

2024 - 2026 Accessibility Plan



Edition N°: 01

**AIR ALGERIE
ACCESSIBILITY PLAN**

Date
2024-2026

Revision : 00

SUMMARY

1. INTRODUCTION

2. GENERAL INFORMATION

- Contacts
- Feedback Process

3. INFORMATION AND COMMUNICATION TECHNOLOGIES

3.1 Applications and Tools

3.2 Digital Accessibility

4. COMMUNICATIONS, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

5. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

7. TRANSPORTATION

8. BUILT ENVIRONMENT

9. PROVISIONS OF OTC REGULATIONS ON ACCESSIBILITY

10. CONSULTATIONS



1. INTRODUCTION

In accordance with the commitments of the Algerian State towards Persons with Reduced Mobility (PRM), pursuant to Law No. 15-14 of 28 Ramadhan 1436 corresponding to July 15, 2015, amending and supplementing Law No. 98-06 of 3 Rabie El Aouel 1419 corresponding to June 27, 1998, establishing the general rules relating to civil aviation,

And;

To the Algerian Law No. 02-09 of 25 Safar 1423 corresponding to May 8, 2002, concerning the protection and promotion of disabled persons.

And;

In order to comply with the Canadian Accessibility Act (CAA) and Regulations (CAR), as well as the Regulation on the establishment of plans and reports on accessible transportation (REPRTA).

In this plan, AIR ALGERIE commits to being proactive in terms of accessibility, ensuring that all passengers, regardless of their physical abilities, can travel with dignity, comfort, and safety.

This plan will be regularly consolidated, enriched, and updated by 2026 to better meet the objectives and principles of accessibility.

This plan revolves around the following axes:

- Collection and assessment of needs.
- Identification of barriers.
- Ongoing training and awareness of Personnel.
- Optimization of recruitment processes in favor of Disabled Persons.
- Digital accessibility (website, mobile application)
- Simplification of processing procedures for clients with special needs.
- Adaptation of facilities and infrastructures.
- Accessibility of provided services and assistance.
- Continuous audit and monitoring.
- Participatory approach to accessibility.



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AIR ALGERIE
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2. GENERAL INFORMATION

To obtain a copy of the accessibility plan or the description of the feedback process in a format that best suits you.

You may also use the same contact details to provide feedback.

Designated : Quality Department

- Online: [Accessibility Feedback Form](#)
- By mail: To: Mrs S. DAOUD as Head of Quality Department,
01, place Maurice Audin – Algiers center - 16000
- By email: accessibility@airalgerie.dz
- By phone: +213 23 50 91 38

FEEDBACK PROCESS

AIR ALGERIE has established channels for collecting grievances, comments, and suggestions for improvement from its customers, especially Persons with Reduced Mobility, to continuously evaluate its services, minimize obstacles, identify special needs, implement corrective actions based on received feedback, and enhance performance and infrastructure.

AIR ALGERIE actively encourages passenger feedback, whether positive or negative, to quickly identify areas needing improvement and adjust its policies and services accordingly.

In the same vein, AIR ALGERIE regularly conducts audits/inspections and surveys.

Please share your thoughts, impressions, comments, and suggestions with us on our [Accessibility Feedback Form](#) so that we can continue to make progress together towards a more accessible and equitable air travel experience for everyone.

Whether anonymous or identified, they will be carefully collected by our customer service team through our various means of communication. A confirmation of receipt will be sent according to the method of communication used. However, it is important to note that anonymous feedback will not receive an acknowledgment of receipt.



3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

3.1. APPLICATIONS AND TOOLS

Air Algérie has an ergonomic website designed for easy and straightforward reading, thus facilitating the visual and cognitive perception of users. It has also equipped itself with a mobile application to allow passengers to more easily plan their journey, express their special needs, and obtain real-time information.

3.2. DIGITAL ACCESSIBILITY

AIR ALGERIE is committed to a process of bringing its digital tools into compliance with the latest web content accessibility standards (WCAG). A development schedule will be established to address these shortcomings. Furthermore, we will ensure that all systems and equipment we acquire, whether for internal or public use, comply with recent accessibility standards.

4. COMMUNICATIONS OTHER THAN ICT

AIR ALGERIE ensures that communication other than ICT is personalized to meet the specific needs of each category of its clientele. We guarantee that all our staff use understandable, courteous, and appropriate language for customers with special needs. Also, we are committed to making information more accessible everywhere; at our sales points; on our planes, where safety demonstrations and announcements are adapted to be accessible to passengers with disabilities; instructions on safety cards will be reissued in larger print; at airports, in addition to information displayed on screens, audio announcements are systematically broadcast at boarding gates for passengers.

5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

AIR ALGERIE assesses its needs for goods and services by considering passengers with reduced mobility (PRM), thus complying with Algerian regulations*, international standards**, and the best practices of the industry.

***Annex No. 09 "Facilitation" of the ICAO. *Law No. 15-14 of 28 Ramadhan 1436 corresponding to July 15, 2015, amending and supplementing Law No. 98-06 of 3 Rabie El Aouel 1419 corresponding to June 27, 1998, establishing the general rules related to civil aviation. *Algerian Law No. 02-09 of 25 Safar 1423 corresponding to May 8, 2002, concerning the protection and promotion of disabled persons. **Regulation (EC) No 1107/2006, ISO standards related to accessibility, recommendations of the IATA. **IGOM IATA Ground Operations Manual.*

Reservations and Ticketing :

AIR ALGERIE is committed to simplifying the booking process for individuals with special needs and ensuring clear communication of available services.

- Early Information: Mechanisms for persons with reduced mobility (PRM) to indicate their specific needs.

Edition N°: 01

AIR ALGERIE
ACCESSIBILITY PLAN

Date
2024-2026

Revision : 00

- Booking Assistance: Dedicated support to assist PRM during online booking and at agency locations.

Airports and Airport Services:

Inside the airport, specific facilities such as access ramps, elevators, non-slip floors, and rest areas must be provided to ensure easy and secure movement.

AIR ALGERIE ensures it serves airports equipped with necessary facilities and services:

- Equipment: Provision of wheelchairs, stretchers, ramps, elevators, accessible toilets, electric carts (golf type), medical evacuation vehicles, adapted reception areas, dedicated spaces for PRM at check-in counters, security areas, parking, boarding, and baggage claim areas.
- Signage: Clear and accessible directions to adapted facilities.
- Trained Personnel: Presence of trained staff to assist PRM.

Aircraft:

In its aircraft acquisitions, AIR ALGERIE demands the necessary arrangements for accessibility in its specifications.

- Adapted Seats: Specific seats reserved for PRM, with foldable armrests for easier access.
- Spaces: Aisles wide enough to allow the passage of wheelchairs.
- Toilets: Accessible toilets for PRM equipped with support bars and additional space for ease of use.
- Equipment: Presence of devices to secure wheelchairs during flight.



6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

→ Training Program

Air Algérie ensures regular training for all its staff involved in passenger handling (commercial and operational personnel) on reception techniques and behavior, as well as assistance for people with reduced mobility.

It generally includes modules on awareness of different types of disabilities, adapted communication techniques, and practices to help passengers with reduced mobility board and disembark safely.

Crew members are also trained to meet the specific needs of disabled passengers during the flight, by providing appropriate assistance, ensuring accessibility to onboard facilities, and offering emotional support if necessary.

This training aims to ensure that every passenger, regardless of their disability, can enjoy a positive and stress-free flight experience.

→ Awareness

Air Algérie adopts a diversity policy through the integration of all its staff, particularly personnel with disabilities (PRM), in an approach aimed at creating an inclusive organization by avoiding all forms of discrimination.

→ Procedures for Handling Passengers with Reduced Mobility

AIR ALGERIE has several procedures related to the handling of PRMs at departure, arrival, and connecting airports (disembarkation/assistance with police formalities, etc.) to: Ensure pre-boarding of passengers with reduced mobility according to the relevant procedures; Take care of the unaccompanied PRM by the commercial flight crew on board; In case of accommodation, choose a hotel accessible to PRMs and inform the hotel staff of the presence of the PRM; If the passenger is accompanied by a service animal, verify that service animals are accepted; Arrange for the passenger's transfer between the airport and the hotel, and vice versa; Provide ongoing assistance to the passenger and remain attentive to their needs. *

**source: GOM Edition No. 2 Revision No. 2 Date January 2024.*



Edition N°: 01

AIR ALGERIE
ACCESSIBILITY PLAN

Date
2024-2026

Revision : 00

In its commitment to improvement, AIR ALGERIE pledges to provide all the necessary resources for the implementation of the Service Quality Charter, including special assistance provided free of charge to customers with specific needs (reduced mobility, unaccompanied minors, etc.)

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**source : [Quality Service Charter "AIR ALGERIE's commitment to its customers"](#)

→ Partners and subcontractors

AIR ALGERIE ensures that its various partners adopt the same principles regarding accessibility. Through audits, the company verifies that the staff of subcontractors and partners receive the same level of training.

7. TRANSPORTATION

Transportation is of paramount importance to ensure a smooth and obstacle-free travel experience for all passengers, regardless of their means of travel to and from the airport. Various modes of transportation, such as buses, trains, and shuttles, are available to connect passengers to airports and are designed to meet the needs of individuals with reduced mobility.

Furthermore, personalized assistance services are offered, including the provision of medical evacuation vehicles, to accompany passengers with specific needs and thus ensure optimal accessibility at every stage of their journey.

Additionally, AIR ALGERIE grants significant discounts on transport fares for persons with reduced mobility and their companions.

8. BUILT ENVIRONMENT

AIR ALGERIE ensures that the airports served offer facilities that meet accessibility standards, including parking areas, access routes to terminals, check-in and control counters, restrooms, catering services, as well as other public spaces.

Furthermore, the company commits to consulting with disabled persons during the construction of new buildings or the renovation of existing premises, such as sales points (agencies), to ensure compliance with accessibility standards and to eliminate any potential barriers in these areas. With this in mind, the construction of AIR ALGERIE's new administrative headquarters has planned for facilities and equipment dedicated to Persons with Reduced Mobility (PRM).



Edition N°: 01

AIR ALGERIE
ACCESSIBILITY PLAN

Date
2024-2026

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9. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

AIR ALGERIE, as a carrier that is part of category 2 of transportation service providers (TSP), is subject to the accessibility requirements of legislation and regulations regarding the establishment of plans and reports on accessible transportation, SOR/2021-243 enacted by the Canadian Transportation Agency.

10. CONSULTATIONS

The consultation offers the opportunity to gather valuable information on the specific needs of passengers and employees, ensuring that the proposed solutions effectively meet their expectations. By promoting a collaborative approach, it contributes to creating a welcoming and accessible travel or work environment for all.

By adopting a consultation mechanism, AIR ALGERIE will demonstrate its commitment to inclusion and diversity, thereby strengthening its bonds and trust relationship with its clientele and employees.

AIR ALGERIE commits to involving stakeholders in the future, including its staff with disabilities, rights defense associations, and accessibility experts, in designing effective and inclusive measures.

These consultations will allow for the identification of existing gaps, understanding the challenges faced by passengers with reduced mobility, and finding innovative solutions to improve the travel experience and work environment.

This participatory approach will foster a sense of shared responsibility, thus reinforcing the company's commitment to inclusion and respect for the rights of all travelers and employees.

