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SACBO HAS BEEN ASSIGNED THE ANMIC AWARD FOR IN-AIRPORT ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY

The Bergamo branch of ANMIC, the national association for the wounded and disabled, has assigned an award to SACBO for support services provided to passengers with reduced mobility travelling through Milan Bergamo Airport. The president of ANMIC Bergamo, Giovanni Manzoni, presented the award to the president of SACBO, Giovanni Sanga, during the annual meeting with sector associations representing disabled people held at the executive offices of SACBO.

“The association hereby expresses its profound appreciation of SACBO for the attention, regard and constant collaboration demonstrated in ensuring quality services for disabled people at Milan Bergamo Airport: a commitment that sees Bergamo Airport as an example on an international level”, reads the motivation for the ANMIC award.

“We are honoured to have received this award”, said Giovanni Sanga, the president of SACBO. “We constantly dedicate the utmost attention to disabled people, as well as those suffering from temporary invalidity, who require in-airport assistance. We thus guarantee everyone’s right to travel and to access all available services, facilitating operations both on departure and arrival. Deserved praise goes to the entire SACBO workforce for having achieved widely recognised standards of quality; standards that we are committed to improving ever further”.

“ANMIC and SACBO have been successfully collaborating for decades, resulting in services for reduced mobility passengers of the highest quality”, stated Giovanni Manzoni, president of ANMIC Bergamo. “We have worked together towards progressively eliminating all architectural barriers to sensory and motor accessibility, as well as to facilitating certain categories, such as families with young children. SACBO merits praise for having created the “Sala Amica”, an area of the highest standards, with a full range of comforts, qualified and helpful personnel, and a reserved area for people with autism. We have observed, over the years, the utmost willingness of the airport personnel and management under all circumstances. However, people with the right to support unfortunately do not always follow regulations, failing to make the necessary reservations for assistance. Despite this, the airport operator continues to fulfil its duties with professionalism, skill and devotion”.

The meeting involving ANMIC and associations for disabled people saw the presentation of data regarding assistance provided at Milan Bergamo Airport. In 2024, assistance was provided 88,480 times, 50% more than in 2019 and in 2022. Last year, passengers with reduced mobility (PRM) accounted for 0.74% of overall passengers (17.3 million), the highest ever. Assistance was provided to 82 passengers every one hundred flights. However, 23 percent of these did not request support. In light of this, SACBO, ANMIC and other representatives of disabled people have launched a programme to raise awareness over respect for the rules, an element that is not only essential but also required by regulations for the purpose of guaranteeing assistance that is precise and suited to the requirements of each individual PRM.

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