

Nomination: 6178

## İGA Accessibility Program 2021 - 2022

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> İGA (İstanbul Grand Airport)
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> İGA Accessibility Program 2021 - 2022
<b>Category</b> B01 - B59 Achievement > B01 - Achievement in Accessibility
<b>Achievement Submission Format</b> Written Answers
<b>a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required</b> <p>Founded with the vision of being the leading airport with the highest brand value in the world and employing 7300 people, İGA has two missions: to make its passengers experience the best of safety and comfort before and after their travels, and to be the fastest and most qualified logistics provider in cargo transportation.</p> <p>Being the first airport in Turkey and the second airport in Europe that can operate independently with its five operational runways, İGA maintains its distinction as a global hub as Turkey's gateway to the world, increasing international flight connections and being one of the most important aviation centers in the world.</p> <p>One of İGA's ambitions is to be the world's most accessible airport, with flights to more than 300 destinations and a 200 million passenger capacity. Aiming to make the airport accessible to travelers with special needs at every stage, the 2020-born "İGA Yanımda - İGA Cares" accessibility project was created to meet the expectations of people with various needs. It does this by consulting with disabled groups, organizing field trips in collaboration with various NGOs, and adhering to international standards. According to its intended purpose, it has spread over the entire airport.</p>

**b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required**

As İGA, we made contact with the appropriate organizations and planned field trips for people with disabilities. On these excursions, personnel from all administrative and technical teams, including software developers, designers, architects, and engineers, worked together to identify and remove the barriers.

The most important output we obtained from this method was that we saw that individuals with special needs would like to be able to do their jobs at the airport without the need for any companion or assistant service like other passengers.

In addition to the services we provide in accordance with international standards, we have also put new procedures into place to enable people with special needs to travel on their own. For instance, our guests using sign language can contact us using our digital information kiosks located at 23 points throughout the terminal and video call center available on our mobile application and airport website.

We have developed the single-lane tactile paving, a unique application in the globe, for our visually impaired visitors. They can walk around the airport freely by using this line, which they can utilize in conjunction with our mobile application's voice guidance indoor navigation feature.

We also have a "Very Special Guest" lounge at Istanbul Airport, designed by considering the needs of our visitors who are sensitive to light, sound and crowd, only special card holders can enter indefinitely and free of charge.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

According to various surveys, 7-12% of the population has some sort of disability or special requirements as a result of a chronic illness. Being the main airport in Turkey and the region, we feel it is our duty to ease the lives of all people with disabilities and to make sure that they may make their travel arrangements without worry.

The biggest challenge in İGA for accessibility is to keep everyone informationally equipped. For this reason, face-to-face training is provided in teams of 25 with each one of İGA personnel. Moreover, the scope is also wide-ranging with interactive online training which includes a video in which people with disabilities directly explain their own expectations, Turkish and international sign language training for specialized personnel, and special training titled "Perception and Awareness Training in Communication with Disabled People from People with Disabilities".

In addition, trainings are organized not only for İGA personnel but also for other stakeholders such as ground handling services and airlines. By training the trainers in these stakeholders, İGA leads the way in guiding these stakeholders correctly when they meet with an individual with special needs.

And, with the help of TODEV, we brought drawings children made into life with AR technology on World Autism Awareness Day as part of the "From Canvas to Pixels" project. This was done to encourage people with autism to actively participate in life and to create digital artwork that can be preserved for all time with NFT copies.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Link 1 - Accessible Travel Is Possible with iGA Cares at Istanbul Airport

Link 2 - İGA Cares webpage

Link 3 - Accessible Airport: Istanbul Airport!

Link 4 - Very Special Guest card filmi

Link 5 - Tuvalden piksele webpage

Link 6 - Accessible Airport Tour with Ceyda Duvenci | #İGAcares

Link 7 - Accessible Travel Is Possible with iGA Cares - Osman Çakmak

Link 8 - Accessible Travel Is Possible with iGA Cares - Can Demirci

Link 9 - Accessible Travel Is Possible with iGA Cares - Lokman Ayva

Link 10 - Accessible Travel Is Possible with iGA Cares - Zeliha Işık

**Webpage Link**

<https://www.youtube.com/watch?v=hPlvkdSnWP8> (<https://www.youtube.com/watch?v=hPlvkdSnWP8>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://www.istairport.com/en/passenger/airport-guide/iga-cares> (<https://www.istairport.com/en/passenger/airport-guide/iga-cares>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 3**

<https://www.youtube.com/watch?v=-nqkpdJNYzQ> (<https://www.youtube.com/watch?v=-nqkpdJNYzQ>)

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 4**

[https://www.youtube.com/watch?v=qsGjNJPWA\\_M](https://www.youtube.com/watch?v=qsGjNJPWA_M) ([https://www.youtube.com/watch?v=qsGjNJPWA\\_M](https://www.youtube.com/watch?v=qsGjNJPWA_M))

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 5**

<https://www.tuvaldenpiksele.com/en.html> (<https://www.tuvaldenpiksele.com/en.html>)

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 6**

<https://www.youtube.com/watch?v=oMQ1gEjuiw0> (<https://www.youtube.com/watch?v=oMQ1gEjuiw0>)

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 7**

[https://www.youtube.com/watch?v=r\\_X1K4zroKM](https://www.youtube.com/watch?v=r_X1K4zroKM) ([https://www.youtube.com/watch?v=r\\_X1K4zroKM](https://www.youtube.com/watch?v=r_X1K4zroKM))

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 8****Would you like to add an additional webpage link?****Supporting Document**

No File Uploaded

**Would you like to add an additional supporting document?**

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I Agree