



Press Release
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GMCAC conducts second run of Deaf Culture Sensitivity Training

MACTAN, Cebu – GMR-MEGAWIDE Cebu Airport Corp. (GMCAC) held the second run of the Deaf Culture Sensitivity Training for a Barrier-Free MCIA (Mactan-Cebu International Airport) last June 27.

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.

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

Some 25 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 gathered for the one-day event.

Among those discussed were 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

“I am delighted to again be a part of the workshop because it has greatly improve the relationship between airport staff and the Deaf and hard of hearing individuals. After the first workshop in March, we have noted an improvement on how our airport staff communicate with the Deaf people,” Amomonpon said.

He shared, for instance, how pleased he was to see that an airport security personnel greeted him “Good Afternoon” through a sign language.

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.

Plunket said GMCAC is targeting to give the same Deaf Culture Sensitivity Training to airport stakeholders on a quarterly basis.

The Deaf Culture Sensitivity Training is one of GMCAC’s Corporate Social Responsibility initiatives aiming to empower the community, particularly the Deaf and hard of hearing individuals.



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

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. (END)

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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