

MULTIANNUAL  
***DIGITAL***  
***ACCESSIBILITY***  
SCHEME

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**AIRFRANCE** 

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# ACCESSIBILITY STATEMENT

## 1. INTRODUCTION

### 1.1 CONTEXT

Air France has been proudly flying the colors of France all over the world since 1933.

With activities divided between passenger air transport, freight, servicing, and aeronautical maintenance, Air France is a major player in the air sector and offers all its customers the best possible travel experience: comfortable, caring and reliable.

Air France welcomes anyone with disabilities, subject to compliance with flight safety requirements, and is committed to providing them with the care they need, in compliance with European and global regulations.

Air France offers them products and services to make their journey safe, comfortable, and as accessible as possible.

We pay particular attention to these customers to provide them with the assistance they need while respecting their independence. This offer complies with local regulatory requirements for the entire customer journey, through the service of dedicated call centers, the transportation of specific equipment, the airport assistance service, the adapted layout of the cabin, and the training and awareness-raising of all staff.

In 2024, 690,000 passengers with disabilities reported having traveled with Air France and 65% of flights welcomed at least one disabled customer on board.

With the Olympic and Paralympic Games scheduled to take place in Paris, Air France had the unique opportunity to transport athletes, officials and fans from around the world to the location of this great celebration of sport.

For the Olympic Games, more than 10,200 athletes, sports delegations and journalists, carrying more than 25,000 bags, traveled on Air France routes.

For the Paralympics, one in three athletes traveled with Air France!

On this occasion, Air France collaborated with the ADP group to ensure that athletes' wheelchairs were delivered directly to them at the aircraft door. This process, which requires complex operational coordination, is being sustained and extended for our customers.

### 1.2 AIR FRANCE COMMITMENTS

With an international passenger transport network serving almost 190 destinations in 74 countries in the summer of 2025, Air France is subject to many national regulatory requirements.

As the basis of the contract between airlines and their customers, flight safety is a priority for any airline and, as such, is subject to numerous checks and certifications.

Air France thus fully meets the extremely strict standards and the highest standards of air transport: on a global level, with the ICAO (International Civil Aviation Organization) and with the IATA (International Air Transport Association), at European level with the EASA (European Aviation Safety Agency), and nationally with the DGAC (the French Civil Aviation Authority, its supervisory authority).

European Regulation (EC) No 1107/2006 of the European Parliament and of the Council of July 5, 2006 concerning the rights of people with disabilities and people with reduced mobility applies to the Member States of the European Union and regulates the treatment and accessibility of passengers.

On the other hand, digital accessibility aims to make access to digital information possible regardless of the nature of people's disabilities and the way each person consults information. It is a question of respecting operational, graphic, technical, and editorial rules that will allow each person to access information and services regardless of how they do this.

With regard to digital accessibility, Air France aims to offer its customers an accessible website and mobile app by complying with the RGAA (General Accessibility Improvement Framework) and WCAG (Web Content Accessibility Guidelines) requirements.

In France, it is the implementing decree of July 24, 2019 relating to the law of February 11, 2005 on equal rights and opportunities that sets the obligations in terms of digital accessibility and compliance deadlines. The deliverables of this law are as follows: a strategic document that is the Multiannual Digital Accessibility Scheme; a document describing the annual action plan; a declaration of accessibility of all mobile sites and apps; finally, a “non-compliant/partially compliant/compliant” statement that must appear on the homepage of the web pages.

Furthermore, Directive (EU) No 2019/882 of the European Parliament, which aims to harmonize the accessibility standards of the Member States by setting common requirements, enters into force on June 28, 2025 with a transitional phase until June 28, 2030.

## **2. CUSTOMER COMMUNICATIONS AND COLLECTING FEEDBACK**

### **2.1 COLLECTING FEEDBACK**

Air France is doing everything possible to meet its accessibility targets, and is working tirelessly to improve certain criteria.

To this end, Air France encourages anyone with a disability to inform them of any difficulties encountered in accessing content or a service, whether on its website or on the app, and it welcomes suggestions for improvement.

This feedback should be sent to the following address: [mail.digital.accessibility@airfrance.fr](mailto:mail.digital.accessibility@airfrance.fr)

The digital platforms customer relations manager receives and deals with these reports and informs the services affected, to ensure they are taken into consideration appropriately in the action plans.

In addition to this proposal to collect feedback on accessibility, Air France collects the various reports and reactions of customers through all its digital tools on a daily basis.

In addition to any feedback provided by people with disabilities, Air France analyzes the feedback initiated on post-flight surveys or on the stopover and cabin crew reports. These verbatim reports are studied to provide a response to customers and potentially feed into the future action plan.

In addition, Air France is involving customers with disabilities in its work to improve digital accessibility. These customers, recruited from associations covering a wide range of disabilities, volunteer to help us best meet their specific needs.

### **2.2 ALTERNATIVE COMMUNICATION FORMATS**

Air France provides customers with its accessibility statements on its website in alternative formats, offering a choice between the digital format (PDF) or the large type format.

Air France also makes every effort to provide the accessibility plan statement as well as the feedback process in Braille formats or audio if requested by the customer.

These requests are satisfied as soon as possible after receipt of the request and no later than 45 days after receipt for Braille or audio and 15 days after receipt of the request for other media.

## **3. DIGITAL ACCESSIBILITY**

### **3.1 DIGITAL ACCESSIBILITY STATEMENT**

Air France is committed to offering the best possible travel experience for all its passengers, and this starts with an accessible digital experience for all passengers, regardless of their disability.

For this, Air France makes every effort to make its websites, mobile apps, and infrastructures accessible to everyone.

To ensure digital accessibility, Air France follows the rules for accessibility of web content, the level AA standard criteria of the Web Content Accessibility Guidelines (WCAG) 2.2.

Air France is also committed to complying with Article 47 of Law No. 2005-102 of February 11, 2005.

A dedicated team is responsible for accessibility on digital channels.

It is specifically responsible for identifying areas for improvement and supporting teams in resolving accessibility issues, while managing the results of accessibility measures based on automated tests and audits conducted on the website. It also records customer feedback, as described in paragraph 2.1.

### **3.2 CONTINUOUS IMPROVEMENTS ON DIGITAL PLATFORMS**

Air France has launched an action plan to raise awareness among design and development teams about the need to integrate accessibility from the feature design stage and throughout the development process of our websites and apps.

Dedicated support for digital teams has been put in place to strengthen skills and thus continuously improve compliance and customer experience.

Air France also calls on accessibility consultants and organizes test sessions with people with disabilities, in order to identify the areas of improvement most appropriate for each disability.

In July 2025, Air France will benefit from the expertise of an audit, which will allow it to qualify the level of accessibility of its France website according to the General Accessibility Improvement Reference and to ensure that the site is compliant in all its accessibility components.

Over the past year, Air France has made significant updates to its digital platforms, including strengthening the security features of the online demand system to protect passengers' personal information.

Air France has also improved the navigation and accessibility features of the website to ensure a smooth user experience for all passengers and has updated its accessibility statement.

Air France is continuing the development of the mobile app, which allows travelers to make the various travel bookings independently before contacting the assistance service for people with disabilities. Since the beginning of 2025, passengers requiring simple assistance can book their journey directly and request an assistance service through the app, without having to resort to the help of dedicated call centers.

## **4. INFORMATION AND COMMUNICATIONS TECHNOLOGIES**

### **4.1 THE WEBSITE AND MOBILE APP**

Since 2023, Air France has undertaken an approach that aims to continuously improve the information published on its website, to provide more clarity and transparency in the answers to the multiple questions that customers may have and to provide them with advice that makes their journey easier.

Air France is constantly working to make its information easier to read.

Actions are also constantly taken to improve navigation on the web pages, whether during the steps for requesting assistance or completing simplified forms.

A drive to simplify assistance request forms and disability statements provided to customers is also underway, bringing together company professionals and customers to ensure better ownership and understanding of the information to be provided.

#### **4.2 DEDICATED CALL CENTERS AND SOCIAL MEDIA**

Air France offers its customers a free call center service dedicated to people in need of assistance; this service, called “Saphir”, and with specific call numbers, is available in 20 countries.

Dedicated teams provide personalized responses to the needs of customers with disabilities, assist them with bookings and assistance requests, provide advice and additional information, and collaborate with the exceptional medical and transportation departments for specific requests for approval.

In addition, Air France is present for its customers on social media; its teams answer all customer questions, especially on WhatsApp and Messenger, provided that they communicate their personal information (file reference, Flying Blue number, etc.) and by private message only.

### **5. INTERACTIONS WITH THE CUSTOMER**

#### **5.1 STAFF AWARENESS AND TRAINING ACTIONS**

All staff in contact with customers are made aware of the expectations of people with disabilities; they receive targeted training to adapt their behavior, dialogue, and language.

The content of the training has been adapted for staff in charge of sales and after-sales operations and rolled out in dedicated call centers, especially in order to integrate the values of mindful communication. In addition, ground staff, sub-contractors in charge of assistance, and flight staff receive training appropriate for their area of intervention.

Some of the company’s flight attendants and sales agents practice French Sign Language (LSF) and wear a pin so that they are easily identifiable.

In Roissy Charles de Gaulle, special disability awareness was rolled out by Air France in the summer of 2024 in order to guarantee the best customer service during the Paralympic Games.

A review of all the training provided was undertaken in order to ensure the consistency of the training package and ensure the same level of qualitative information to call centers, call staff, and flight staff.

This specific training complements the behavioral training that Air France provides to all its staff in contact with customers, as part of the “caring relationship” approach, which is its signature service in line with the Air France brand values.

#### **5.2 PERSONALIZED COMMUNICATION CAMPAIGNS AT EACH STAGE OF THE CUSTOMER JOURNEY**

Air France is pursuing its digital communication policy to facilitate accessibility for people with disabilities.

In the booking process, requests for assistance can be made during all phases of travel preparation, i.e. at the same time as the booking or later, up to the scheduled flight date.

In 2025, Air France reviewed the entire content of the electronic messages sent to its customers with disabilities during the various stages of interaction.

For simple assistance requests (where the assistance confirmation is automatic), made at the same time as the booking, the customer receives a full message summarizing the details of their booking and their assistance request.

For requests for assistance requiring assistance service confirmations, the customer will receive several messages confirming the details of their request and how it is being or has been dealt with. For requests for assistance made in a phase subsequent to the booking, a confirmation that their request is being assessed is also sent to the customer.

In addition, Air France's generic communication sent a few days before the trip will be personalized for customers with disabilities and will include all the important information they need to take into account for their future trip.

## **6. THE DESIGN AND DELIVERY OF PRODUCTS AND SERVICES**

As part of its tenders for the purchase or roll-out of technological or physical solutions, Air France complies with the various standards concerning the accessibility of people with disabilities.

The Customer Experience Department, responsible for processes relating to how people with disabilities are treated, defines the specifications.

It proposes the global action plan aimed at improving the product for customers and employees, with an ongoing major concern for the quality and relevance of the service.

In coordination with the customer centers of the various entities, it ensures the compliance of products and services, integrating the new regulatory requirements.

As part of its caring relationship program, Air France is associated with the "Hidden Disability Sunflower®" program, which aims to raise awareness among agents and help them recognize and better understand hidden disabilities.

Passengers wearing the "Hidden Disabilities Sunflower®" cord will be able to obtain additional support or assistance from ground and onboard staff throughout their journey.

### **6.1 AT THE AIRPORT**

In the European Union, airport managers are responsible for accessibility for people with disabilities in built environments.

At the airport, Air France always speaks up for people with disabilities with airport managers in order to improve the conditions of their trip.

In collaboration with the managers responsible for the building and airport walkways, Air France plays a part in infrastructure improvement projects to facilitate the movement of people with disabilities.

The customer is invited to present themselves to the airline at least 48 hours before their departure in order to benefit from assistance.

All requests submitted less than 48 hours before departure will nevertheless be processed when received, taking into account the immediate options wherever possible. Air France will always do its best to provide this assistance.

People with disabilities can check in independently on interactive kiosks (Common-Use Self-Service "CUSS").

New interactive kiosks were rolled out by Air France in 2023, offering more efficient equipment in terms of screen visibility, keyboard, and accessibility.

In 2025, Air France is pursuing its commitment to make interactive kiosks increasingly accessible to people with disabilities and to install adapted counters.

In addition, Air France is continuously working on the layout of its private lounges in order to improve access to the offering for people with disabilities.

In 2025, Air France worked on the edition of a "paper" menu for use by partially blind customers; this new "large format" menu—published with a larger type size, adapted font, and high contrast to ensure its readability—replaces the existing one.

In 2024, Air France and Aéroport de Paris launched a wheelchair management system for the Olympic and Paralympic Games, allowing customers with disabilities to keep their personal wheelchair until

boarding and pick it up at the aircraft door on landing. Positive feedback has made this process sustainable at all stops with adequate infrastructure. It is now proactively offered to customers who travel with their manual wheelchair.

The next step is to include the offer to make electric wheelchairs available at the door.

This service meets a strong expectation relayed by the various associations of people with reduced mobility, as it facilitates their journey and guarantees them maximum independence throughout their journey.

## **6.2 INFLIGHT**

Commercial flight attendants ensure the safety and comfort of passengers and note any comments or complaints from passengers with disabilities while they are on board.

From their design stage, the cabin layouts incorporate the requirements related to transporting customers with disabilities, particularly with reduced mobility, taking into account the constraints related to compliance with flight safety rules.

Air France's Product Managers are involved in modification projects in advance and collaborate with manufacturers to define the best accessibility offering.

Air France makes sure to offer a range of in-flight entertainment accessible to all its passengers, both in terms of interface and in terms of content offered.

With regard to in-flight entertainment features, Air France is mindful of new equipment developments including increased accessibility.

With regard to navigation on the cabin's video screen, Air France follows and encourages the trajectory of improved accessibility developed by manufacturers.

On equipment provided by Panasonic, it is now possible to individually adjust filters, color contrast, and text size.

On the equipment provided by Safran, an improved interface was proposed in April 2025, which will be gradually rolled out on the Air France fleet based on the priorities selected by aircraft fleets and capital expenditure planning.

With regard to its entertainment offering, Air France provides partially deaf passengers with the option of having subtitles in French and English for a large part of the content and partially blind passengers with the audio description feature, if available on the audiovisual products' market.

In addition, Air France is studying the possibility of using artificial intelligence to cover the entire entertainment offering in all languages in terms of automatic subtitles.

Finally, the Air France app allows you to adapt the font size on most publications, activate the audio playback of articles, and choose a light or dark display to suit everyone.

## **6.3 CO-CREATION WITH PARTNERS**

Air France works with various partners and community associations to gather their experience and develop accessibility projects.

Air France has partnered for many years with numerous leading associations in the field of disability. The company has developed close links with national and European bodies in this field, which allow us to work together to design and develop any improvements needed.

Representatives of these structures are therefore invited to share their comments with us.

These working groups therefore enable us to better understand the expectations of people with disabilities and to discuss their travel experiences, thus identifying new avenues for improving accessibility.

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