

**PROGRESS REPORT
OF MULTIYEAR
ACCESSIBILITY
PLAN**

August 2024

AIRFRANCE 

TABLE OF CONTENTS

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|--|----|
| TABLE OF CONTENTS | 2 |
| PROGRESS REPORT | 3 |
| 1. GENERAL..... | 3 |
| 1.1 PREAMBLE | 3 |
| 1.2 FEEDBACK AND CONTACTS | 3 |
| 2. INFORMATION AND COMMUNICATION TECHNOLOGIES | 4 |
| 3. COMMUNICATION OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES | 5 |
| 4. THE ACQUISITION OF GOODS, SERVICES, AND FACILITIES..... | 6 |
| 4.1 AT THE AIRPORT | 6 |
| 4.2 COMMUNICATION TOOLS AND CUSTOMER INFORMATION | 6 |
| 4.3 AIRPLANE CABINS | 6 |
| 5. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES | 7 |
| 5.1 AT THE AIRPORT | 7 |
| 5.2 DURING FLIGHT | 8 |
| 5.3 AFTER THE FLIGHT | 8 |
| 6. TRANSPORTATION..... | 8 |
| 7. THE BUILT ENVIRONMENT | 9 |
| 8. CTA REGULATIONS ON ACCESSIBILITY | 9 |
| 9. CONSULTATIONS | 9 |
| 9.1 INTERNAL CONSULTATIONS | 9 |
| 9.2 EXTERNAL CONSULTATIONS | 10 |
| 10. FEEDBACK INFORMATION | 10 |
| 11. SUMMARY OF IMPROVEMENT AND MONITORING PLAN | 12 |

PROGRESS REPORT

1. GENERAL

1.1 PREAMBLE

Air France is committed to progress, continuing its efforts to identify and remove obstacles to accessibility to improve air travel for its customers living with disabilities.

In the context of sustained growth and constraints related to sustainable development requirements, Air France is committed to offering all its customers a high level of service, especially customers with disabilities, by developing several initiatives to improve the experience throughout the journey.

The Canadian Transportation Agency's (CTA) requirement to implement an accessibility plan and provide a progress report aligns with Air France's ongoing action plans to optimize the satisfaction of its passengers with disabilities, particularly by facilitating access to its products and services.

Air France's accessibility plan covers a range of currently relevant themes and areas for improvement, such as meeting our objectives regarding flight and personal safety, inclusivity, comfort, and environmental commitments.

This first progress report details updates to the actions defined in 2023, as well as suggestions and service improvements, including better personalized, thoughtful information before and during the journey.

Air France is constantly looking to develop new initiatives that take into account feedback received from customers and requests expressed elsewhere.

To enhance the efficiency of this organization, a new internal Air France structure will be set up on June 1, 2024. It has 3 functions:

- A manager to handle the process for passengers with disabilities
 - A dedicated product manager
 - A regulatory compliance manager
- instead of a single disability product manager.

A monthly steering committee will ensure the coordination of all stakeholders.

1.2 FEEDBACK AND CONTACTS

Air France collects all comments concerning accessibility for people with disabilities via various channels.

Within the Accessibility Plan framework, the Legal and Regulatory Affairs Manager is the person dedicated to monitoring and processing the messages received. They will conduct analyses to make the necessary improvements to the reception and transport of people with disabilities.

Feedback should be sent using one of the options below, hereunder detailed:

AIR FRANCE

- To the contact: Legal & Regulatory Affairs Manager
- By email: mail.accessibilite.accessibility.ca@airfrance.fr
- By mail:
Air France
Montréal Succ. B
C.P. 34
Montréal, Québec
H3B 3J5
- By phone: +1 833 665-7030 / Toll-free number in Canada
- By completing a form available at the airport (Accessibility Feedback Form)
- In the website footer:
 - Under "Canadian law on accessibility"
<https://www.airfrance.ca/information/legal/atpdr-regulations>
 - In the "Contact Us" tab
<https://www.airfrance.ca/contact/special-assistance/feedback-special-assistance>

The feedback process is available on the Air France Canada website:
<https://www.airfrance.ca/information/legal/atpdr-regulations>

Alternative formats:

This policy is available to Air France customers in a digital format (PDF) and large-print format on the Air France website.

Air France is committed to ensuring accessibility for all passengers. Upon receiving a request, we will work diligently towards providing the accessibility plan statement and feedback process in the requested format as promptly as possible. For requests about Braille or audio formats, we aim to fulfill them within 45 days of receipt. For all other format requests, we strive to respond within 15 days of receipt.

2. INFORMATION AND COMMUNICATION TECHNOLOGIES

Air France is committed to making its website and mobile application accessible to all, regardless of their specific accessibility requirements.

New paragraphs regarding questions, travel advice, or simpler requests for assistance are underway. The "Contact Us" tab was completed at the end of 2023 with the added functionality of collecting feedback on accessibility.

Air France is committed to complying with accessibility standards on its content by adhering to the Web Content Accessibility Guidelines (WCAG 2.1), in accordance with the Web Accessibility Initiative (WAI) AA level criteria.

Air France is continuing to develop its mobile application, which enables passengers to book their travel independently before contacting the assistance service for people with disabilities.

In 2024, Air France initiated an audit to assess the level of accessibility of its French website and mobile application in accordance with the "Référentiel Général d'Amélioration de l'Accessibilité" (General Accessibility Improvement Standards).

3. COMMUNICATION OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

Staff in contact with customers are sensitized to challenges faced by people with disabilities. They receive training to adapt their behavior, dialogue, and language.

The training content has been adapted for sales staff and deployed to relevant call centers and stops. In particular, it has been used to incorporate attentive communication, as required by the Canadian Transportation Agency (CTA).

A review of the entire training program is currently underway to ensure consistency.

The cabin crew also facilitates boarding/disembarkation procedures by providing customers with instructions and advice tailored to their individual needs.

Developers in the digital department, call center staff, ground staff, assistance subcontractors, flight crew, and after-sales service teams receive training relevant to their field.

Air France is continuing its efforts to raise awareness among staff and subcontractors of the specific needs of people with disabilities, through training in behavioral skills such as a dedication to interpersonal relationships, which is the hallmark of service in harmony with the values of the Air France brand.

For the Paris 2024 Paralympic Games, Air France is reinforcing training on how to assist people with disabilities.

Air France's employment policy for workers with a disability continues under its current 11th triennial agreement.

Air France continues to actively raise awareness by organizing webinars, workshops, and information sessions during the European Week for the Employment of People with Disabilities. It also offers "Duo Days," which allow volunteer employees to share a working day with a person with a disability.

To raise staff awareness and provide accessibility training, Air France has added the "La Fresque de la Diversité" workshops to its accessible training program. These workshops, which last several hours and take place in person, are designed to raise awareness about diversity and inclusion, and to reinforce existing initiatives.

4. THE ACQUISITION OF GOODS, SERVICES, AND FACILITIES

4.1 AT THE AIRPORT

Air France depends on airport managers for general accessibility information but continues to work closely with various entities to facilitate the journey of people with disabilities and improve their travel experience.

In Canada:

At the end of 2023, the self-service kiosks for most stops were improved with the addition of connection sockets for headsets and Braille markings, offering size and ergonomics adapted to people with disabilities.

A feature that transforms voice into text on each screen, particularly adapted for people who are visually impaired, is scheduled to be activated progressively starting from the second semester of 2024.

Initially in English, the feature will evolve until 2025 and will incorporate a choice of language, including French.

At the Roissy Charles de Gaulle airport:

Following the inspection of adapted ergonomics and signage for counters dedicated to people with disabilities, several areas for improvement have been identified.

Air France is also working on the layout of private lounges to improve access for people with reduced mobility.

New self-service kiosks were deployed in 2023 with more efficient equipment in terms of visible screens, keyboards, and accessibility.

Air France continues to work closely with airport managers to contribute to projects designed to improve accessibility for people with disabilities and to make the ground journey as pleasant as possible.

For airports involved in the Paris 2024 Paralympic Games, the organization of preparations has been reinforced and measures being undertaken have been shared.

4.2 COMMUNICATION TOOLS AND CUSTOMER INFORMATION

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

Example of feedback from a customer survey issued online on June 16, 2023:

“I had some difficulties requesting assistance for my wheelchair because the way to get there was not easy.”

During the booking process, requests for assistance can be made during all phases of the trip preparation.

For simple cases, the confirmation for assistance can be automatic and dissociated from the payment of a travel voucher (start of the third quarter 2024).

For certain types of assistance, these confirmations will be addressed to the customer (third quarter 2024).

A visual design of the booking process and assistance request will be redefined in early 2025.

In 2026, the customer's journey will be visualized, providing real-time information regarding their pick-up, assistance, and mobility equipment.

4.3 AIRPLANE CABINS

The cabins' designs consider the requirements of transporting customers with disabilities, especially those with reduced mobility, all while complying with flight safety regulations.

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

Regarding in-flight entertainment functions, Air France is attentive to new developments in equipment with enhanced accessibility.

5. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

As part of its calls for proposals for the purchase or deployment of technological or physical solutions, Air France complies with the various standards concerning accessibility for people with disabilities.

The Customer Experience Department, responsible for processes relating to the treatment of people with disabilities, participates in all programs.

It oversees the various action plans aimed at improving the product for customers and employees, with quality of service being a primary and ongoing concern.

Coordinating with customer departments of various entities, it ensures compliance and execution of new regulatory requirements, in collaboration with internal contacts.

A dedicated place for customer feedback has been added to the "Contact Us" section of the Canadian website, which is also accessible to those not traveling.

As part of our programs dedicated to interpersonal relationships, Air France is associated with the program "Hidden Disability Sunflower ©" which raises awareness among staff to help them recognize and better understand invisible disabilities.

Passengers wearing the "Hidden Disability Sunflower ©" lanyard will be able to obtain additional support or assistance from our ground and in-flight staff throughout their journey.

To meet customer expectations and requests from associations for people with reduced mobility, Air France has launched a project to optimize the use of personal wheelchairs, which can now be made available right up to the aircraft door.

This process is described in detail in the Transport section. It is scheduled for gradual deployment in summer 2024 at stops where this is possible.

5.1 AT THE AIRPORT

At Paris Roissy Charles de Gaulle, the Paris Aéroport (Groupe Aéroport De Paris) oversees assistance via a dedicated assistance provider for passengers with a disability.

In Canada, the responsibility of these services lies with the airline.

Most of the feedback collected concerned assistance incidents and was sent to the responsible entities.

Example of feedback from customer surveys from August 23, 2023:

"Mobility assistance services at CDG airport can be improved with more modern transport devices for passengers with disabilities and for those who transport them."

The airport operator will modernize its equipment and has deployed self-service mobility equipment in certain terminals, with the necessary supervision.

Air France regularly passes on customer feedback to the airport manager and major cases are dealt with at regular operational meetings.

Example of feedback from the satisfaction survey from February 25, 2024:

“Please train your partners at Ottawa airport to assist passengers with mild disabilities.”

This reinforces training to help detect people with mild disabilities, especially when passengers have not been pre-notified, like in this case.

In addition, Air France has developed a more robust process for handling personal wheelchairs of passengers with reduced mobility to better track them through the various stages of transport, as described in paragraph 6. Transport.

5.2 DURING FLIGHT

Flight attendants ensure passenger safety and comfort. They collect comments or complaints on board from passengers with disabilities.

The feedback collected is addressed and analyzed by the Legal and Regulatory Affairs Manager. The feedback is then reassigned to initiate the necessary changes.

Air France ensures all passengers have access to its in-flight entertainment equipment.

Regarding cabin video screen navigation, Air France is in line with the accessibility improvement efforts made by manufacturers.

Air France has launched a project to improve the legibility of colors on graphic interfaces, notably for remote controls that connect to the screens.

In its entertainment offer, Air France systematically acquires the accessibility option for the hearing impaired (subtitling) and the visually impaired (audio description), if available on the audiovisual product market.

The in-flight feedback was regarding expectations surrounding special meals and did not include suggestions.

Air France has initiated a continuous adjustment of meals to offer food better adapted to different allergies.

5.3 AFTER THE FLIGHT

With its digital tools, Air France collects various reports and reactions from customers daily, especially feedback from people with disabilities.

Most of the complaints processed after trips made by passengers with disabilities dealt with personal incidents and did not contain any examples of feedback to improve accessibility.

6. TRANSPORTATION

To integrate customer requests and respond to their needs, the website is constantly evolving so that they can request assistance at each step of their journey.

This prerequisite is essential for understanding the assistance necessary at the airport, including the on-board access, adapted handling of the mobility equipment in the cabin throughout the flight, and adapted handling of mobility equipment.

Air France has provided numerous services to meet special assistance requirements.

Air France has responded to customer needs by providing expected services thanks to open communication and transparency.

Air France collaborates with organizations specializing in service dog training and certification to develop more comprehensive guidelines for accepting service animals on our flights.

This year, Air France has committed to enhancing customers' mobility by allowing manual wheelchairs up to the door of the departure flight. Customers may also retrieve them at the plane's door when they land.

Initially, this service will be deployed on direct flights and at equipped stops. Once the process has been implemented and is sufficiently robust for lighter wheelchairs, two adaptations will be studied:

- Feasibility study of a similar process for electric wheelchairs (direct flights and/or connecting flights)
- Study looking at adjusting the "long" connection thresholds for manual wheelchairs

This service responds to the needs of customers with reduced mobility and strong expectations from various associations. It anticipates other regulatory equipment, which will also include real-time location of mobility equipment.

7. THE BUILT ENVIRONMENT

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

Air France collaborates on improvement projects to facilitate the movement of people with disabilities and passes on all customer feedback to the entities concerned.

Air France is committed to facilitating customers' access to lounges and caters to the expectations of people with disabilities, so that they can benefit from the best possible service.

For lounges, Air France favors customer accessibility by considering their comments in the specifications, as is the case of the recent changes to the Toronto lounge which meets the expectations of people with disabilities.

8. CTA REGULATIONS ON ACCESSIBILITY

As a major French air carrier, Air France is subject to French and European air transport regulations and must comply with the regulations of the countries in which its flights operate.

Air France complies with applicable Canadian regulations on accessibility for passengers with disabilities, aiming to eliminate transportation barriers for its customers, including the relevant provisions of the Accessible Transportation for Persons with Disabilities Regulations SOR/2019-244.

Air France constantly monitors regulatory developments, updating its policy and procedures to ensure compliance with accessibility regulations, including those set out by the Canadian Transportation Agency (CTA).

9. CONSULTATIONS

9.1 INTERNAL CONSULTATIONS

Air France employs nearly 1,900 staff with disabilities (the employment rate is 6%), who help improve accessibility.

Some are involved in services impacting the journey of people with disabilities, and spontaneous feedback is encouraged.

Increasingly close cooperation with associations and the partnership with "Le Goéland" (an association that supports for Air France staff with disabilities) will continue in the months and years ahead.

9.2 EXTERNAL CONSULTATIONS

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

Air France also partners with parasport events where young people with disabilities compete.

Air France pursues its relationships with diverse organizations representing people with disabilities. It participates regularly in meetings between Air France staff and the Saphir unit (the dedicated team at the France call center), for example, with Chien guide d'aveugle, France Epilepsie, Handi'chiens, Handicap International, ATEurope, etc...

These actions are a reminder of Air France's strong internal and external commitment to people with disabilities, whether they are employees, future employees, or customers.

This representation allows various participants with different disabilities to share their comments with us.

These working groups enable us to better understand the expectations of people with disabilities and to share their travel experiences to identify new ways of improving accessibility.

10. FEEDBACK INFORMATION

Air France has implemented a customer feedback process to guarantee the collection of customer comments and thus constantly improve its services.

Customer feedback and its analysis help identify areas of improvement so that the necessary changes can be made.

Air France is committed to responding promptly to customer feedback and to take appropriate action to resolve the issue.

Air France's internal digital tools help collect daily customer testimonials and feedback, particularly feedback from customers with disabilities at different stages of the customer journey.

The feedback form is accessible on the Air France website. Customers can fill it out before or after their flight, to either give a compliment or a complaint.

Comments from the dedicated feedback email address, flight reports from cabin crew who have flown to or from Canada, and customer feedback collected from evaluation questionnaires have also been considered to improve the journey of customers with disabilities.

Customers can also give their opinions via Air France's social networks.

Air France has dedicated teams who process all comments received via these different channels. They use state-of-the-art tools and technologies to analyze these comments, identifying customer trends and expectations.

The objective is to continually improve services by listening to customers and to use their feedback to make meaningful changes.

In 2023, feedback forms available upon request at the airport (Accessibility Feedback Form) were not drafted.

Feedback received via other channels was primarily the responsibility of the airport manager.

Example for a flight on January 11, 2024, received as feedback by email:

"Please make the wheelchair arrangement more organized and instruct your staff to learn English to properly help all the travelers who do not speak French. "

This type of feedback is sent to the airport manager during regular monitoring committees.

Air France actively collects all customer feedback, particularly feedback to which a reply is sent as soon as the customer has provided contact information.

It should be noted that we have received positive feedback concerning Air France's handling of passengers, whether from sales departments, ground staff, airport assistance, or our cabin crew.

Feedback from Air France passengers and staff is collected through several communication channels:

- On the website
- During an exchange with an agent
- At the airport
- On board the aircraft
- Via the customer satisfaction questionnaires offered to passengers, allowing us to establish a satisfaction evaluation indicator
- Upon arrival
- After the flight

All information gathered is sent to the customer complaint department.

In conclusion, the most important comments concern the following areas:

- Improved assistance when management is the airport's responsibility
- Better adaptation of infrastructure to facilitate mobility
- Greater awareness and training regarding handling and communication
- New devices to increase autonomy and ease of travel

11. SUMMARY OF IMPROVEMENT AND MONITORING PLAN

| Field | Management | Projet | Timeline |
|------------------|--------------------------------|--|--|
| Conception | Canada Regional Office | Ensure the completion of self-service kiosks with a high level of accessibility | Completed in the fourth quarter of 2023 - Deadline met |
| | Digital Department | Update the "Contact Us" section | Completed in the first quarter of 2024 |
| | Digital Department | Voice communication about the passenger journey via mobile phone | New action Start of 2025 |
| Communication | Digital Department | Enhance the accessibility expertise of digital development teams | Completed end of 2023 - On schedule |
| | In-flight Service Department | Update guidelines for customer care and best practices for understanding accessibility | Start of 2024 - Deadline met |
| Customer Journey | Customer Experience Department | Foster collaboration and engagement through meetings and dialogues with organizations that advocate for people with disabilities | In 2024 - Slight delay due to availability |
| | Customer Experience Department | Reinforce communication to signal assistance needs | Start of 2024 - Deadline met |
| | Canada Regional Office | Continue conducting airport improvement studies focused on developing more suitable counters | End of 2024 - In progress |
| | Canada Regional Office | Strengthen cooperation with airport management to improve customer accessibility and comfort. | In 2024 - In progress |
| | Customer Experience Department | Strengthen the reliability of the loading and return of mobility equipment | End of 2024 - Ahead of schedule for implementation in mid-2024 |
| | Customer Experience Department | Open a customer club dedicated to accessibility | End of 2024 - To be programmed |
| | Customer Experience Department | Streamline and offer a range of special dishes better adapted for food allergies | New action - Third quarter of 2024 |
| Training | Digital Department | Enhance the accessibility expertise of digital development teams | Completed end of 2023 - On schedule and ongoing training |
| | In-flight Service Department | Update the training and awareness module for commercial crews | Start of 2024 - Deadline met and ongoing |

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