
dnata Special Handling marks decades at DXB

By **Rick Lundstrom** on February, 17 2016 | Airline & Terminal News



Emirates subsidiary dnata is marking 30 years of providing special handling services to passengers with disabilities traveling out of Dubai International Airport.

The company is investing staff and infrastructure and showed its capabilities at the recent [AccessAbilities Expo 2016](#) February 9-11 at the Dubai International Convention and Exhibition Centre.

The dnata Special Handling team at DXB has nearly 950 employees dedicated to assisting an average of 4,000 special needs passengers each day. In 2015, dnata provided special assistance to more than one million passengers with reduced mobility and anticipates an increase in line with traffic growth at the airport.

“The Special Handling team provides assistance with a range of services from checking in baggage; traveling through the terminal, and help with boarding flights,” said a release from dnata. “The team assists wheelchair and stretcher-bound passengers, visually and hearing impaired passengers, unaccompanied minors, and provides specialized equipment to ensure the comfort and accessibility of passengers with varying degrees of reduced mobility.”

In addition, dnata also operates a dedicated lounge for Emirates passengers who have reduced mobility and need extra assistance as they depart on flights to destinations worldwide. Operating 24 hours a day and located in Emirates Terminal 3, the lounge offers buggy access as well as a dedicated screening machine and Arch Metal Detector (AMD) for the use of its arriving passengers, thereby eliminating the waiting time for its customers at regular security screening points. The company has an additional four dedicated waiting areas for passengers with disabilities; one at Terminal 1, and three at Terminal 3 (Concourse A, B, C). Frontline staff at Terminal 3 also identify and assist passengers with autism, to ensure their smooth and seamless travel.

“Travel demand has continued to grow strongly, with global passenger traffic having risen by 6.5 percent in 2015 compared to the previous year. dnata has continuously invested in its staff and infrastructure to help make travelling to and through Dubai more accessible for passengers with reduced mobility,” said Nick Moore, Senior Vice President of dnata’s Airline Services. “Our team strives to provide all passengers with special needs, with a comfortable and hassle-free experience, whether they are transiting through the terminal en route to other destinations, or departing on international flights. In anticipation of the growth in passengers, we will continue to innovate and bring cutting-edge technology to make their journey more comfortable – so that travel can truly be for everyone.”