

| Charity/Disability Group | Date of Engagement | Frequency of Engagement | Key Actions |
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| Internal – Changing Places Toilet | October 2018 | | New Changing Places toilet opened in Departure Lounge with representatives from Euan's Guide and Me Too Magazine in attendance |
| Access Forum members tour of facilities | 20 th November 2018 | | Tour of new facilities delivered as part of Phase 2 of Terminal Transformation Project including Central Search and Changing Places toilet. |
| Lesley Crerar – BSL Translator | 8 th , 16 th and 29 th January 2019 | 3 training sessions | 'Strategies for Communicating with Deaf People' - Deaf Awareness training provided to various front line team members on three separate dates. Included barriers faced by people with hearing issues and ways in which we can help deaf passengers including some basic sign language |
| Go Upstream | 22 nd February 2019 | Project | 'Making Connections' project led by Go Upstream (particular focus on travel issues faced by people with dementia) funded by Transport Scotland and in association with other organisations including PAMIS and transport operators to experience connections together and explore what we can do together to improve them. First meeting was held on-board Northlink ferry at Aberdeen Harbour. Focus of project was connection between train station and Ferry Terminal but parallels drawn with other connections such as between bus/train and airport. |
| Ileostomy & Internal Pouch Support Group (IA) | Saturday 23 rd February 2019 | Visit to Airport | Hosted a visit of 15 IA members. Main focus was Security central search and opportunity for members to interact with Security team on duty. The main anxieties were discussed and walk through of screening process took place with question and answer session with security officers and supervisors. Very useful for both representatives and Security officers to alleviate any concerns. |
| North East Sensory Services (NESS) | 6 th March 2019 | 2 training sessions | Libby Hillhouse from NESS and her colleague provided Visual Impairment and Sighted Guiding training to various members of airport team. Interactive session which included practical awareness training in the terminal. |
| Internal – Retail Quarterly Meeting | 11 th March 2019 | Quarterly | Presentation to managers of all the retailers working at Aberdeen Airport on Accessibility/Assistance at Aberdeen Airport with focus on hidden disability lanyard awareness. |
| Police Scotland and Self Advocates | 13 th March 2019 | One off (3 sessions) | Keep Safe Initiative – as part of becoming a registered premise for the Keep Safe initiative Police Scotland providing training to airport staff members on Disability Hate crime and how the airport can provide a safe haven for anyone |

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| | | | who feels vulnerable or is a victim of crime. Training consists of advising staff about the Scheme including the Keep Safe card and staff responsibilities. |
| Access Forum | 21 st March 2019 | Twice yearly | Meeting with Access Forum representatives |
| Therapets | Date TBC | Every 2 weeks | Launch of Therapy Dog programme at ABZ |
| Internal – Airport Safety Week | 13 th -17 th May 2019 | Annual | Focus in 2019 on Hidden Disabilities. Plans to host a stand in the terminal to promote hidden disability awareness for general public and staff. Participation of local charities. Also to visit community organisations to promote awareness of assistance service at the airport. |