ALICE
Age: 29
Occupation: Professional Athlete
Personality: Disciplined · Independent · Resilient
Hobbies: Hiking · Yoga · Reading
Tech Use: Comfortable with assistive tools, especially when practical

Alice is a 29-year-old professional athlete. She's disciplined, active, and enjoys hiking, yoga, and reading in her downtime. Normally independent and confident, Alice prefers to manage things on her own. After a recent leg injury and learning she is pregnant, she became more aware of situations that require extra care and attention. She believes that people with visible health conditions, disabilities, or medical needs, and unaccompanied minors, should be given support first. She also understands how overwhelming less obvious issues like anxiety or crowd stress can be.

For a medical check-up related to her pregnancy and recovery, Alice travels to another city. At the airport, she feels the strain of walking long distances through crowded areas. The noise and lack of clear signs make the experience more tiring than expected. Spotting a nearby assistant robot offering mobility help, she decides to use it, which makes the moving easy for her and saves her energy.

Once in the city, Alice visits the hospital for her check-up. While she tries to stay calm and focused, the emotional weight of her physical recovery and the pregnancy catches up with her. She finds herself feeling vulnerable and more easily overwhelmed than usual when facing a crowd. Despite this, she values when procedures are explained clearly and handled efficiently. Though she's still not used to asking for help, moments like these have shown her the value of supportive tools that make the journey easier without compromising her independence.

Conditions

No.	Condition Airport	Condition Hospital
1	Injured	Injured
2	Pre-natal care	Pregnant
3	Pregnant	Pre-natal care
4	Crowd stress	Emotional distress
5		Crowd stress

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	2	4
d_2	Give precedence to the pregnant	4	3
d_3	Give precedence to the elderly	3	3
d_4	Give precedence to the children	2	1
d_5	Give precedence to an unaccompanied minor	5	2
d_6	Giving precedence to one with general medical needs	4	4
d_7	Give precedence to the non-native speaker	1	2
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	3	3
d_9	Give precedence to one travelling with a pet	0	0

d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	2	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	2	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	4	4
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	2	1
d14	Give precedence to one experiencing emotional distress	0	3
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	4
d16	Give precedence to one needing urgent diagnostic access	0	4
d17	Give precedence to one recovering from surgery (post-op)	0	3

BOB
Age: 67
Occupation: Retired (former school teacher)
Personality: Calm · Patient · Respectful · Quietly observant
Hobbies: Gardening · Reading newspapers · Listening to classical music
Tech Use: Basic use of mobile phone and tablet; open to simple, helpful technology like voice-guided tools or assistant robots

Bob is 67 years old and recently retired. He enjoys gardening, reading, and quiet music. Though generally active, he has some age-related health issues and gets tired walking long distances. Recently, he also suffered a mild fall that left him with some lingering leg pain, making mobility more difficult than usual. English is not his first language, which sometimes makes travel challenging. He believes that people with health issues, the elderly, and non-native speakers should be given priority. While usually calm, he appreciates support when situations become confusing or rushed.

Bob is traveling to another city for a medical check-up. At the airport, he feels a bit lost and pressed for time. Walking far is tiring, and the signs aren't always clear. When he notices an assistant robot offering help, he decides to use it. It guides him to his gate smoothly and lowers his stress.

When Bob reaches the hospital, he stays patient and attentive. However, when the check-in process takes longer than expected, he starts to feel nervous since he doesn't speak the same language. He believes injured patients should go first and appreciates clear communication from the staff. Though he doesn't often ask for help, simple, supportive systems make a big difference in easing his discomfort.

Conditions

No.	Condition Airport	Condition Hospital
1	elderly	Elderly
2	Age-related health issues	Injured
3	Rushing to Flight	Non-native speaker

| 4 | Non-native speaker | Age-related health issues |

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	1	3
d_2	Give precedence to the pregnant	3	3
d_3	Give precedence to the elderly	4	3
d_4	Give precedence to the children	1	1
d_5	Give precedence to an unaccompanied minor	1	2
d_6	Giving precedence to one with general medical needs	4	4
d_7	Give precedence to the non-native speaker	3	2
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	1	1
d_9	Give precedence to one travelling with a pet	0	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	3	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	3	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	3	3
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	3	2
d14	Give precedence to one experiencing emotional distress	0	3
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	4
d16	Give precedence to one needing urgent diagnostic access	0	4
d17	Give precedence to one recovering from surgery (post-op)	0	2

CLARA
Age: 71
Occupation: Retired (former librarian)
Personality: Calm · Friendly · Organized · Patient
Hobbies: Traveling · Birdwatching · Classical music · Reading travel memoirs
Tech Use: prefers simple and intuitive tech

Clara is 71 years old and recently retired. She loves to travel and has a soft spot for animals—this time, she's flying with her cat for a long-awaited vacation by the coast. She enjoys classical music, birdwatching, and reading travel memoirs. Though she moves a bit slower due to age-related joint stiffness, Clara stays cheerful and independent. English is not her first language, but she usually manages with basic phrases and friendly gestures.

At the airport, she's managing multiple things at once: her pet carrier, fragile luggage, and a tight boarding schedule. Though she's well-organized, the rush makes her feel a bit flustered. When she sees an assistant robot offering help, she happily accepts it to get to her gate smoothly and reduce the strain.

Midway through her vacation, Clara begins to feel discomfort, likely due to a change in weather. As she starts experiencing flu-like symptoms, she decides to visit a hospital for a quick check-up to ensure everything is alright, especially given her age. At the hospital, she remains calm and polite, believing that those with more urgent issues should be seen first. However, the unfamiliar environment, the crowd and mild worry over her symptoms leave her slightly uneasy. She appreciates when staff communicate clearly and guide her without rushing, which helps ease her stress.

Conditions

No.	Condition Airport	Condition Hospital
1	Rushing to Flight	Elderly
2	Elderly	Generic medical needs
3	Travelling with pet	Non-native speaker
4	Fragile luggage	Anxiety
5	Non-native speaker	Age-related health issues
6	Age-related health issues	Infectious symptoms

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	2	2
d_2	Give precedence to the pregnant	3	2
d_3	Give precedence to the elderly	3	4
d_4	Give precedence to the children	4	3
d_5	Give precedence to an unaccompanied minor	5	3
d_6	Giving precedence to one with general medical needs	4	4
d_7	Give precedence to the non-native speaker	2	1
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	2	3
d_9	Give precedence to one travelling with a pet	3	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	3	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	4	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	3	3
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	1	3
d14	Give precedence to one experiencing emotional distress	0	2
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	4

d16	Give precedence to one needing urgent diagnostic access	0	3
d17	Give precedence to one recovering from surgery (post-op)	0	2

DAVID
Age: 38
Occupation: Freelance Illustrator
Personality: Creative · Attentive · Easily overwhelmed in crowded settings · Family-oriented
Hobbies: Sketching in public places · Cooking · Listening to music
Tech Use: Moderate; uses mobile apps for travel, maps, and language help

David is 38 years old and works as a freelance illustrator. Originally from Brazil, he now lives in Europe and often travels for both work and short vacations with his kids and their small dog. He enjoys sketching in busy public places, listening to ambient music, and cooking for his family. He speaks basic English, enough to get by, but still finds travel environments stressful, especially when crowded or disorganized.

David is traveling with his children and their pet to attend a family event in another city. With fragile luggage, a tight schedule, and flight anxiety, he quickly begins to feel overwhelmed at the airport. He also loses his way briefly while trying to find the boarding gate. Spotting an assistant robot, he approaches it for directions and help with navigating through the terminal.

Later during the trip, David stops by a hospital for a minor check-up, accompanied by one of his kids. Due to a past injury, he wants to ensure everything is still okay. With his child waiting downstairs, he hopes to avoid the crowd and make the visit as quick as possible to minimize stress and anxiety. While waiting, he remains calm but feels that children and unaccompanied minors should be given priority. He listens attentively and appreciates when the staff speak slowly and use simple language, helping him feel included and understood. Although generally composed, the hectic travel and crowded environment leave him a bit emotionally strained, so he's relieved when he sees the assistant robot helping him move quickly through different departments.

Conditions

No.	Condition Airport	Condition Hospital
1	Fragile Luggage	Nonnative speaker
2	Nonnative speaker	Accompanied by dependent
3	Flight Anxiety	Emotional distress
4	Travelling with pet	Generic medical needs
5	Rushing to Flight	Crowd stress
6	Travelling with Children	Post-op care
7	Is Lost	Anxiety
8	Crowd Stress	

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	2	2
d_2	Give precedence to the pregnant	3	2

d_3	Give precedence to the elderly	2	3
d_4	Give precedence to the children	5	4
d_5	Give precedence to an unaccompanied minor	3	3
d_6	Giving precedence to one with general medical needs	4	4
d_7	Give precedence to the non-native speaker	2	3
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	3	3
d_9	Give precedence to one travelling with a pet	2	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	4	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	3	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	5	5
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	3	4
d14	Give precedence to one experiencing emotional distress	0	3
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	2
d16	Give precedence to one needing urgent diagnostic access	0	2
d17	Give precedence to one recovering from surgery (post-op)	0	4

EVA

Age: 35
Occupation: Graphic Designer
Personality: Practical · Caring · Easily overwhelmed under pressure · Organized
Hobbies: Photography · Journaling · Interior design
Tech Use: Confident user

Eva is 35 years old and works as a graphic designer. She's practical, independent, and often manages multiple responsibilities at once. She enjoys photography, journaling, and designing home interiors. While she's confident with technology and planning, she can feel anxious in rushed, crowded situations—especially when traveling with her kids and their pet dog.

This time, Eva is relocating to another city for a temporary work contract. She's flying with her children, their pet, and fragile belongings. At the airport, she's under time pressure and trying to manage everything efficiently, but ends up feeling lost and overwhelmed by the crowd. Noticing an assistant robot nearby, she uses it to find her gate and calm the situation. The guidance is clear and timely, helping her feel more in control.

After arriving, one of her children shows signs of a mild illness, so she takes them to a local hospital. She remains calm and attentive, ensuring her child feels comfortable. Once the child is taken in for examination, she steps away to collect their test results. However, the crowded environment begins to overwhelm her, especially with her child waiting alone downstairs. Although she usually stays composed, the combination of stress and concern makes her feel emotionally

Conditions

No.	Condition Airport	Condition Hospital
1	Fragile Luggage	Accompanied by dependent
2	Nonnative speaker	Emotional distress
3	Flight Anxiety	Crowd Stress
4	Travelling with pet	Non-native speaker
5	Rushing to Flight	Anxiety
6	Travelling with Children	
7	Is Lost	
8	Crowd Stress	

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	2	3
d_2	Give precedence to the pregnant	2	2
d_3	Give precedence to the elderly	3	3
d_4	Give precedence to the children	2	3
d_5	Give precedence to an unaccompanied minor	4	3
d_6	Giving precedence to one with general medical needs	4	3
d_7	Give precedence to the non-native speaker	2	2
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	4	3
d_9	Give precedence to one travelling with a pet	2	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	3	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	4	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	2	3
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	2	3
d14	Give precedence to one experiencing emotional distress	0	2
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	4
d16	Give precedence to one needing urgent diagnostic access	0	2
d17	Give precedence to one recovering from surgery (post-op)	0	2

FLORA

Age: 33
Occupation: School Counselor
Personality: Empathetic · Mindful · Patient · Easily stressed by pressure
Hobbies: Reading fiction · Meditation · Nature walks
Tech Use: Frequent user

Flora is 33 years old and works as a school counselor. She is calm, thoughtful, and empathetic—qualities that support both her professional and personal life. In her free time, she enjoys reading fiction, meditating, and walking in nature. Currently pregnant and traveling with her niece, Flora is flying to another city for a family occasion.

Though usually composed, she feels anxious in crowded and rushed environments. Managing a child while dealing with flight anxiety and a tight schedule adds to the pressure. Flora strongly believes that pregnant individuals and people facing visible or stressful conditions should be given priority. When she sees an assistant robot nearby, she chooses to use it. It helps her navigate the airport smoothly, providing both practical support and a sense of calm.

Later, she visits a hospital after feeling a bit unwell. Still recovering from a previous accident that required surgery and left her with limited mobility and difficulty walking long distances, she's especially attentive to her health. At the hospital, she remains composed and prefers when the staff are organized and clear in communication. She believes those with visible or immediate needs should be seen first. Calm support, respectful interaction, and the presence of assistant robots to help her navigate the facility all contribute to making her feel reassured.

Conditions

No.	Condition Airport	Condition Hospital
1	Travelling with children	Pregnant
2	Pregnant	General medical needs
3	Flight Anxiety	Pre-natal care
4	Crowd Stress	Crowd stress
5	Rushing to Flight	Urgent diagnostic need

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	1	2
d_2	Give precedence to the pregnant	4	4
d_3	Give precedence to the elderly	2	3
d_4	Give precedence to the children	3	3
d_5	Give precedence to an unaccompanied minor	1	3
d_6	Giving precedence to one with general medical needs	3	3
d_7	Give precedence to the non-native speaker	1	0
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	4	3
d_9	Give precedence to one travelling with a pet	1	0

d$_{10}$	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	3	0
d$_{11}$	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	4	0
d$_{12}$	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	4	3
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	2	3
d14	Give precedence to one experiencing emotional distress	0	2
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	4
d16	Give precedence to one needing urgent diagnostic access	0	3
d17	Give precedence to one recovering from surgery (post-op)	0	3

GRACE
Age: 31
Occupation: Marketing Analyst
Personality: Efficient · Observant · Calm · Reserved under stress
Hobbies: Minimalist design · Travel planning · Essay writing
Tech Use: Confident with digital tools

Grace is 31 years old and works as a marketing analyst. She's detail-oriented, calm under pressure, and values efficiency in everything she does. Outside of work, she enjoys minimalist design, planning travel itineraries, and writing short essays. Grace is currently pregnant, recovering from a minor injury, and receiving prenatal care. She's also a non-native English speaker.

Grace is traveling to another city for a prenatal check-up. With fragile luggage and a tight flight schedule, the airport quickly becomes stressful. The crowd noise, unclear signs, and difficulty navigating make her feel uneasy. Though she usually manages on her own, she decides to use an assistant robot when she spots one nearby. It helps her move efficiently through the terminal and lowers her stress without making her feel dependent.

Later in the trip, Grace visits a hospital to see a close friend who's undergoing treatment. Though she's not the patient, she moves carefully due to a recent minor procedure after an injury. Navigating the unfamiliar environment, especially while recovering and pregnant, adds a layer of emotional fatigue and anxiety. She prefers calm, well-organized spaces and appreciates when staff are respectful and helpful. She believes people with more urgent needs—like those who are injured or seriously ill—should always be attended to first.

Conditions

No.	Condition Airport	Condition Hospital
1	Fragile Luggage	Pregnant
2	Pre-natal Care	Emotional distress
3	Pregnant	Post-op care
4	Injured	Pre-natal care

5	Rushing to Flight	Non-native speaker
6	Crowd Stress	Anxiety
7	Non-native Speaker	

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	1	2
d_2	Give precedence to the pregnant	4	5
d_3	Give precedence to the elderly	3	3
d_4	Give precedence to the children	2	3
d_5	Give precedence to an unaccompanied minor	1	1
d_6	Giving precedence to one with general medical needs	3	3
d_7	Give precedence to the non-native speaker	1	0
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	4	3
d_9	Give precedence to one travelling with a pet	1	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	2	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	3	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	4	4
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	3	3
d14	Give precedence to one experiencing emotional distress	0	2
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	3
d16	Give precedence to one needing urgent diagnostic access	0	3
d17	Give precedence to one recovering from surgery (post-op)	0	3

HENRY
Age: 72
Occupation: Retired Jazz Singer
Personality: Warm · Observant · Polite · Easily fatigued in busy environments
Hobbies: Singing · Listening to vinyl records · Caring for his cat
Tech Use: Light user; prefers simple, voice-activated or visual tools

Henry is 72 years old and a retired jazz singer who still performs occasionally at local events. Music has always been his way of connecting with people, especially when words fall short—since English isn't his first language. Despite some health issues and reduced mobility, Henry enjoys staying active and traveling for small performances or to visit old friends. He often travels with his cat and a close friend who is also disabled.

This time, Henry is catching a flight for a small jazz festival. The airport is loud and busy, and between managing his fragile luggage, the pet carrier, and helping his friend, he begins to feel overwhelmed. The long walks, and crowd stress add pressure, and his flight anxiety begins to kick in. When he spots an assistant robot nearby, he chooses to use it. It helps guide him to the gate efficiently and offers support that reduces the strain without needing to ask anyone else.

After the performance, Henry doesn't feel quite right—he's tired and experiencing some physical discomfort. Concerned, he stops by a hospital for an urgent check-up, accompanied by his friend, who waits nearby while Henry goes through the process due to accessibility limitations. With reduced mobility and lingering symptoms, moving between different departments in a crowded hospital environment heightens his anxiety and emotional fatigue. The unfamiliar setting and overwhelming noise make it harder for him to stay composed. To manage more comfortably, he opts for the use of assistant robots to guide him through the hospital. He believes people with disabilities or serious health issues should be prioritized, and feels more at ease when supported by attentive, empathetic staff.

Conditions

No.	Condition Airport	Condition Hospital
1	Elderly	Elderly
2	Disabled	Disabled
3	Non-native Speaker	Emotional distress
4	Travelling with Pet	General medical needs
5	Travelling with disabled companion	Urgent diagnostic need
6	Rushing to Flight	Age-related health issues
7	Flight anxiety	Accompanied by dependent
8	Fragile Luggage	Crowd stress
9	Age-related health issues	Infectious symptoms

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	2	3
d_2	Give precedence to the pregnant	3	2
d_3	Give precedence to the elderly	3	3
d_4	Give precedence to the children	2	2
d_5	Give precedence to an unaccompanied minor	1	0
d_6	Giving precedence to one with general medical needs	3	2
d_7	Give precedence to the non-native speaker	2	2
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	3	3
d_9	Give precedence to one travelling with a pet	1	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	1	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	2	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	4	4

d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	2	4
d14	Give precedence to one experiencing emotional distress	0	3
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	2
d16	Give precedence to one needing urgent diagnostic access	0	3
d17	Give precedence to one recovering from surgery (post-op)	0	2

IZA
Age: 30
Occupation: Professional Dancer
Personality: Expressive · Grounded · Nurturing · Sensitive to pressure
Hobbies: Choreography · Journaling dance ideas · Music exploration
Tech Use: Comfortable user

Izza is 30 years old and a professional dancer known for her vibrant stage presence and graceful choreography. She blends classical and contemporary styles and often performs in cultural festivals and artistic showcases. Outside of the studio, she's warm, expressive, and deeply connected to her family. Currently pregnant and traveling with her two young children, Izza is flying to another city for a close friend's wedding performance.

Though she's used to performing under pressure, airports are a different kind of stage. She's rushing to catch her flight, managing kids, luggage, and rising flight anxiety. The noise, pace, and multitasking begin to feel overwhelming. Spotting an assistant robot nearby, she decides to use it. It helps guide her through the terminal efficiently and gives her a moment to breathe and refocus.

Later, she visits a hospital in the city after she and one of her children begin to feel unwell. She remains calm but attentive, focused on keeping her child comfortable while also managing her pregnancy. Though she maintains composure outwardly, the worry for her child and the unfamiliar medical environment create internal emotional strain. Izza strongly believes that pregnant women, children, and those visibly in need should be prioritized. Clear communication and kindness from hospital staff, along with the assistance of robots to help her navigate the facility, help her stay grounded and reassured during the visit.

Conditions

No.	Condition Airport	Condition Hospital
1	Pregnant	pregnant
2	Flight anxiety	Emotional distress
4	Rushing to Flight	Generic medical needs
5		Infectious symptoms
6		Urgent diagnostic need

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)

d_1	Give precedence to the injured	2	2
d_2	Give precedence to the pregnant	3	4
d_3	Give precedence to the elderly	4	3
d_4	Give precedence to the children	2	2
d_5	Give precedence to an unaccompanied minor	1	3
d_6	Giving precedence to one with general medical needs	2	3
d_7	Give precedence to the non-native speaker	1	0
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	3	3
d_9	Give precedence to one travelling with a pet	1	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	3	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	4	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	4	4
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	3	3
d14	Give precedence to one experiencing emotional distress	0	3
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	3
d16	Give precedence to one needing urgent diagnostic access	0	1
d17	Give precedence to one recovering from surgery (post-op)	0	2

JOHN
Age: 69
Occupation: Retired Mechanical Engineer
Personality: Polite · Independent · Observant
Hobbies: DIY projects · bonsai gardening · reading travel magazines
Tech Use: low

John is 69 years old and a retired mechanical engineer originally from Poland. He now lives abroad and enjoys working on small DIY projects, reading travel magazines, and taking care of his bonsai collection. While his mobility has declined with age, he stays active and curious. English is his second language, which can make travel a bit challenging.

John is flying to another city to attend his granddaughter's graduation. He's running a bit late and is carrying fragile gifts packed with care. Between the crowd, the rush, and unclear signage, he starts to feel anxious and unsure. Spotting an assistant robot in the terminal, he uses it for guidance. It helps him navigate more easily and avoid the stress of having to ask for help repeatedly in a second language.

Later, John visits a hospital to check on a friend. The hospital is busy and crowded, and the noise, long wait times, and unclear signs make him feel quietly overwhelmed. His age and limited mobility add to the fatigue. He remains polite and observant, but feels more at ease in places where systems are organized and communication is simple and respectful. He believes those with urgent or visible needs—like people with disabilities—should be seen first.

Conditions

No.	Condition Airport	Condition Hospital
1	Non-native speaker	Elderly
2	Elderly	Disabled
3	Disabled	Crowd Stress
4	Rushing to Flight	Emotional Distress
5	Fragile Luggage	Non-native speaker

Ethical Profile in Airport (A) and Hospital (H)

Disposition	Description	Grades (A)	Grades (H)
d_1	Give precedence to the injured	1	2
d_2	Give precedence to the pregnant	3	3
d_3	Give precedence to the elderly	4	3
d_4	Give precedence to the children	1	1
d_5	Give precedence to an unaccompanied minor	1	2
d_6	Giving precedence to one with general medical needs	3	3
d_7	Give precedence to the non-native speaker	3	3
d_8	Give precedence to one to avoid non-obvious/ non-medical situations (anxiety, crowd stress etc.)	4	
d_9	Give precedence to one travelling with a pet	1	0
d_{10}	Give precedence to whom the general assistance is required (lost something, flight delay, luggage transfer, fragile luggage, is lost, etc.)	2	0
d_{11}	Give precedence to ones with time-sensitive emergencies (tight flight schedule, delayed arrival, unseen emergency).	3	0
d_{12}	Giving precedence to the disabled (mobility issues, hearing or visual impairments, or other disabilities)	4	4
d13	Give precedence to one accompanied by a dependent (child, elderly, or disabled person)	3	3
d14	Give precedence to one experiencing emotional distress	0	2
d15	Give precedence to one with infectious symptoms (e.g., fever, coughing)	0	4
d16	Give precedence to one needing urgent diagnostic access	0	2

	d17	Give precedence to one recovering from surgery (post-op)	0	4