

PROGRESS REPORT

August 2026



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الخطوط الجوية الجزائرية
AIR ALGÉRIE



A. General Information

- Person designated to receive feedback: Ms Asma LARBI, Head of Customer Complaints Handling Department / International (Cheffe de département suivi du traitement des Réclamations Clients / International).
- Postal Address: Siège AIR ALGERIE - Quartier d'Affaires d'Alger – Bab Ezzouar - Ilot n°01, Lot n°01
- Telephone Number: +213 21 98 63 63
- Online Form: [Accessibility Feedback Form](#) ([Formulaire de rétroaction sur l'accessibilité](#))
- Email Address: accessibility@airalgerie.dz

To obtain a copy of the accessibility plan, the description of the feedback process and the progress report in a format that suits you best.

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

Your comments will only be linked to you if you request a personal reply, regardless of whether you give your name. If you want to stay anonymous, please make it clear.

B. Introduction

AIR ALGERIE is an airline dedicated to providing high-quality air transport services. Our mission is to ensure the safety, comfort and satisfaction of our passengers, whilst complying with accessibility standards.

This progress report outlines the progress made and still to be made by AIR ALGÉRIE in implementing its accessibility plan, in accordance with the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR), as well as the Accessibility Progress Report.

The progress to be made in terms of accessibility represents one of the most important projects that our company is committed to achieving in order to reach the highest standards in the near future.

To this end, we are currently engaged in a phase of precisely identifying the urgent improvements required in the following areas:

- Information and Communication Technologies
- Communication, other than information and communication technologies
- Procurement of goods, services and facilities
- Delivery of programs and services
- Transport
- Built environment

- Consultations
- Feedback information

1. Information and Communication Technologies

AIR ALGERIE is continuing to improve and update its digital tools, in particular its website and mobile app, in order to gradually enhance their accessibility and ensure they comply with regulatory requirements and applicable standards.

Overhaul of the E-Doléances platform and the CRM (Q4 2026) through the integration of a module/section dedicated to passengers with reduced mobility within the new CRM. This will take into account digital accessibility requirements, in particular those relating to WCAG 2.1 standards (Level AA), compatibility with screen readers (ARIA tags, semantic HTML, alternative text), keyboard navigation and the adjustment of visual contrasts.

2. Communication, other than Information and Communication Technologies

Our communications include in-flight announcements, information leaflets and signage at airports.

We will ensure that communication is more accessible by using alternative formats such as Braille, large print and subtitled videos across the various channels in airports and on board aircraft.

Ongoing staff training in adapted communication and the use of alternative communication aids, as well as in customer service and conduct, and in assisting passengers with reduced mobility.

As part of the 2026 summer season initiative, AIR ALGERIE will inform passengers by text message, via the Amadeus platform, in the event of a significant delay. This scheme is jointly managed by the OCC/Call Centre and the Sub-Directorate for Stopover Control and Monitoring, which ensures that stopover managers are informed of the priority given to assisting passengers with reduced mobility, facilitates regular communication and ensures prompt assistance.

AIR ALGERIE is launching a partnership initiative with an association for the visually impaired to draw on its expertise in incorporating Braille onto safety cards, thereby enabling independent access to essential information without systematic assistance from cabin crew. Target deadline: finalization and implementation by the start of 2027.

3. Procurement of goods, services and facilities

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

Procurement of new wheelchairs and additional accessible ground transport vehicles at and around airports.

As part of the 2026–2028 Plan, the following is planned: (i) to draw up a consolidated inventory and a multi-year renewal plan for PRM equipment at each airport, with minimum thresholds per airport category; (ii) to prioritize the procurement of electric wheelchairs for long journeys within

the terminal at major hubs; (iii) to explore with airport operators the installation of dedicated PRM call points at reception areas.

4. Design and Delivery of Programs and Services

Our programs and services are designed to be inclusive and accessible to all. We offer special assistance services for passengers with specific needs, including help with boarding and disembarking, as well as adapted seating.

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

With particular regard to Cabin Crew, ongoing training covers welcoming passengers, interpersonal skills, adapted communication, caring for unaccompanied passengers with reduced mobility, and in-flight assistance. As part of the 2026–2028 Plan, the following is planned: (i) to include a chapter dedicated to passengers with reduced mobility in one of the courses within the Cabin Crew continuing professional development program, with an update to the corresponding training materials; (ii) to organize a joint awareness-raising session with an association for people with disabilities, building on the partnership established for the Braille project.

With regard to ground staff, a training program dedicated to services tailored to Persons With Disabilities (PWDs) and to the assistance of passengers with reduced mobility is currently being rolled out to all relevant staff.

AIR ALGERIE has procedures in place for handling 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 PRMs and inform the hotel staff of the PRM's presence;
- If the passenger is accompanied by an assistance animal, verify that assistance animals are permitted;
- Arrange for the passenger to be transported 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 Ed. 06 Rev. 08 (April 2026) stipulates: PRMs must be the last to disembark; for WCHC/WCHS groups, notification via PSM and the presence of an able-bodied adult carer for WCHC passengers (except in exceptional cases where passengers are allocated to pairs of doors); and the cabin crew informing PRMs of the procedure and priority exits in the event of an evacuation.

As part of the 2026–2028 Plan, the following measures are planned: (i) to include a chapter dedicated to invisible/neuro-atypical disabilities in the next edition 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'](#)*

5. Transportation

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

We are exploring ways to enhance accessible transportation services to and from airports, including various modes of transport, such as shuttle buses accessible to people with reduced mobility.

The presence and availability of cabin wheelchairs are checked on the relevant aircraft, with a WCHR / WCHS / WCHC classification: seating rules (by the window, near at-grade exit, away from emergency exits).

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.

Furthermore, prior to any operational change (cancellation, diversion, Technical Disruption, etc.), the OCC systematically sends a notice of intent/initiation email to the relevant airports and organizations, enabling ground staff to make the necessary arrangements for the care of passengers with reduced mobility. To date, coordination during disruptive situations has, in practice, relied on this general procedure implemented by the OCC.

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 PRM focal point at each stopover, responsible for coordination during diversions or cancellations; (iii) to introduce a systematic post-incident debriefing for passengers with reduced mobility (PRM) to learn from the cases handled. A dedicated checkpoint will be included in the Station Manager's checklist to ensure that this coordination is monitored in the event of a disruption involving a PRM.

6. Built Environment

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

AIR ALGERIE oversees the maintenance and monitoring of the quality of facilities to ensure they comply with accessibility standards at the airports it serves and at its sales outlets, in order to guarantee safe accessibility.

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 an accessibility component for people with reduced mobility in the specifications for future stop renovation or extension works; (iii) to formally consult organizations representing people with disabilities during redevelopment projects.

7. Provisions of the Canadian Transportation Agency's regulations relating to accessibility

AIR ALGERIE is subject to the Accessible Transportation for Persons with Disabilities Regulations, Part 1 (paragraph 5(a)) and Part 2 (SOR/2019-244).

8. Consultations

As part of its commitment to improving accessibility, AIR ALGERIE is conducting consultations with people with disabilities who have recently travelled on its flights, as well as with experts and members of its staff, in order to gather their feedback, identify any barriers encountered and define appropriate areas for improvement.

At this stage, consultations are being carried out through various channels, including telephone calls, emails and forms/questionnaires. These efforts are supplemented by the analysis of enquiries and complaints received via the dedicated channels.

8.1. Procedures for analyzing and identifying sources of frustration:

- Analysis of email enquiries (accessibility@airalgerie.dz)

Centralization and ongoing processing of messages received at this dedicated address in order to identify and catalogue specific requests for assistance prior to the flight, to highlight recurring issues and to adapt the procedures for handling them.

- Analysis of complaints on the E-Doléances platform (doleances.airalgerie.dz)

Systematic review of complaints recorded on the E-Doléances website to identify the main operational issues encountered during the passenger journey (waiting times for assistance at the airport, handling of mobility equipment, wayfinding in the terminal) and to initiate the necessary investigations and corrective measures.

8.2. Commitments to development and satisfaction measurement

- Launch of the section dedicated to people with reduced mobility on the E-Doléances website (Q4 2026):

Implementation of the project to integrate a section specifically dedicated to passengers with reduced mobility on the E-Doléances platform, in conjunction with the roll-out of the new CRM in the fourth quarter of 2026.

- Launch of the PRM-themed survey via the Contact Centre

Roll-out of a targeted satisfaction survey via the Contact Centre to assess the overall experience of passengers with reduced mobility throughout their journey (from booking to destination).

Analysis period: ongoing monitoring from the roll-out of the CRM.

The results from these various consultation and monitoring channels will enable AIR ALGERIE to identify the main obstacles faced by passengers with disabilities, assess the effectiveness of the measures put in place and guide continuous improvement initiatives.

Questions for passengers: (email)

- Your thoughts on accessibility and comfort during your journey.
- Any challenges or obstacles you encountered at any stage of your journey (at the travel agency, at the airport and on board the aircraft).
- Do you have any suggestions for improving your experience and simplifying the assistance and boarding procedures?

Questions for staff members with disabilities: (Questionnaire)

1. General Information

- Your role within the company: (e.g. administrative staff, cleaner, etc.)
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- How long have you been working for the company? ☐ Less than one year ☐ 1 to 5 years ☐ More than 5 years
- Type of disability (optional): ☐ Mobility ☐ Vision ☐ Hearing impairment ☐ Neurodiversity ☐ Other (please specify)

2. Obstacles Encountered

- Have you encountered any accessibility-related difficulties in your working environment? ☐ Yes ☐ No If so, please specify which ones: _____
- Is there any equipment or tools that could be improved to make your work easier? ☐ Yes ☐ No If so, which ones? _____
- Do internal procedures effectively take your accessibility needs into account? ☐ Fully ☐ Partially ☐ Not at all

3. Possible Improvements

- What improvements would you like to see put in place to make your work more accessible?
☐ Adjustments to workspaces ☐ Staff training on inclusion and accessibility ☐ Better adaptation of digital tools ☐ Other (please specify) _____
- Do you have any suggestions on how the company could better support employees with disabilities? _____

4. Support Process

- Do you know who to contact if you need specific adjustments or adaptations? ☐ Yes ☐ No
- Have you ever requested any adjustments? ☐ Yes ☐ No If so, were you satisfied with the process? ☐ Yes ☐ No

5. Other Comments

- Would you like to add any comments or share any experiences relating to accessibility within the organization? _____

Feedback received to date on obstacles and actions to be taken

Obstacles identified

1. Difficulty accessing information on assistance services.
2. Lack of a formalized ground-to-air coordination procedure for passengers with reduced mobility in the event of disruptions (cancellations, diversions)
3. Limited training for ground staff on invisible disabilities.

Steps to remove these obstacles / deadlines

Obstacle 1: Launch of a dedicated section for passengers with reduced mobility on the E-Doléances platform, in conjunction with the new CRM — Q4 2026.

Obstacle 2: Formalization within the GOM of a ground/air coordination checklist for passengers with reduced mobility (roles and deadlines for ground handling, cabin crew and flight attendants) and appointment of a passenger with reduced mobility focal point at each stopover — 2026–2028

Obstacle 3: Implementation of a staff awareness-raising module to improve the approach to care and the detection of invisible disabilities / to be determined in consultation with the Algerian Federation of People with Disabilities.

Ongoing monitoring of channels: Processing of 100 per cent of enquiries on accessibility@airalgerie.dz and targeted investigation of complaints on E-Doléances.

Satisfaction measurement (Deadline 2027): Launch of a thematic survey dedicated to the overall journey of passengers with reduced mobility.

Through these consultations, both past and future, we will compile the key recommendations that will guide our next steps regarding accessibility, which we are committed to implementing as soon as possible.

9. Information on feedback

The ongoing handling of all enquiries via the dedicated email address and the use of data from E-Doléances to inform future action plans, as well as requests for assistance or information regarding the sales and/or booking procedures for WCHR / WCHS / WCHC, which were collected via our dedicated feedback channel, we have received recommendations to further streamline boarding and disembarkation procedures.

C. Conclusion

AIR ALGÉRIE is committed to providing an inclusive and accessible travel experience for all its passengers. The progress made so far demonstrates our commitment to accessibility, and we will continue to work closely with our partners and passengers to achieve our objectives.