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1. INTRODUCTION

In compliance with the Algerian State's commitments towards People with Reduced Mobility (PMR), under 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, setting the general rules relating to civil aviation,

And ;

Algerian Law no. 02-09 of 25 Safar, 1423 corresponding to May 08, 2002 on the protection and promotion of disabled people. and ;

In order to comply with the Accessible Canada Act and Regulations, as well as the Accessible Transportation Planning and Reporting Regulations.

In this plan, AIR ALGERIE undertakes to be proactive with respect to accessibility, ensuring that all passengers, regardless of their physical abilities, can travel with dignity, comfort and in complete safety.

This plan will be regularly consolidated, enriched and updated from now until 2026, in order to better meet accessibility objectives and principles.

The plan focuses on the following areas:

- Gathering and assessing needs.
- Identification of barriers.
- Ongoing training and awareness of staff.
- Optimizing recruitment processes in favor of people with disabilities.
- Digital accessibility (website, mobile application)
- Simplification of processing procedures for customers with special needs.
- Adaptation of facilities and infrastructures.
- Accessibility of services and assistance.
- Ongoing audit and monitoring.
- Participatory approach to accessibility.

2. GENERAL INFORMATION

To obtain a copy of the accessibility plan and the description of the feedback process in the format that is most convenient for you.

		
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You can also use the same contact details to provide feedback. structure:
International Customer Complaints Management Department

- Online: Accessibility feedback form (Formulaire de rétroaction sur l’accessibilité)
- By postal mail: Siège AIR ALGERIE - Quartier d’Affaires d’Alger – Bab Ezzouar – Ilot n°01, Lot n°01
- By e-mail: accessibility@airalgerie.dz
- By phone: +213 21 98 63 63

FEEDBACK PROCESS

AIR ALGERIE has implemented channels to collect complaints, comments and improvement suggestions for the benefit of its customers, in particular People with Reduced Mobility, in order to carry out a continuous evaluation of its services, minimize barriers, identify special needs, implement corrective actions based on the feedback received and improve services and infrastructures.

AIR ALGERIE actively encourages feedback from passengers, whether positive or critical, to quickly identify areas requiring improvement and adjust its policies and services accordingly. For the same purpose, AIR ALGERIE regularly carries out audits/inspections and surveys.

Please share your feedback, impressions, comments and suggestions with us on our [Accessibility Feedback Form](#) so that we can continue to move forward together towards a more accessible and equitable aviation experience for all.

Whether anonymous or identified, they will be carefully collected by our customer service team via our various communication channels. Confirmation of receipt will be sent according to the means of communication used. However, it is important to note that anonymous feedback will not be subject to acknowledgement of receipt.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES

3.1. APPLICATIONS AND TOOLS

Air Algérie has an ergonomic website designed for simple, easy reading, enabling users' visual and cognitive perception. It has also developed a mobile application to make it easier for passengers to plan their trip, formulate their special needs and obtain information in real time.

3.2. DIGITAL ACCESSIBILITY

AIR ALGERIE is in the process of bringing its digital tools into line with the latest web content accessibility standards (WCAG). A development schedule will be set to remedy these deficiencies. In addition, we will be checking that all the systems and equipment we acquire, whether for internal or public use, comply with the latest accessibility standards.

4. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

AIR ALGERIE ensures that non-ICT communication is customized to meet the specific needs of each customer category.

We guarantee that all our staff use an understandable and courteous language that is adapted to customers with special needs.

We are also committed to making information more accessible everywhere;

In our points of sale; in our aircraft, where safety demonstrations and announcements are adapted to be accessible to passengers with disabilities; Instructions on safety cards will be reissued in larger print; in 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 in terms of goods and services, taking into account the needs of passengers with reduced mobility (PMR), in compliance with Algerian regulations*, international standards** and industry best practices.

**ICAO Annex n°09 "Facilitation" *Law n° 15-14 of 28 Ramadhan 1436 corresponding to July 15, 2015, amending and supplementing law n° 98-06 of 3 Rabie El Aouel 1419 corresponding to June 27, 1998 setting the general rules relating to civil aviation. *Algerian law no. 02-09 of 25 Safar , 1423 corresponding to May 08, 2002 relating to the protection and promotion of disabled people **Regulation (CE) No. 1107/2006), ISO standards relating to accessibility, IATA recommendations **IGOM IATA Ground Operations Manual.

Booking and Ticketing:

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

- Early Information: Mechanisms to ensure that PMRs can report their specific needs.

		
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- Booking Assistance: Dedicated support to help PMRs with online and office bookings.

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 safe circulation.

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

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

Aircraft

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When purchasing aircraft, AIR ALGERIE's specifications include the necessary accessibility features.

- Adapted seats: Specific seats reserved for PMR (PRMs), with fold-down armrests for easier access.
- Spaces: Corridors wide enough to accommodate wheelchairs.
- Toilets: PMR-accessible toilets equipped with grab bars and extra space for easy use.
- Equipment : Devices to secure wheelchairs during flight.

6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

- Training program

Air Algérie provides regular training for all its passenger handling staff (sales and operational staff) in reception and behavioral techniques, as well as assistance for passengers with reduced mobility.

This generally includes modules on awareness of different types of disability, adapted communication techniques, and practices to help passengers with reduced mobility embark 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 on-board facilities and offering emotional support where necessary.

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

- Awareness-raising

Air Algérie adopts a policy of diversity through the integration of all its staff, especially those with disabilities (PMR), as part of an approach aimed at creating an inclusive organization by avoiding all forms of discrimination.

- Procedures for dealing with people with reduced mobility

AIR ALGERIE has a number of procedures for handling PMRs at departure, arrival and connecting airports (disembarkation/assistance with police formalities, etc.) to : Ensure that passengers with reduced mobility are pre-boarded in accordance with the relevant procedures; Unaccompanied PMRs are assisted by on-board flight attendants; In the case of accommodation, choose a hotel that is accessible to the PMR and inform hotel staff of the presence of the PMR; If the passenger is accompanied by a service animal, check that service animals are accepted ;Organize the passenger's pick-up from the airport to the hotel, and vice versa ;Provide continuous assistance to the passenger and remain attentive to his or her needs. *

*Source: GOM Edition N°2 Revision N°2 Date Janvier 2024.

As part of its commitment to improvement, AIR ALGERIE undertakes to provide all the resources needed to implement the Service Quality Charter (la charte Qualité de Service), including special assistance provided free of charge to customers with special needs (reduced mobility, unaccompanied minors, etc.) **.

**Source: Charte Qualité de Service (Quality Service Charter) "Air Algérie's commitment to its customers".

- Partners and subcontractors

Air Algérie ensures that its various partners adopt the same principles in terms of accessibility. And, the company verifies, through audits, that the subcontractors and partners staff benefit from the same level of training.

7. TRANSPORT

Transportation is of paramount importance in ensuring a smooth, barrier-free travel experience for all passengers, regardless of their means of transportation 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 people with reduced mobility. In addition, personalized assistance services are offered, including the provision of medical

		
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evacuation vehicles, to accompany passengers with specific needs and ensure optimum accessibility at every stage of their journey.

In addition, AIR ALGERIE offers very substantial discounts on tickets for people with reduced mobility and persons accompanying them.

8 . BUILT ENVIRONMENT

AIR ALGERIE ensures that the airports it serves offer infrastructures that meet accessibility standards, including parking areas, terminal access roads, check-in and control desks, toilets, catering services and other public spaces.

In addition, the company is committed to consulting people with disabilities when constructing new buildings or renovating existing premises, such as points of sales (agencies), to ensure their compliance with accessibility standards and to eliminate any potential barriers in these spaces. In this respect, the construction of AIR ALGERIE's new administrative headquarters has included facilities and equipment dedicated to PMRs.

9. ACCESSIBILITY PROVISIONS OF OTC REGULATIONS

AIR ALGERIE, being a Category 2 Transportation Service Provider, is subject to the accessibility requirements of the Canadian Transportation Agency's Accessible Transportation Planning and Reporting Legislation and Regulations, DORS/2021-243.

11. CONSULTATIONS

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

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

In the future, AIR ALGERIE is committed to involving the concerned parties, including its staff with disabilities, advocacy associations and accessibility experts, in the development of effective and inclusive measures.

These consultations will help identify existing deficiencies, understand the challenges faced by passengers with reduced mobility, and find innovative solutions to improve the travel experience and working environment.

This participatory approach will enhance a sense of shared responsibility, and reinforce the company's commitment to inclusion and respect of all passengers and employees' rights.