

Accessibility Plan and Feedback Process

2026-2028



المعلومات الجوية الجزائرية AIR ALGÉRIE 		
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1. INTRODUCTION

In accordance with the Algerian government’s commitments to Persons with Reduced Mobility (PRM), pursuant to Law No. 15-14 of 28 Ramadan 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 governing civil aviation,

and;

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Algerian Law No. 02-09 of 25 Safar 1423, corresponding to May 8, 2002, on the protection and promotion of persons with disabilities.

And;

In order to comply with the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR), as well as the Accessibility Progress Report.

In this plan, AIR ALGERIE commits to being proactive regarding 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, expanded, and updated through 2028 to better meet accessibility objectives and principles.

This plan is structured around the following areas:

- Assessment and evaluation of needs.
- Identification of barriers.
- Ongoing training and awareness-raising for staff.
- Optimization of recruitment processes to support people with disabilities.
- Digital accessibility (website, mobile App)
- Simplification of processing procedures for customers with special needs.
- Adaptation of facilities and infrastructure.

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- Accessibility of services and assistance.
- Audits and ongoing monitoring.
- A participatory approach to accessibility.

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2. GENERAL INFORMATION

To obtain a copy of the accessibility plan and the description of the feedback process in a format that works best for you.

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

Designated Department: Customer Claims Follow-up / International Department (Département Suivi du Traitement des Réclamations Clients/ International)

- Online: [Accessibility Feedback Form](#)
- Digital Plateforme : doleances.airalgerie.dz
- By mail : Siège AIR ALGERIE - Quartier d'Affaires d'Alger – Bab Ezzouar - Ilot n°01, Lot n°01
- By email : accessibility@airalgerie.dz
- By phone : +213 21 98 63 63

FEEDBACK PROCESS

AIR ALGERIE has set up channels for its customers – particularly those with reduced mobility (people requiring special assistance) – to submit complaints, comments and suggestions for improvement, in order to carry out an ongoing assessment of its services, minimize barriers, identify special needs, implement corrective measures

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based on the feedback received, and improve its services and infrastructure.

AIR ALGERIE actively encourages passengers to provide feedback, whether positive or critical, in order to quickly identify areas requiring improvement and adjust its policies and services accordingly.

AIR ALGERIE ensures the operational management and ongoing monitoring of requests and complaints relating to passengers with reduced mobility (PRM) through the following measures:

Management of the dedicated channel: Continuous processing of all enquiries and requests for assistance from passengers with reduced mobility received at the email address accessibility@airalgerie.dz .

Analysis and processing via E-Doléances: Systematic analysis of complaints relating to passengers with reduced mobility recorded on the E-Doléances platform, with investigations systematically launched and targeted corrective actions implemented.

In the same vein, AIR ALGERIE regularly carries out audits, inspections and satisfaction surveys to assess the effectiveness of accessibility measures, gather feedback from passengers and identify potential areas for improvement.

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

Whether anonymous or attributed, your feedback will be carefully collected by our customer service team via our various communication channels. An acknowledgement of receipt will be sent via the communication channel used. However, please note that anonymous feedback will not receive an acknowledgement of receipt.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES

3.1. APPLICATION AND TOOLS

3-1-1 PROCESSING AND TRACKING OF REQUESTS

AIR ALGERIE has a website and a mobile app enabling passengers to access the information and services they need to plan and track their journey. In particular, these tools enable passengers to plan their journey, specify their particular needs and access information relating to their itinerary.

AIR ALGERIE ensures the receipt, analysis, channeling and follow-up of enquiries and complaints received via the E-Doléances platform, in coordination with the

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relevant departments, until they are resolved and closed.

Particular attention is paid to requests relating to passengers with reduced mobility (PRM), in order to ensure appropriate support is provided as promptly as possible and in accordance with the needs expressed.

As part of the ongoing improvement of the accessibility of digital services, these tools will gradually undergo updates aimed at enhancing their accessibility and ease of use for all users.

3.2. DIGITAL ACCESSIBILITY

Commitments:

AIR ALGERIE is committed to a process of gradually bringing its digital tools and services into line with standards and best practices regarding web content accessibility, in particular the Web Content Accessibility Guidelines (WCAG).

This initiative aims to guarantee an inclusive and accessible digital experience for all users, including people with disabilities.

To this end, AIR ALGERIE ensures that all content is displayed correctly and that the various interactive

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elements of its digital platforms – including menus, buttons, links, forms and navigation features – are accessible, so as to ensure a smooth and accessible user experience.

A development and compliance schedule will be progressively rolled out to address any shortcomings identified.

Requirements:

Furthermore, AIR ALGERIE will ensure that future digital systems and equipment, whether intended for internal or public use, incorporate the applicable digital accessibility requirements and standards from the design stage onwards.

Projects:

As part of this initiative, AIR ALGERIE plans to incorporate digital accessibility requirements into its new digital projects, notably:

- New online booking engine (IBE): design and launch of a new IBE incorporating digital accessibility requirements. The project will begin in mid-September 2026.
- New website: development of a new website incorporating digital accessibility requirements, scheduled to go live at the end of 2027, in order to

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ensure an inclusive and accessible digital experience for all users.

Measurement and Corrective Actions:

Implementation and monitoring of an accessibility KPI: introduction of a dedicated indicator to monitor digital accessibility, in particular by tracking the accessibility score, in order to regularly assess the level of compliance of digital platforms and identify potential areas for improvement.

These actions will be monitored regularly to measure progress made and, where necessary, to guide the necessary improvements in digital accessibility.

3-2-1 TECHNOLOGICAL DEVELOPMENTS & DIGITAL ACCESSIBILITY (Roll-out Q4- 2026):

As part of the development of its digital tools, AIR ALGERIE plans to include a section specifically dedicated to people with reduced mobility (PRM) in the new version of the E-Doléances platform, which is scheduled for roll-out alongside the new CRM in Q4 -2026.

This development aims to incorporate, from the very design and roll-out of the new platform, the key requirements for digital accessibility, in particular:

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- Compliance with accessibility standards: meeting, as a minimum, the requirements corresponding to Level AA of WCAG 2.1;
- Compatibility with screen readers: use of ARIA labels, semantic HTML code (tags from <h1> to <h6>, <label> elements, etc.) as well as alternative text (alt) for functional visual elements;
- Usability and inclusive navigation: the ability to perform all operations using the keyboard, without focus traps; compliance with required contrast ratios; the ability to increase font sizes without loss of content or functionality; and clear and accessible display of error messages during data entry.

These measures form part of AIR ALGERIE's overall strategy to progressively improve the accessibility of its digital services and ensure an inclusive digital experience for all users.

4. COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

AIR ALGERIE ensures that communication other than ICT are tailored to meet the specific needs of each category of its customers.

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We guarantee that all our staff use language that is understandable, courteous and appropriate for customers with special needs.

We are also committed to making information more accessible in all locations;

At our sales outlets; on our aircraft, where safety demonstrations and announcements are adapted to be accessible to passengers with disabilities. The instructions on safety information cards will be reprinted in larger print. At airports, in addition to the information displayed on screens, audio announcements are systematically broadcast at boarding gates for passengers.

Cabin Crew are also trained to pay particular attention to passengers with disabilities, providing individual explanations of the instructions (particularly for deaf or visually impaired passengers). Dedicated procedures are in place for blind passengers (allowing them to feel the emergency equipment if they are travelling unaccompanied) and for deaf passengers (systematic assistance from a ground staff member prior to boarding).

As part of the 2026–2028 Plan, the following measures are planned: (i) to produce the future safety card in Braille; (ii) to explore the addition of a safety

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instructions video in sign language, accessible via cabin crew tablets; (iii) to generate a QR code enabling passengers to view the safety video in sign language.

5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

AIR ALGERIE assesses its requirements for goods and services, taking into account passengers with reduced mobility (PRM), thereby complying with Algerian regulations*, international standards** and industry best practice.

***ICAO Annex 9 "Facilitation". *Law No. 15-14 of 28 Ramadhan 1436 (corresponding to 15 July 2015), amending and supplementing Law No. 98-06 of 3 Rabie El Aouel 1419 (corresponding to 27 June 1998) laying down the general rules relating to civil aviation. *Algerian Law No. 02-09 of 25 Safar 1423, corresponding to 8 May 2002, on the protection and promotion of persons with disabilities. **Regulation (EC) No 1107/2006, ISO standards on accessibility, IATA recommendations. **IGOM (IATA Ground Operations Manual).*

Booking and Ticketing:

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

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- Advance Notice: Mechanisms enabling passengers with reduced mobility to notify the airline of their specific needs.
- Booking Assistance: Dedicated support to assist passengers with reduced mobility when booking online or at a branch.

Airports and Airport Services:

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

AIR ALGERIE ensures it operates from airports equipped with the necessary facilities and services:

- Facilities: Provision of wheelchairs, stretchers, ramps, lifts, accessible toilets, medical evacuation vehicles, adapted reception areas, and dedicated spaces for passengers with reduced mobility at check-in desks, security checkpoints, car parks, boarding areas and baggage reclaim areas.
- Signage: Clear and accessible signage directing passengers to accessible facilities.
- Trained staff: Trained staff are on hand to assist passengers with reduced mobility.

As part of the 2026–2028 Plan, the following is planned:

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- To draw up a consolidated inventory and a multi-year renewal plan (2026–2028) for PRM facilities at each airport, with minimum thresholds per airport category.
- Prioritize the procurement of electric wheelchairs for long journeys within the terminal at major hubs.
- Work with airport operators to explore the installation of dedicated PRM call points at reception areas.

Aircraft:

When purchasing aircraft, AIR ALGERIE stipulates in its specifications that the necessary accessibility features must be included.

- Adapted seats: Special seats reserved for passengers with reduced mobility, with fold-down armrests for easier access.
- Spaces: Aisles wide enough to allow wheelchairs to pass through.
- Toilets: Toilets accessible to passengers with reduced mobility, fitted with grab rails and extra space to ensure ease of use.
- Equipment: Provision of devices to secure wheelchairs during the flight.
- Cabin wheelchairs: availability verified on the relevant aircraft, with WCHR / WCHS / WCHC classification (MSS Supplement Ed. 06 Rev. 08, April 2026): seating rules (by the window, near a level exit, away from emergency exits).

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As part of the 2026–2028 Plan, there are plans to systematically incorporate enhanced accessibility requirements (cabin wheelchairs, accessible toilets) into the specifications for future acquisitions or cabin reconfigurations.

6. PROGRAM AND SERVICE DESIGN AND DELIVERY

→ Training program

AIR ALGÉRIE provides regular training for all its staff involved in passenger handling (commercial and operational staff) on customer service and conduct, as well as on assisting passengers with reduced mobility.

This generally includes course units on raising awareness of different types of disability, appropriate communication techniques, and practices to help passengers with reduced mobility board and disembark safely.

Cabin crew are also trained to meet the specific needs of passengers with disabilities 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, regardless of their disability, can enjoy a positive and stress-free flying experience.

With regard to ground staff, a training program specifically designed to provide services tailored to all people with disabilities (PWDs) and to assist passengers with reduced mobility is currently being rolled out to all relevant staff.

As part of the 2026–2028 Plan, the following is planned: (i) to include a section dedicated to passengers with reduced mobility in one of the training modules of the cabin crew continuing professional development program, with the corresponding training materials updated; (ii) to organize a joint awareness-raising session with an organization representing people with disabilities, building on the partnership established for the Braille project.

→ Awareness-raising

AIR ALGÉRIE pursues a diversity policy through the inclusion of all its staff, in particular staff with disabilities (PRM), as part of an approach aimed at creating an inclusive organization whilst avoiding all forms of discrimination.

→ Procedures for assisting passengers with reduced mobility

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AIR ALGERIE has procedures in place for assisting passengers with reduced mobility at departure, arrival and transfer airports (disembarkation, assistance with police formalities, etc.) in order to:

- Ensure that passengers with reduced mobility board the aircraft in advance in accordance with the relevant procedures;
- Ensure that unaccompanied passengers with reduced mobility are looked after by cabin crew on board; where accommodation is required, select a hotel accessible to passengers with reduced mobility and inform the hotel staff of the passenger's presence;
- If the passenger is accompanied by an assistance animal, check that assistance animals are permitted;
- Arrange transport for the passenger between the airport and the hotel, and vice versa; Provide continuous assistance to the passenger and remain attentive to their needs. *

**source: GOM Edition No. 3 Revision No. 1 Date May 2026.*

In addition, MSS (Cabin Crew Safety and Emergency Procedures Manuals) Ed.06 Rev.08 (April 2026) stipulates: that passengers with reduced mobility (PRM) must disembark last; for WCHC/WCHS groups, notification via PSM and the presence of an able-bodied adult carer for WCHC passengers (except in exceptional

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cases where passengers are allocated to pairs of doors); and that cabin crew must inform passengers with reduced mobility of the procedure and priority exits in the event of an evacuation.

As part of the 2026–2028 Plan, the following is planned:
 (i) to include a chapter dedicated to invisible/neuroatypical disabilities in the next version of the GOM; (ii) to set a minimum pre-boarding time for passengers with reduced mobility (20 minutes before general boarding), to be applied at all stopovers; (iii) to introduce quarterly checks on compliance with procedures for passengers with reduced mobility at stopovers, based on a sample of flights, with a corrective action plan.

As part of its commitment to improvement, AIR ALGERIE undertakes to provide all the resources necessary for the implementation of the Service Quality Charter, in particular special assistance provided free of charge to customers with specific needs (reduced mobility, unaccompanied minors, etc.) **

**source: [Service Quality Charter 'Air Algérie's commitment to its customers'](#)

→ Partners and subcontractors

AIR ALGÉRIE ensures that its various partners adhere to the same principles regarding accessibility.

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Furthermore, through audits, the airline verifies that the staff of subcontractors and partners receive the same level of training.

7. TRANSPORTATION

Transportation is of paramount importance in ensuring a smooth and barrier-free travel experience for all passengers, regardless of how they travel to or from the airport.

Various modes of transportation, such as buses, trains and shuttle buses, are available to connect passengers to airports and are designed to meet the needs of people with reduced mobility.

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

In addition, AIR ALGERIE offers very substantial discounts on tickets for people with reduced mobility and their carers.

Furthermore, prior to any operational change (cancellation, diversion, Aircraft Technical Disruption, etc.), the OCC systematically sends a notice of

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intent/initiation email to the relevant stopovers and facilities, enabling ground staff to make the necessary arrangements for the care of passengers with reduced mobility.

Ground/air coordination during disruptive situations:

To date, coordination during disruptive situations has, in practice, been based on this general OCC procedure.

As part of the 2026–2028 Plan, the following measures are planned: (i) to formally establish within the GOM a checklist for ground/air coordination regarding passengers with reduced mobility (PRM) in the event of a disruption; (ii) to appoint a PMR focal point at each stopover, responsible for coordination in the event of diversions or cancellations; (iii) to introduce a systematic post-incident debriefing for PMR to learn from the cases handled.

8. BUILT ENVIRONMENT

AIR ALGERIE ensures that the airports it serves provide facilities that meet accessibility standards, including car parks, access routes to terminals, check-in and security checkpoints, toilets, catering facilities and other public areas.

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Furthermore, the airline is committed to consulting people with disabilities when constructing new buildings or renovating existing premises, such as sales outlets (agencies), in order to ensure they comply with accessibility standards and to remove any potential barriers in these spaces.

With this in mind, the construction of AIR ALGERIE's new administrative headquarters has included facilities and equipment designed for people with reduced mobility.

As part of the 2026–2028 Plan, the following is planned: (i) to carry out an accessibility assessment of the main airports served (car parks, ticket counters, toilets, waiting areas) using a compliance checklist, with a prioritized upgrade plan; (ii) to systematically include a PRM accessibility component in the specifications for future airport renovation or extension works; (iii) to formally consult organizations representing people with disabilities during redevelopment projects.

9. PROVISIONS OF THE CTA REGULATIONS RELATING TO ACCESSIBILITY

As AIR ALGERIE is a Category 2 Transport Service Provider (TSP), it is subject to the accessibility requirements set out in the legislation and regulations on the preparation of accessible transport plans and reports,

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SOR/2021-243, issued by the Canadian Transportation Agency.

10. CONSULTATIONS

Consultations provide an opportunity to gather valuable information on the specific needs of passengers and staff, thereby ensuring that the proposed solutions effectively meet their expectations. By promoting a collaborative approach, they help to create a welcoming and accessible travel or working environment for all.

Customer Satisfaction Measurement & Continuous Improvement:

As part of its customer satisfaction measurement and continuous improvement program, Air Algérie plans to conduct a thematic survey specifically for passengers with reduced mobility (PRM). This survey will enable the company to collect and analyze in depth their feedback on the entire passenger journey, from ticket purchase to assistance at the destination, in order to identify any shortcomings and define appropriate corrective and improvement measures.

By adopting this mechanism for consultation and monitoring of satisfaction, AIR ALGERIE demonstrates its commitment to inclusion and diversity, whilst enhancing

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the quality of its services and strengthening the relationship of trust with its customers and employees.

AIR ALGERIE is committed to involving stakeholders – including its staff with disabilities, rights organizations and accessibility experts – in the design of effective and inclusive measures in the future.

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

11. CONCLUSION

This 2026–2028 Accessibility Plan and Feedback Process reflects AIR ALGERIE’s commitment to continuing and structuring its approach towards an accessible and inclusive travel experience.

The actions set out in this plan constitute a roadmap designed to gradually improve the accessibility of the airline’s services and to meet the identified needs.

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The implementation of these actions will be monitored regularly in order to assess their progress, identify any difficulties and make the necessary adjustments where required. The results achieved and feedback from stakeholders will help to guide future actions and maintain a momentum of continuous improvement.

Through this plan, AIR ALGERIE thus reaffirms its commitment to ensuring accessibility in the long term and to developing its practices in line with the needs of its passengers and the applicable requirements.