

MULTIYEAR
ACCESSIBILITY
PLAN

2023-2026

May 2024

AIRFRANCE 

TABLE OF CONTENTS

| | |
|---|----|
| TABLE OF CONTENTS | 2 |
| ACCESSIBILITY PLAN | 3 |
| 1. GENERAL..... | 3 |
| 1.1 PREAMBLE..... | 3 |
| 1.2 THE REGULATORY ENVIRONMENT FOR AIR FRANCE..... | 3 |
| 1.3 THE SAPHIR CUSTOMER CONTACT | 3 |
| 1.4 THE CUSTOMER JOURNEY..... | 4 |
| 1.5 FEEDBACK AND CONTACTS..... | 4 |
| 2. INFORMATION AND COMMUNICATION TECHNOLOGIES..... | 5 |
| 2.1 THE AIR FRANCE “DIGITAL” POLICY | 5 |
| 2.2 THE CANADIAN WEBSITE | 5 |
| 2.3 MOBILE APPLICATION..... | 5 |
| 2.4 SOCIAL MEDIA..... | 6 |
| 3. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES | 6 |
| 4. TRANSPORTATION..... | 6 |
| 5. THE BUILT ENVIRONMENT | 7 |
| 6. THE ACQUISITION OF GOODS, SERVICES, AND FACILITIES..... | 7 |
| 6.1 AT THE AIRPORT..... | 7 |
| 6.2 COMMUNICATION TOOLS AND INFORMATION FOR CUSTOMERS | 8 |
| 6.3 CABINS ON BOARD..... | 8 |
| 7. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES | 9 |
| 7.1 AT THE AIRPORT..... | 9 |
| 7.2 DURING THE FLIGHT..... | 10 |
| 7.3 AFTER THE FLIGHT..... | 10 |
| 8. CTA REGULATIONS ON ACCESSIBILITY | 10 |
| 8.1 EMPLOYEE SERVICES..... | 11 |
| 8.2 TRAINING | 11 |
| 9. CONSULTING | 11 |
| 9.1 INTERNAL CONSULTING..... | 11 |
| 9.2 EXTERNAL CONSULTING..... | 11 |
| 10. SUMMARY OF IMPROVEMENT AND MONITORING PLAN | 13 |
| 11. CONCLUSION..... | 14 |

ACCESSIBILITY PLAN

1. GENERAL

1.1 PREAMBLE

Since 1933, Air France has proudly represented France across the globe, flying its distinctive colors.

As a prominent player in the aviation industry, Air France engages in passenger air transport, cargo services, as well as aircraft maintenance and servicing. Our commitment is to provide all customers with an exceptional travel experience marked by comfort, attentiveness, and reliability.

At Air France, we welcome passengers with disabilities, if it aligns with medical and flight safety regulations.

We recognize that these individuals require special care, further complicated by the variations between European and North American regulations.

In this regard, Air France strives to meet the new Canadian requirements, ensuring accessibility for people with disabilities is given the utmost priority.

1.2 THE REGULATORY ENVIRONMENT FOR AIR FRANCE

With an international passenger network serving over 191 destinations in 89 countries, Air France is subject to numerous national regulatory requirements.

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

Air France therefore fully complies with extremely strict standards and the highest standards of air transport: worldwide, with the ICAO (International Civil Aviation Organization), with the IATA (International Air Transport Association), in Europe with the EASA (European Aviation Safety Agency) and nationally with the DGAC (Direction Générale de l'Aviation Civile, its supervisory authority).

The 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 reduced mobility, applies in Europe to airlines and regulates the treatment and accessibility of passengers.

In addition, the European Union Directive reference 2019/882 of the European Parliament and of the Council of April 17, 2019, on accessibility requirements for products and services requires the placing on the market of products and services that will be provided to consumers from June 28, 2025, with a transitional phase until June 28, 2030.

1.3 THE SAPHIR CUSTOMER CONTACT

This service is dedicated to people in need of assistance and is available in 19 countries.

It offers a range of services adapted to the needs of customers with disabilities, including facilitated booking procedures and assistance at the airport.

Online and phone services are available to facilitate booking and provide assistance. A phone assistance service dedicated to deaf and hard-of-hearing customers is also available.

1.4 THE CUSTOMER JOURNEY

Each year, the number of passengers with disabilities traveling on Air France routes continues to rise.

Air France staff and subcontractors are trained in the specific assistance needs of the customers concerned and have received the necessary regulatory training. Air France flight crews are also trained and made aware of the specific assistance needs of passengers.

Some of the company's flight attendants and sales agents speak French sign language (LSF) and wear a pin to make them easily identifiable.

1.5 FEEDBACK AND CONTACTS

Feedback should be sent using one of the options below, to the attention of:

AIR FRANCE

- To the contact: Legal & Regulatory Affairs Manager
- By email: mail.accessibilite.accessibility.ca@airfrance.fr
- By mail:
Air France KLM
Montréal Succ. B
C.P. 34
Montreal, Quebec
H3B 3J5
- By phone: +1 833 665-7030 / Toll-free number in Canada
- By completing a form available at the airport (Accessibility Feedback Form).
- On the website, in the footer, in the section "Accessibility policy":
<https://www.airfrance.ca/en/information/legal/atpdr-regulations>
- with an option "Contact Us", for feedback concerning the Air France website:
<https://www.airfrance.ca/en/contact/special-assistance/feedback-special-assistance>

This 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 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

2.1 THE AIR FRANCE “DIGITAL” POLICY

At Air France, we are dedicated to ensuring that our website and mobile application are accessible to everyone, regardless of their specific accessibility requirements.

We have a strong commitment to adhering to the Web Content Accessibility Guidelines (WCAG 2.1) set forth by the Web Accessibility Initiative (WAI) at the AA level.

These guidelines serve as a foundation for creating inclusive digital experiences on our platforms, catering to all individuals, including those with disabilities.

2.2 THE CANADIAN WEBSITE

<https://www.airfrance.ca>

Our website is designed to be accessible to users in both English and French, offering the convenience of booking trips and notifying us of any assistance needed for individuals with disabilities.

If you require personalized assistance, we are available by phone:

Saphir phone number: +1 888 572-7447

Toll-free in Canada

Languages spoken: English and French

Opening hours: Monday to Friday from 8 am to 5 pm, and Saturdays from 8 am to 4 pm (closed on Sundays).

For customers who are deaf or hard of hearing:

Phone number: +1 833 895-4561 option 711

Toll-free in Canada

Languages spoken: English and French

Opening hours: Monday to Sunday from 8 am to 11 pm

The "Accessibility Statement" for the Air France website can be found in the footer of the Air France Canadian website.

<https://www.airfrance.ca/information/legal/accessibilite>

2.3 MOBILE APPLICATION

Air France is currently in the process of developing a mobile application that enables passengers to independently book their travel before reaching out to our dedicated assistance service for individuals with disabilities.

2.4 SOCIAL MEDIA

Air France maintains an active presence on social media platforms to better serve its customers. Our dedicated teams are available to answer inquiries, particularly on Messenger. To ensure the protection of personal information, we kindly request that customers only provide personal details (booking reference, Flying Blue number...) through private messages.

Steps for improvement, timeline, and commitments:

Air France is dedicated to ensuring the accessibility of its website, constantly taking actions to enhance the information flow on web pages, including the stages of assistance requests, simplified forms, and greater legibility.

Efforts are underway in 2023 to improve message clarity and provide comprehensive trip preparation information.

Additionally, new sections will be introduced for travel inquiries and tips, along with simplified assistance request processes.

By the end of 2023, the "Contact Us" function will be further streamlined, incorporating a dedicated card for accessibility feedback.

Air France is also exploring solutions like ACCE-O and ACCE-O languages, aiming to enhance accessibility within the internal site.

Example : <https://www.acce-o.fr>

3. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

Air France ensures that its staff members are sensitized to the challenges encountered by individuals with disabilities. They receive training to adapt their behavior, dialogue, and language to provide an inclusive and accommodating environment.

Steps for improvement, timeline, and commitments:

Increase staff and subcontractor awareness of the specific needs of people with disabilities, through training in behavioral skills such as customer care.

4. TRANSPORTATION

Air France makes its best efforts to offer customers with disabilities assistance adapted to their needs, provided that the 48 hours' notice period is met, however last-minute assistance request will be honored depending on the circumstance's possibilities on the day of departure.

In compliance with flight safety requirements, Air France seeks the best conditions for comfort and ease of mobility in aircraft cabins.

To better integrate customer wishes, the website is constantly evolving to allow better consideration of the need for assistance for each travel segment, which will be confirmed by the service in charge of people with disabilities.

At the airport, Air France always acts as the spokesperson for people with disabilities with airport managers in order to improve travel conditions (see paragraphs §5, §6 and §7).

As indicated in subparagraphs §1.2, §1.3, and §1.4, flight safety and the travel comfort of our passengers are essential for Air France.

As indicated in subparagraphs §6.3 and §7.2, during the flight phases, the crew is engaged with our passengers with disabilities in order to meet all of their needs.

On arrival, assistance will be provided corresponding to the level of need expressed, in order to carry out immigration operations, Air France baggage recovery and delivery to the point designated by the customer.

At the end of the trip, our customers with disabilities can give us their comments on the progress of their trip as per the subparagraph §1.5 above, and send us their recommendations for improvements as described in subparagraph §7.3

Challenges:

Described in paragraphs §5, §6, and §7.

Steps for improvement, timeline, and commitments:

Air France is continuing its approach to guarantee accessibility to its passengers throughout their journey,

To continually improve travel conditions for people with disabilities, Air France will strengthen the robustness of its operations relating to the collection and return of seats at the aircraft door.

5. THE BUILT ENVIRONMENT

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

Air France is dedicated to ensuring that its lounges offer maximum accessibility and cater to the expectations of customers with disabilities, so they can enjoy a superior and inclusive experience.

Air France actively collaborates with airport building and walkway managers to engage in improvement projects aimed at enhancing the mobility of individuals with disabilities.

Challenges:

Building challenges are identified by airport managers.

Steps for improvement, timeline, and commitments:

They are the responsibility of airport managers, who inform airlines of any changes.

6. THE ACQUISITION OF GOODS, SERVICES, AND FACILITIES

6.1 AT THE AIRPORT

Airlines are dependent on airport managers for accessibility information.

Air France collaborates closely with its managers to enhance the journey of individuals with disabilities, aiming to continuously improve the overall travel experience.

People with disabilities can register independently at Common-Use Self-Service (CUSS) kiosks.

Challenges:

People with visual impairments at self-service kiosks.

Steps for improvement, timeline, and commitments:

Air France is dedicated to furthering its commitment to enhancing the accessibility of self-service kiosks and making its counters more suitable.

For its Canadian ports of call, the company is actively planning to introduce enhancements that enable individuals with disabilities to navigate using keyboards. These improvements will include features such as "text-to-speech" functionality and additional guidance on navigating through the displayed functions.

For reference, self-service kiosks account for only 2% of all transactions.

6.2 COMMUNICATION TOOLS AND INFORMATION FOR CUSTOMERS

Within its digital communications policy, Air France prioritizes the selection of products and services that enhance accessibility for individuals with disabilities.

Air France collaborates with specialized communications agencies to create communication materials and campaigns that adhere to accessibility standards.

For example, Air France is actively developing graphic interfaces as part of the self-service system, allowing individuals with disabilities to independently check-in.

Challenges:

For people with visual impairments, accessibility features are only partially available.

Steps for improvement, timeline, and commitments:

The implementation of updates to the self-service system, incorporating the developed improvements, is scheduled to be completed by the end of 2023, ensuring enhanced accessibility.

6.3 CABINS ON BOARD

Flight safety regulations require airlines to allocate passenger seating in a manner that does not obstruct passage during emergency evacuations.

In certain cabin designs, passengers with special needs may be positioned to ensure optimal comfort, especially in the Business cabin.

Challenges:

Passengers have the freedom to choose their seats; however, flight safety regulations impose specific conditions for seating arrangements in the aircraft cabin. For individuals with limited autonomy, certain seat placements, such as those near emergency exits, are prohibited.

Currently, the accessibility requirements of certain passengers with disabilities are not fully met in the Premium Economy cabin.

Regarding in-flight entertainment functions, a solution is not currently available.

Steps for improvement, timeline, and commitments:

Accessibility improvements can only be implemented during the design stage or as part of equipment and cabin renewal campaigns.

In such instances, product managers play a key role in early engagement with modification projects and collaborate closely with manufacturers to evaluate new accessibility requirements while ensuring compliance with flight safety obligations.

7. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Air France ensures adherence to the diverse accessibility standards when issuing invitations to tender for the procurement or implementation of technological and physical solutions.

The Customer Experience Department, responsible for handling matters related to customers with disabilities, actively participates in all relevant initiatives.

This department oversees a range of action plans aimed at enhancing the overall customer and employee experience, with a strong commitment to service quality.

Working in coordination with customer departments across different entities ensures compliance with evolving regulatory requirements through collaboration with various internal stakeholders.

Steps for improvement, timeline, and commitments:

A dedicated section for customer feedback, featuring a "Contact us" option, will be implemented on the Air France Canadian website by the end of 2023.

7.1 AT THE AIRPORT

At Paris-Charles de Gaulle, the provision of assistance for passengers with disabilities is managed by Paris Aéroport (Groupe Aéroport De Paris) through a dedicated assistance provider.

In Canada, the airline assumes responsibility for this service.

In both France and Canada, customers are kindly requested to inform the airline at least 48 hours before departure to avail themselves of assistance.

Requests made within 48 hours of departure will be handled based on priority and availability of assistance. Air France is committed to making every possible effort to accommodate such requests.

For more information, please refer to the guide titled "Take Charge of Your Travel: A Guide for Travellers with Disabilities" published by the Canadian Transportation Agency (CTA):

<https://otc-cta.gc.ca/eng/publication/take-charge-your-travel-a-guide-travellers-disabilities>

Challenges:

In certain circumstances, when the accuracy of the accessibility requirement is compromised, access to the services provided by the company may be restricted due to delays or concerns related to flight safety.

Steps for improvement, timeline, and commitments:

The objective is to enhance communication regarding the importance of advance notification to ensure the provision of appropriate assistance services under optimal conditions, and to prevent any potential refusal based on flight safety considerations.

7.2 DURING THE FLIGHT

Flight attendants play a crucial role in ensuring the safety and comfort of all passengers.

They welcome passengers with disabilities on board and provide assistance throughout the flight, including safety instructions and facilitating mobility within the cabin using an onboard transfer chair.

To cater to dietary constraints, the distribution of special dishes, such as allergen-free options, is carefully managed using a touch-sensitive tablet. This technology allows staff to easily identify and discreetly deliver customer meals.

Air France is committed to ensuring that all passengers have access to its in-flight entertainment equipment.

Challenges:

The current selection of entertainment programs offered has limitations in meeting the specific accessibility needs of passengers with disabilities.

Steps for improvement, timeline, and commitments:

Continual efforts are made to address any partial or temporary unavailability or inadequacy of functions.

Air France remains committed to ongoing research and implementation of content that is specifically tailored to meet the needs of passengers with disabilities, as part of its continuous improvement initiatives.

7.3 AFTER THE FLIGHT

Air France leverages digital tools to collect valuable customer feedback daily, including input from individuals with disabilities.

Through the annual process review, key stakeholders come together to share significant events and activity reports and identify areas where improvements can be made.

Additionally, Air France maintains a panel of loyal customers with disabilities who offer valuable insights into the challenges they face while traveling and provide suggestions for enhancing the overall customer experience.

Steps for improvement, timeline, and commitments:

Air France continues its efforts to identify appropriate sources of information by collaborating with organizations that can contribute to the improvement of post-flight care and address the pre-flight needs of people with disabilities.

8. CTA REGULATIONS ON ACCESSIBILITY

Being a prominent French airline, Air France is bound by French and European air transport regulations and must adhere to the regulations of the countries it serves.

This includes complying with Canadian regulations and requirements concerning the accessibility of passengers with disabilities, removing transportation barriers, and ensuring a seamless travel experience for all customers, per the Air Transportation Regulations SOR/88-58 under the Canada Transportation Act.

8.1 EMPLOYEE SERVICES

For more than three decades, Air France has demonstrated its dedication to supporting employees with disabilities, as evidenced by the signing of its 11th three-year agreement with trade unions.

This agreement serves as a testament to Air France's ongoing commitment to promoting the employment and job retention of individuals with disabilities. Despite the challenges posed by the health crisis and the prevailing economic climate, Air France and its social partners are resolutely reaffirming their commitment to maintaining a robust employment policy for people with disabilities.

Currently, Air France employs nearly 2,000 individuals with disabilities.

Steps for improvement, timeline, and commitments:

Aligned with its commitment to inclusion and accessibility, Air France is steadfastly implementing a comprehensive employment strategy aimed at recruiting, integrating, supporting, and retaining individuals with disabilities.

Additionally, Air France actively collaborates with organizations in the sheltered employment sector, fostering partnerships whenever feasible.

8.2 TRAINING

Air France consistently conducts training programs to enhance its staff's understanding of the support requirements of individuals with disabilities.

This includes targeted training for various departments and personnel, such as digital department developers, call center staff, ground staff, assistance subcontractors, flight crews, and after-sales service teams. Each training module is specifically tailored to the respective roles and responsibilities.

Steps for improvement, timeline, and commitments:

For the Paris 2024 Paralympic Games, Air France is reinforcing its disability training.

9. CONSULTING

9.1 INTERNAL CONSULTING

Some employees with disabilities are actively involved in improving accessibility conditions. They are involved in departments dealing with the careers of people with disabilities.

Annually, Air France conducts a comprehensive review of its procedures for assisting passengers with disabilities. This review involves the participation of all sectors within the company, allowing for the presentation of feedback and outcomes from the previous year. The objective is to develop an action plan for continuous improvement in the subsequent year.

This plan encompasses the entire Air France network and is implemented by all relevant entities involved in the passenger assistance process, extending to all Air France stations impacted by these initiatives.

9.2 EXTERNAL CONSULTING

Air France collaborates with a diverse range of partners and community associations to leverage their expertise and jointly develop accessibility initiatives.

By engaging individuals with different disabilities, their perspectives contribute significantly to our ongoing feedback process.

Additionally, Air France has established partnerships with prominent disability-focused associations globally, fostering strong relationships with national and European bodies in the field. This collaborative approach allows us to design and implement improvements together.

To gather feedback on potential challenges, Air France employs various communication channels throughout the passenger journey:

- On the website
- During interactions with sales consultants
- At the airport
- On the plane
- Customer satisfaction surveys, to establish a satisfaction evaluation indicator
- Post-flight feedback

All collected information is directed to the customer complaints department.

Through these reports, we identify any challenges passengers or staff encounter during their travel, gaining valuable insights that inform our improvement plans. This qualitative assessment supplements quantitative and statistical analyses, enabling us to better understand expectations and enhance our services.

Air France actively maintains and nurtures relationships with different organizations representing passengers with disabilities. Regular meetings with Air France staff, such as Saphir, as well as with Epilepsy France, Guide Dog, ATEurope, and others, provide valuable opportunities to exchange travel experiences, gain a deeper understanding of expectations, and explore new avenues for enhancing accessibility.

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. SUMMARY OF IMPROVEMENT AND MONITORING PLAN

| Field | Management | Project – Timeline | |
|------------------|--------------------------------|--|------------------------------|
| Conception | Canada Regional Office | Ensure the completion of self-service kiosks with a high level of accessibility | Achieved fourth quarter 2023 |
| | Digital Department | Updates to the "Contact Us" section | Achieved first quarter 2024 |
| | Digital Department | New : voice communication on passenger journey by mobile phone | Planned early 2025 |
| Communication | Digital Department | Enhance the accessibility expertise of digital development teams | Achieved end 2023 |
| | In-flight service Department | Updating guidelines for customer care and best practices for understanding accessibility | Achieved early 2024 |
| Customer Journey | Customer Experience Department | Foster collaboration and engagement through meetings and dialogues with organizations that advocate for people with disabilities | On going in 2024 |
| | Customer Experience Department | Reinforce communication to signal assistance needs | Achieved early 2024 |
| | Canada Regional Office | Continue conducting airport improvement studies focused on developing more suitable counters | On going in 2024 |
| | Canada Regional Office | Strengthen cooperation with airport management to improve customer accessibility and comfort. | On going in 2024 |
| | Customer Experience Department | Strengthen loading and return mobility equipment operations reliability | On going in 2024 |
| | Customer Experience Department | Open a customer club dedicated to accessibility | Planned end 2024 |
| | Customer Experience Department | New : streamline and offer a range of special dishes better adapted for food allergies | Planned end 2024 |
| Training | Digital Department | Enhance the accessibility expertise of digital development teams | Achieved end 2023 |
| | In-flight service Department | Update the training and awareness module for commercial crews | Achieved early 2024 |

The plan for monitoring challenges and improvements in accessibility for people with disabilities will be regularly updated to integrate different aspects of the progress approach, considering feedback from operations and decisions regarding accessibility projects.

11. CONCLUSION

Air France is dedicated to actively monitoring the accessibility plan by identifying and documenting challenges, including those reported through feedback, to ensure continuous improvements in accessibility for people with disabilities.

AIRFRANCE 