



Press Release
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GMCAC conducts Deaf Culture Sensitivity Training for a Barrier-Free MCIA

MACTAN, Cebu - To improve relationships between the Deaf and hard of hearing individuals, some 50 airport stakeholders at the Mactan-Cebu International Airport (MCIA) participated in the first “Deaf Culture Sensitivity Training for a Barrier-Free MCIA” spearheaded by GMR-MEGAWIDE Cebu Airport Corp. (GMCAC) last March 16, 2016.

GMCAC partnered with the Deaf Association of Lapu-Lapu City (DALLC) along with the Lapu-Lapu City Federation of People with Disabilities for the one-day training and workshop led by DALLC president Christopher Kit Amomonpon.

The training sought to provide information and awareness on Deaf Culture Sensitivity for a better understanding of and improving the attitude towards the Deaf and hard of hearing passengers and other passengers with physical disabilities.

Amomonpon and his team discussed ways of identifying and differentiating the facts and misconceptions about deafness and deaf culture; increasing awareness and promote sensitivity to the challenges and specific needs of passengers with disabilities; and taught airport stakeholders with basic sign language and other communication means.

“Not all Deaf are mute. Some are hard of hearing and thus can speak only that they refuse to because they feel intimidated. It’s a common mistake made by many that when they know a person is Deaf, they louden their voices or have the Deaf sit in a wheelchair when boarding their flight,” Amomonpon observed.

“We may be Deaf and hard of hearing but we are not disabled,” he added.

Amomonpon suggested that the airport’s front liners including airline staff and customers service representatives ready a pen and paper when dealing with a Deaf passenger for easy communication. He also encouraged that there be more visual signages across the terminal and that instructions manuals are found at the Final Security Check so a Deaf passenger is made aware of the procedure.

He said it would also be helpful if the airport front liners learn a few of the basic sign language to make the Deaf and those hard of hearing feel more welcomed and accommodated inside the airport.

“I have gained a lot of insights during the training. It helped me better understand the needs of the Deaf. Learning the basic sign language proved to be useful as it was enjoyable,” said Ricky Ichika of Cebu Pacific.

GMCAC Head of Corporate Affairs Estee Plunket said the training seeks to improve the customer service capabilities of airport front liners towards the Deaf and hard of hearing passengers including passengers with physical disabilities.



“This is GMCAC’s first step to making MCIA a barrier-free airport and a more inclusive place for people with disabilities,” she said.

Among those in attendance were representatives and training officers of airlines check-in staff, ground handlers, terminal duty officers, customer service representatives, security, airport government agencies, and other customer-facing offices.

GMCAC – which is 60% owned by listed Filipino construction company Megawide Construction Corporation and 40% by Bangalore-based GMR Infrastructure Limited – won a 25-year concession agreement to renovate MCIA Terminal 1.

Last year, GMCAC has started work on MCIA’s Terminal 2 to boost the airport’s passenger carrying capacity to 12.5 to 13 million a year from the current 4.5 million by October of 2018.

MCIA is envisioned to become the world’s friendliest airport gateway that demonstrates the warmth and hospitality of the Cebuano people. #

ABOUT US

GMR Megawide Cebu Airport Corporation (GMCAC) is a Filipino company formed from the Consortium comprising of GMR group of India and Megawide Construction Corp. of the Philippines under the Public Private Partnership (PPP) with the Department of Transportation and Communication (DOTC). GMCAC won the 25-year concession to rehabilitate and manage terminal operations at the Mactan Cebu International Airport (MCIA), including the construction of a second, bigger terminal, T2. The company took over management of the MCIA passenger terminal and related areas on November 1, 2014.

Since the project was turned over to GMCAC, there are various upgrades and changes that have been implemented: greener terminal building with new seats, washrooms are being renovated, new self-service check-in kiosks have been installed, new immigration, customs and quarantine counters are in place, improved baggage handling system, new flight information displays, expanded retail options, among others.

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