactive Navigation for Familiarisation and Desensitisation Study – Supporting Friendly Access in the launch of their survey targeting over 16 year olds living with a hidden disability and/or mental condition and experiencing heightened sensory and/or anxiety issues through challenging environments.
North East Sensory Services	30 th August 2017	As appropriate	North East Sensory Services provided Sensory Awareness training for our front line teams to improve our understanding of issues faced by Deaf and Blind passengers and to explain how we can help.
Alzheimer Scotland	TBC	As appropriate	Alzheimer Scotland will provide further 'Dementia Friends' training sessions to our front line teams following the success of the training in 2016
Sport Aberdeen	2017-2018	On-going	Working with Sport Aberdeen as part of a Dementia Friendly Community in Aberdeen which includes active travel. Establishing strong and meaningful partnerships to support the development of dementia friendly active travel routes.
Access ABZ Forum	18 th September	Twice Yearly	2 nd Forum for the year to be combined with tour of new facilities
Airport	23 rd September	As appropriate	Security Co-ordinator presenting to Securi-care Patient meeting at Double Tree by Hilton. Presentation aimed to explain process for stoma patients going through Security. (Hidden Disability)
Airport	1 st November	As appropriate	Presentation to Aberdeenshire Access Panel on assistance service and facilities at Aberdeen International Airport.
Various	Late 2017		Promoting our assistance service and facilities within the Aberdeen community. Arranging presentations and sessions with small, medium and large disability organisations in the local community to explain what is available at the airport.

*attendees at Access ABZ forum in March 2017 – Aberdeen City Council, NHS Grampian, Grampian Opportunities, Deaf Action, Me Too Magazine, G4S, Service Users.

Charity/Disability Group	Date of Engagement	Frequency of Engagement	Key Actions
Euan's Guide	January 2018	On-going	Became listed as a venue on Euan's guide in order to make more passengers requiring assistance aware of the services and facilities on offer at the airport. Also opportunity for users to review and provide feedback that we can use to improve.
SensationALL	January 2018	On-going	Working with SensationALL, a local charity that provides multi-sensory experiences for children and adults with disabilities to enhance the visual information we provide regarding our assistance service/facilities. To include social stories and visual pathways.
Grampian Opportunities	February 2018	Initial meeting with potential for future collaboration.	Meeting with Dawn and Lisa from Grampian Opportunities to discuss their Autism project, 'Giving Autism a Voice' following the successful experience of a GO mystery shopper at the airport. Potential work with GO Autism working group to provide feedback on airport experience with specific focus on adults with autism.
Disability Confident scheme	February 2018	On-going	Became registered as an employer that is Disability Confident Committed. Reviewing the actions required to become a Disability Confident employer.
Accessible Travel Summit	20 th March 2018	One off	Organised jointly by Disability Equality Scotland and Transport Scotland the Accessible Travel Summit was held on-board the North Sealink Ferry berthed at Aberdeen Harbour. The aim of the event was to bring together representatives from equality groups with transport providers to discuss specific issues relating to travel and transport. Opportunity to discuss how we can work together to bring about improvements in line with Scottish Accessible Transport Framework. Attended the event along with G4S who are contracted to provide assistance at Aberdeen Airport.
ABZ Access Forum *	21st March 2018	Twice yearly	First of two Access Forums to be held at the airport this year
Mr. Foster (service user)	24 th March 2018	One off	To raise awareness of the service we can provide for sight impaired or blind passengers a feature involving Mr. Foster, a blind passenger who regularly travels through the airport was posted on airport social media channels.
Appaws for Autism	27 th March 2018	Initial event with potential for future work	During World Autism Awareness week Appaws for Autism were invited to attend the airport and to provide Autism Awareness sessions for staff and to take along Harley, a therapy dog. Awareness sessions had to be postponed (due to be

			rescheduled) due to illness but Harley and his owner Niel in attendance and toured the terminal during the morning and afternoon. Very positive reaction from passengers and staff.
Ms. A Barclay (service user and ABZ Access Forum member)	March 2018	On-going	Ms. Barclay who is blind and uses a guide dog and has attended all previous ABZ Access Forum meetings was invited in addition to be a member of the Airport Consultative Committee in order to give greater attention to accessibility issues.
Rainbow Rogues	26 th April 2018	One off	ADM, Fraser Bain attended a Rainbow Rogues meeting to provide information to families looking to go on holiday about the assistance service available at the airport. Rainbow Rogues is a charitable organisation in Ellon, Aberdeenshire and was set up to support families who have very young children with a disability and or additional support needs (ASN). The airport provided assistance to one Mother and daughter from the group in March and she was keen for other families to know about how the airport can help.
Alzheimer Scotland	21 st May 2018	One off	During Alzheimer awareness week, Alzheimer Scotland were invited to the airport to provide further Dementia Friends training to our teams and to raise awareness of dementia issues to passengers and staff in the terminal.
Drill Project Team (incl. Upstream Scotland)	20 th June 2018 (initial meeting)	Quarterly	Toilets when travelling research project - The aim of the project is to bring people with dementia together with people with other disabilities to explore the range of needs and challenges that people experience when accessing toilets on a journey, including provision, design and accessibility. Our aim is to collect data based on real lived experience and develop guidance for organisations responsible for designing, manufacturing, commissioning and installing toilets, particularly in a transport context.
Harley, Therapy Dog	Various	On-going	Harley, therapy dog introduced to airport environment with aim of reducing passenger anxieties.
ABZ Access Forum	18 th Sept 2018	Twice Yearly	2 nd forum of the year to include tour of new facilities delivered as part of Phase 2 Terminal Transformation.
Ileostomy & Internal Pouch Support Group (IA)	TBC		Airport Familiarisation tour to be provided to group and training/advice to be given to Security team.

*attendees at Access ABZ forum in March 2018 – Grampian Opportunities, Guide Dogs for the Blind, Shopmobility, G4S, Service Users.