



PROGRESS REPORT

ON ACCESSIBILITY

DECEMBER 2024

الخطوط الجوية الجزائرية
AIR ALGÉRIE



A. General Information

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B. Introduction

AIR ALGERIE is an airline offering high-quality air transport services. Our mission is to guarantee the safety, comfort and satisfaction of our passengers, while adapting to accessibility standards.

This progress report presents the progress made and to be completed by Air Algérie in implementing its accessibility plan, in accordance with the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations .

The progress to be made on accessibility represents one of the most important projects that our company is committed to achieve in order to be at the highest level in the near future.

To this end, we are currently working on the precise identification of urgent improvements to be made in the following areas:

- Information and Communications Technologies
- Other Communications
- Goods, Services and Facilities
- Program and Service Delivery
- Transportation
- Built Environment
- Consultations
- Feedback

1. Information and Communication Technologies

Continuous improvement and updating of the website and mobile application to comply with regulatory standards.

2. Other communications

Our communications include in-flight announcements, information flyers and airport signages.

We will make sure that all these communications are more accessible, using alternative formats such as Braille, large print and subtitled videos on the various channels in airports and on aircraft.

Ongoing training of staff in adapted communication and the use of alternative communication media, greeting and behavioral techniques, and assistance for people with reduced mobility.

3. Goods, Services and Facilities

We are committed to acquiring goods and services that meet accessibility standards. This includes purchasing adapted equipment, training our staff to take care of people with disabilities, and providing accessible facilities at our airports and aircraft.

Acquisition of new wheelchairs and more accessible ground transportation vehicles (carts) in and around airports.

4. Program and Service Delivery

Our programs and services are designed to be inclusive and accessible to everyone. We offer special assistance services for passengers with special needs, including assistance when boarding and disembarking, as well as adapted locations.

Exploring the development of new personalized assistance services for passengers with special needs.

5. Transport

We have adapted our aircraft to meet the needs of people with disabilities, with accessible seats, adapted toilets and storage space for mobility equipment. We also operate with airports that guarantee barrier-free journeys for our passengers.

Working to enhance accessible transport services to and from airports, including different means of transport, such as accessible shuttles to people with reduced mobility.

6. Built environment

Our airport facilities are designed to be accessible to everyone. This includes access ramps, elevators, accessible toilets, dedicated parking spaces and adapted waiting areas. We ensure that the built environment complies with current accessibility standards.

AIR ALGERIE maintains and supervises the quality of facilities that comply with accessibility standards at the airports it serves and at its points of sale, to guarantee safe accessibility.

7. Consultations

We are still preparing consultations and meetings with disabled people and organizations representing their interests, to gather their opinions and suggestions.

These consultations will enable us to identify improvement areas and reinforce our commitment to accessibility. In addition, targeted online surveys are being developed.

8. Feedback

To date, the communications received on our dedicated feedback channel relate to requests for assistance or information on WCHR / WCHS /WCHC wheelchair sales and/or booking procedures, listed below:

- Request for special assistance for a person traveling in an electric wheelchair (dry battery).
- Reservation request for a sick person with reduced mobility using a wheelchair.
- Request for assistance for a person with a major WCHC disability.
- Request for information on accessibility options.
- Request for wheelchair assistance (WCHR).
- Request for information on transporting a mobile scooter for people with reduced mobility, equipped with a 288W lithium battery.

As these requests were not related to the accessibility plan, they were redirected to the appropriate channels for processing

B. Conclusion

Air Algérie is committed to providing an inclusive and accessible travel experience for all its passengers. The progress we have made to date reflects our commitment to accessibility, and we will continue to work closely with our partners and passengers to achieve our goals.