

# Independent Gatwick Accessibility Panel (IGAP)

16<sup>th</sup> December 2025 – in person

## Attendees

### IGAP

Ann Frye (AF)  
Charlotte McMillan (CM)  
Daniel Cadey (DC)  
Geraldine Lundy (GL)  
Libby Herbert (LH)  
Neil Betteridge (NB)  
Robert Morgan (RM)  
Ross Hovey (RH)  
Sophie Grand (SG)  
Sue Sharp (SS)

### Gatwick Airport Ltd

Andrew Apps (AA)  
Charlotte Dance (CD)  
Emma Powell (EP)  
Lauren McDaniel (LM)

### Wilson James

Aimee Economou (AE)  
Ollie Davies (OD)

### Apologies

Kamran Mallick (KM)  
Nick Williams (NW)  
Samantha Williams (SW)  
Sarah Blasche (SB)



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## Minutes

### Welcome and introductions

- AF opened the meeting and welcomed everyone.

### Purple Door

- AE opened the discussion, providing context on the Purple Door App, developed by Ostrum over the last 1-2 years.
- The group worked through an example of a passenger arriving at the airport and booking their assistance using Purple Door.
- Several functionality and wording suggestions were made – these have been included as an appendix.

Action: CD to provide QSM question on disability.

Action: AE/CD/Ostrum to review feedback provided and provide updated wording/roadmap.

Action: RM to provide information on any Apps that are a good reference for deployment of sign language within the user interface.

### Accessibility Manager role profile

- LM gave an update on Accessibility Manager role profile, which has been shared to group members
- Feedback was given on emphasis on the customer focus side of the role, avoiding jargon and acronyms and the engagement with internal/external groups. A wording change to 'non-visible disabilities' from 'hidden disabilities' was suggested. The role profile should also confirm the external representation responsibilities.

Action: LM to update and reissue role profile for feedback.

### Escalator and Passenger Conveyer safety discussion

- AA presented on the safety measures the team were trialling on Escalators and Passenger Conveyers.
- Feedback was given on the yellow markings and review of the tonal contrast for accessibility and that the initiatives should balance the safety benefits with accessibility concerns. Point raised about when the rail industry added advertising to gates and made them much more difficult for people to navigate and was visually confusing.

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- Wheelchair icon on the signage does not currently have a cross over it. There was feedback on the icons reflecting direction of travel, AA believed these may be EN standard icons but will review. There was also discussion around an icon prohibiting the use of crocs and similar footwear and for some users this may lead to them removing rather than using alternative routes. Feedback raised for passengers who are unable to read, some of the symbols may not be clear on what is required.
- Consider advance warning signage and larger icons, rather than only visible once the passenger has approached the equipment and may not be able to turn around.
- Explore best practices from other airports – both Dubai and Vegas were mentioned.

**Action: Group to provide any examples of best practice they have seen in other airports or environments.**

## AOB

- AF informed the group the Accessibility Video is now free to distribute; name suggested requested.
- The group discussed the training that AF and SB had attended and asked for an update. SB is working with WJ to consolidate the feedback and provide information on the breadth of training. SB also booked to attend WJ Concierge training and will feedback to the group.
- Discussion about the inclusion of accessibility at the tender stage of new contracts, particularly Retailers and onward travel companies.
- Suggestion that there could be a top ten tips for projects or similar about accessibility considerations – specifically raised around white corridors with white doors. DC has sent an example to LM.

## First 2026 meeting

- 20th January – 1100 – 1230 - online (confirmed).

AF closed the meeting, thanking all members for their participation in the group through 2025.

**Action: LM/CD/SB to send invite and share dates for the full calendar year.**

**Action: LM to agree with AF timeline for annual report.**

**Action: Introduction to new Passenger Operations project lead on the agenda for during the New Year.**

**Action: Update on the Accessibility Training being rolled out to staff to be provided at a session in the New Year.**



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## Appendix – Purple Door feedback

- Functionality suggestions –
  - Ability of the app to confirm/reconcile with passenger's pre-booking.
  - Inclusion of sign-language support within the App.
  - App has been tested with screen readers but some passengers may require a 'zoom' option.
  - Passengers may benefit from being able to use a voice option to relay messages in the chat. This could be voice to text.
  - Explore the possible integration with SITA for inclusion of baggage data.
  - Improve visibility (pale yellow and mauve colours).
  - Review what happens if a free text request is entered but is not something that's feasible or within scope of the service, is there an opportunity for WJ to provide feedback ahead of the passenger arriving at the airport?
  - Currently chat is only accessible from the main screen, it would be useful to be able to enter the chat
- Wording suggestions –
  - The group suggested looking at some airline booking systems and how they ask questions to create an SSR code. Delta, Virgin and easyJet were noted as good practice.
  - Messaging suggesting that the passenger ensures they are booked with their airline should be clear that they will still be assisted.
  - Significant discussion on the wording of the question asking for the reason the passenger requires assistance today. AE explained the context of this was to assign an SSR code. NB suggested, and group agreed, that this question should focus on accessibility requirement, e.g. "I need help seeing, hearing, moving around the airport, reducing anxiety" as well as a free text box for any additional information.
  - Recommendation to arrive 3 hours before should be aligned to airline requirements, considering some airlines do not open check-in until two hours ahead of the scheduled departure time.
  - Replace 'carer' with 'essential companion' or similar.
  - When referring to Guide Dogs, use 'recognised assistance dogs'.
  - For the weight question, frame for staff safety and allow free-text entry in kg with 'prefer not to answer' option. Alternatively, those who require carry support will know how many carers would usually support with this so the question could be centred around the help required. E.g. to protect the health and safety of the people who assist you at home, how many people usually transfer you in day-to-day living. This could also be linked in with hoist booking.



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- Changing wording from 'vehicle' to 'equipment' or other to avoid confusing passengers about whether or not they would be in a car/bus.
- Training suggestions
  - The questions in the App should be aligned to the questions the Concierge/Host might ask the passengers, appreciating the nuance of an in-person conversation compared to filling in a form.