

Royal Air Maroc accessibility plan

1. Accessibility Policy

Royal Air Maroc's statement to accessibility

At Royal Air Maroc we are fully committed to accessibility and ensuring that all individuals, including those with disabilities, have equal access to our services and facilities. We believe that everyone should be able to travel with dignity, independence, and without any barriers. Our commitment to accessibility is grounded in the following principles:

-  1. **Inclusivity:** We embrace the diversity of our passengers and are dedicated to providing an inclusive travel experience for all. We recognize that accessibility extends beyond physical accommodations and encompasses various aspects, including communication, information, services, and facilities.
-  2. **Compliance:** We adhere to the Accessible Canada Act, as well as other applicable accessibility laws and regulations. Our policies and practices are designed to meet or exceed the accessibility standards set forth by these legislations. We continuously monitor updates to accessibility guidelines and strive to incorporate them into our operations.
-  3. **Collaboration:** We actively engage and collaborate with individuals with disabilities, disability organizations, advocacy groups, and relevant stakeholders to gain insights and expertise in accessibility matters. By working together, we aim to identify barriers, develop innovative solutions, and foster an inclusive environment.
-  4. **Training and Awareness:** We believe that knowledge is crucial in providing exceptional service. We ensure that all our staff members receive comprehensive training on accessibility, disability awareness, and the specific accommodations required to serve passengers with disabilities effectively. We promote a culture of respect, empathy, and sensitivity towards individuals with disabilities.
-  5. **Continuous Improvement:** We view accessibility as an ongoing process of improvement. We regularly assess our policies, procedures, and facilities to identify areas for enhancement. Through feedback mechanisms, we actively seek input from our passengers to understand their experiences and identify opportunities for positive change.
-  6. **Partnership with suppliers and service providers:** We work closely with our suppliers and service providers to ensure they share our commitment to accessibility. We collaborate with them to ensure that any outsourced services, such as ground handling or equipment rentals, meet the same high standards of accessibility and inclusivity that we uphold.
-  7. **Transparent Communication:** We strive to provide clear and accessible communication to all passengers. Our website, and other communication channels are designed to meet web accessibility standards. We provide information in alternative formats upon request, and we ensure that our staff members are trained to communicate effectively with passengers of diverse abilities.

This Accessibility Policy serves as a guiding framework for Royal Air Maroc's commitment to accessibility. It is a living document that reflects our dedication to continuously improving our services, facilities, and overall

accessibility efforts. We firmly believe that by prioritizing accessibility, we can create an inclusive travel experience that respects the rights and dignity of all passengers.

By working collaboratively with our stakeholders, passengers, and employees, we aim to set new benchmarks in accessibility and ensure that Royal Air Maroc remains at the forefront of promoting an accessible and inclusive air travel.

Approach to Accessibility: Identifying, removing, and preventing Barriers

At Royal Air Maroc, our approach to accessibility relies on identifying, removing, and preventing barriers to ensure a fully accessible and inclusive travel experience for individuals with disabilities. We recognize that barriers can manifest in various forms, and we have developed a comprehensive approach to address them effectively. Our approach consists of the following key steps:



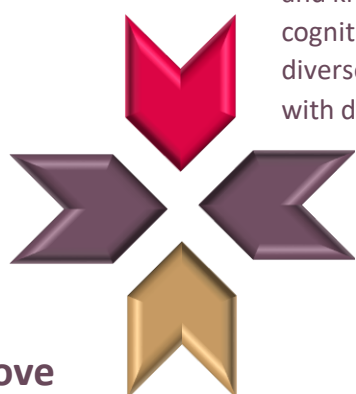
By taking these steps, we strive to identify, remove, and prevent barriers for people with disabilities throughout their travel journey with Royal Air Maroc. Our commitment to accessibility goes beyond compliance—it is indeed ingrained in our core values, ensuring that individuals with disabilities can experience the joy and freedom of travel without limitations.

2. Training and Awareness

Training and Awareness: Interacting with People with Disabilities

In our commitment to providing an inclusive travel experience for all passengers, Royal Air Maroc recognizes the importance of comprehensive training for employees and contractors. This part outlines the key components of our training program, with a specific focus on empowering our staff to interact effectively and respectfully with people with disabilities. By promoting understanding, empathy, and positive communication, we aim to foster an environment that ensures the comfort and dignity of all passengers.

When it comes to accessibility, our main training objectives are:



Improve Communication Skills

Effective communication is crucial when interacting with people with disabilities. Our training program provides employees and contractors with practical strategies to facilitate clear, respectful, and inclusive communication. This includes using appropriate language, actively listening, and seeking clarification when necessary.

Enhance Awareness Our training program aims to enhance awareness and knowledge about various types of disabilities, including physical, sensory, and cognitive disabilities. By familiarizing employees and contractors with these diverse conditions, we promote understanding and empathy towards passengers with disabilities.

Foster Positive Attitudes We strive to foster positive attitudes and remove common misconceptions or stereotypes associated with disabilities. By emphasizing person-first language and focusing on abilities rather than limitations, we encourage a respectful and inclusive approach towards all individuals.

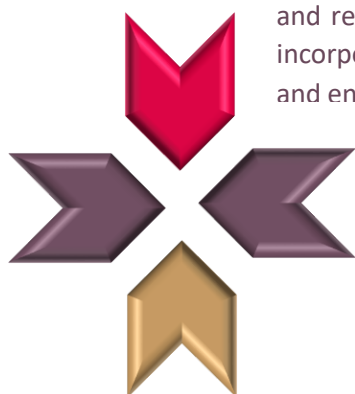
Understand Assistive Devices and Services To ensure seamless assistance, our training covers the use of assistive devices commonly used by passengers with disabilities, such as wheelchairs, hearing aids, and service animals. Employees and contractors are trained to recognize and respect the importance of these devices, as well as to provide appropriate support and accommodations as needed.

By prioritizing training and awareness, Royal Air Maroc seeks to create an inclusive environment where people with disabilities feel respected, supported, and welcomed. Through comprehensive training initiatives, we equip our employees and contractors with the knowledge, skills, and attitudes necessary to provide equal service to passengers with disabilities. We believe that by fostering a culture of accessibility, we can enhance the travel experience for all individuals, ensuring equal opportunities for everyone to enjoy air travel without barriers.

Raising Awareness about the Needs and Rights of People with Disabilities

In our ongoing commitment to fostering an inclusive and accessible environment, our airline recognizes the importance of raising awareness among employees and contractors about the needs and rights of people with disabilities. By equipping our staff with a deep understanding of the challenges faced by individuals with disabilities and their rights to equal access, we can promote a culture of empathy, respect, and inclusion. This chapter outlines the various strategies and initiatives employed to raise awareness among our workforce.

When it comes to accessibility, our main training objectives are:



Comprehensive Accessibility Training To ensure all employees and contractors are well-informed about the needs and rights of people with disabilities, our training program includes a dedicated module on accessibility. This module covers a range of topics, including disability awareness, applicable laws and regulations, and best practices for providing inclusive services. The training incorporates real-life scenarios and interactive exercises to deepen understanding and encourage empathy.

Collaboration with Disability Organizations Our airline actively collaborates with local and national disability organizations to further raise awareness among our workforce. These partnerships involve workshops, and training sessions conducted by stakeholders from these organizations. By engaging with these people, we ensure that our training content is accurate, up-to-date, and aligned with the evolving needs of the disability community.

Feedback and Evaluation

We actively encourage employees and contractors to provide feedback and share their experiences related to interacting with passengers with disabilities. This feedback helps identify areas for improvement and informs future training initiatives.

Internal Communication Channels We utilize various internal communication channels to disseminate information, resources, and updates related to the needs and rights of people with disabilities. This could include newsletters, and email updates, which highlight important information, and relevant articles. These channels serve as a continuous reminder of our commitment to inclusivity and encourage employees and contractors to stay informed.

By implementing a comprehensive awareness-raising strategy, our airline ensures that employees and contractors are well-informed about the needs and rights of people with disabilities. Through targeted training modules, and involvement with disability organizations, we foster a culture of empathy, respect, and inclusivity. By equipping our workforce with this knowledge, we strive to create a travel experience that is accessible, supportive, and inclusive for all passengers.