

Royal Air Maroc accessibility plan

3. Communication

Information and Communication technologies

At Royal Air Maroc, we are committed to ensuring equal access to information for all passengers, including those with disabilities. As part of our comprehensive accessibility plan, we recognize the importance of providing accessible formats of information and communication to individuals with disabilities. This ensures that everyone can receive the necessary information in a manner that suits their specific needs and preferences. We strive to make travel accessible and enjoyable for all passengers, fostering an inclusive and barrier-free environment.

Here are the accessible formats of information and communication that we provide at Royal Air Maroc:

1. Website accessibility:
 - Our official website is designed to be accessible and complies with relevant accessibility guidelines, by being certified with the Web Content Accessibility Guidelines (WCAG) 2.1 AA level. We strive to regularly review and update our website to enhance its accessibility features.
 - Information available on our website, such as flight schedules, booking options, policies, and services, is presented in an accessible format. This includes using clear and concise language, alternative text for images, and proper heading structure.
 - We provide an accessibility statement on our website, outlining our commitment to accessibility and offering contact information for individuals who require additional assistance.
2. Communication other than information and communication technologies:
 - Recognizing that not all passengers may have access to or prefer using the internet, we offer multiple alternative communication channels for individuals with disabilities. These channels include telephone helplines dedicated to the needs and feedback of people with disabilities, a dedicated email and an website form to collect feedbacks.
 - Our customer service representatives are trained to handle inquiries and provide assistance to individuals with disabilities using these alternative communication channels. We strive to respond promptly, courteously, and with full consideration of individual needs.
3. Accessible documents and publications:
 - Royal Air Maroc is dedicated to providing important documents and publications in accessible formats upon request. These formats may include braille, large print, accessible electronic formats, and audio recordings. It should be noted that a period of 45 days is to be respected before providing people with disabilities with publications in accessible formats.
 - Passengers can make a request for accessible documents during the booking process or by contacting our dedicated customer service team directly. We aim to fulfill such requests in a timely manner, not exceeding 45 days, ensuring passengers receive the necessary information in their preferred format before their travel date.



4. In-Flight Communication:
 - During flights, we make efforts to ensure effective communication with passengers who are deaf, hard of hearing, or have speech disabilities. Our cabin crew undergoes training to understand and respond to the unique needs of individuals with disabilities.
 - In-flight announcements are made using both audio and visual methods, including closed captioning on seatback screens or personal entertainment devices, to accommodate passengers with hearing impairments.
 - We provide alternative means of communication, such as written notes or pictorial communication boards, for passengers who may have difficulty speaking or understanding verbal communication.
5. Accessibility information at airports:
 - At airports, we collaborate with relevant authorities and display accessibility information prominently. This includes signage with clear directions to accessible facilities, such as accessible restrooms, elevators, and designated assistance points.
 - Information desks at airports are staffed with knowledgeable personnel who can provide assistance and answer queries related to accessibility services and accommodations.

Royal Air Maroc is dedicated to providing accessible formats of information and communication to passengers with disabilities. By offering accessible alternatives across various communication channels, ensuring an accessible website, providing accessible documents, and implementing inclusive in-flight communication practices, we aim to meet the unique needs of individuals with disabilities. We continuously strive to improve our accessibility efforts and welcome feedback to enhance the accessibility of our services further.

Communication other than information and communication technologies

As part of our commitment to accessibility, Royal Air Maroc recognizes the importance of ensuring that people with disabilities receive information about our services, policies, and procedures in a manner that is accessible, clear, and easy to understand. We strive to remove barriers to communication and provide inclusive information to ensure that all passengers can make informed decisions and have a seamless travel experience.



1. Clear and concise language:
 - We understand the significance of using plain language to ensure that information is easily understandable for all individuals, including those with cognitive disabilities or limited language proficiency.
 - Our communication materials, such as brochures, websites, and instructional guides, are written using clear and concise language, avoiding jargon and technical terminology whenever possible.
 - We periodically review and update our materials to ensure they remain accessible and comprehensible, considering the feedback received from passengers and accessibility advocates.
2. Multiple formats:
 - Recognizing that people have different preferences and needs when accessing information, we offer multiple formats to cater to various disabilities.
 - Our website provides information in accessible electronic formats, making use of assistive technologies such as screen readers, magnification tools, and voice input software.
 - Upon request, we provide information and communication materials in alternative formats such as braille, large print, accessible electronic formats, and audio recordings,

ensuring that individuals with visual impairments or print disabilities can access the information effortlessly.

3. Inclusive website design:

- Our website is designed with accessibility in mind, adhering to relevant guidelines such as the Web Content Accessibility Guidelines (WCAG) 2.1 AA level.
- We ensure that our website is compatible with screen readers, includes alternative text for images, utilizes proper heading structure, and provides keyboard navigation options to facilitate easy browsing for individuals with visual impairments or motor disabilities.
- We conduct regular accessibility audits and user testing to identify and address any accessibility barriers, enhancing the usability and comprehensibility of our online content.

4. Assistive technologies:

- Royal Air Maroc supports the use of assistive technologies and devices that individuals with disabilities may rely on to access information effectively.
- Our communication channels, including customer service helplines and reservation systems, are designed to be compatible with assistive technologies.
- We train our customer service representatives to be familiar with assistive technologies and offer guidance and support to passengers using these devices.

5. Communication training:

- Our staff, including customer service representatives and frontline employees, undergoes regular training to enhance their communication skills and foster an understanding of the diverse needs of passengers with disabilities.
- Training sessions focus on effective communication strategies, using plain language, active listening techniques, and understanding specific needs related to various disabilities.
- We provide guidance on addressing communication barriers, offering patience, respect, and empathy when assisting individuals with disabilities.

At Royal Air Maroc, we are committed to ensuring that people with disabilities receive accessible and easy-to-understand information about our services, policies, and procedures. By employing clear language, offering information in multiple formats, designing an inclusive website, supporting assistive technologies, and providing comprehensive communication training to our staff, we aim to create a communication environment that is inclusive and welcoming to all passengers. We continuously strive to improve our communication practices and welcome feedback to further enhance accessibility and understanding.



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4. Access to Services

Ensuring accessible services for people with disabilities

As an airline committed to accessibility and inclusion, Royal Air Maroc recognizes the importance of ensuring that people with disabilities have equal access to all our services, including booking, boarding, and in-flight services. Through comprehensive policies, procedures, and training, we strive to create a barrier-free travel experience for all passengers.

1. Accessible booking:

- Royal Air Maroc ensures that passengers with disabilities can access and navigate our booking process with ease. Our online booking system is designed to be accessible, and we provide alternative booking options, such as telephone assistance, for passengers who may face challenges using online platforms or prefer personalized assistance.
- Our staff is trained to offer support during the booking process, understanding and accommodating individual needs, and providing appropriate guidance on available services and accommodations.

2. Check-in and boarding assistance:

- We allow people with disabilities to advance to the front of the line at the check-in counter in case they are unable to use the automated self-service counters.
- We provide boarding assistance to passengers with disabilities, ensuring a smooth and dignified boarding experience.
- Our boarding procedures prioritize individuals with disabilities, allowing them to board early or providing designated boarding lanes, when available, to minimize congestion and facilitate a more comfortable boarding process. It should be noted that Royal Air Maroc uses its best effort to grant priority boarding to people with disabilities when applicable, unless there is a safety-related contraindication
- Our trained staff is available to provide personalized assistance, such as wheelchair escort services or guidance through boarding ramps, to passengers who require physical support or have mobility challenges.

3. In-Flight accessibility :

- Royal Air Maroc is committed to providing accessible services and accommodations during flights to ensure the comfort and safety of passengers with disabilities.
- Our cabin crew receives comprehensive training on providing inclusive and attentive services, understanding the unique needs of individuals with disabilities, and utilizing assistive devices effectively.
- We offer accessible seating options, including seats with extra legroom, to accommodate passengers with mobility limitations or medical conditions. These seats can be reserved during the booking process or requested through our customer service channels.
- Passengers who require special assistance, such as help with meals or mobility support, are encouraged to inform us in advance so that appropriate arrangements can be made to meet their specific needs.

4. Communication and assistance :

- Our staff undergoes rigorous training to ensure effective communication and assistance for passengers with disabilities throughout their travel journey.
- We provide disability awareness training to our employees, focusing on respectful and inclusive communication techniques, understanding various disabilities, and offering appropriate assistance based on individual requirements.



- Our customer service representatives and cabin crew are equipped to communicate and assist passengers using alternative communication methods, including visual aids, and written notes.
- We maintain open lines of communication, welcoming feedback and suggestions from passengers with disabilities to continually improve our services and address any accessibility challenges they may encounter. For this purpose, Royal Air Maroc dedicated a customer service team that can collect and handle feedback through various channels such as a dedicated phone line, e-mail and website form

As part of its commitment to inclusivity, Royal Air Maroc offer a range of additional assistance and accommodations to meet the diverse needs of our customers. We understand that some passengers may require wheelchair assistance, seating accommodations, or personal attendants, and we are dedicated to making these services available upon request. The chapter below outlines our policies and procedures for accessing and availing these services.

- **Wheelchair Assistance:** We recognize that mobility is crucial for many passengers with disabilities, and we provide wheelchair assistance to ensure seamless movement throughout the airport and onboard the aircraft. Passengers can request wheelchair assistance at the time of booking or by contacting our customer service representatives in advance. Our dedicated staff will be available to assist passengers with boarding, deplaning, and navigating the airport facilities.
- **Seating Accommodations:** To enhance passenger comfort and accommodate diverse needs, we offer a variety of seating options. Passengers who require specific seating accommodations, such as extra legroom, aisle seats, or seats with movable armrests, can make their requests during the booking process or by contacting our customer service team. While we strive to accommodate all requests, please note that seating assignments are subject to availability and compliance with safety regulations. Passengers are encouraged to make their requests as early as possible to increase the likelihood of securing their preferred seating arrangements.
- **Personal Attendants:** We understand that some passengers may require personal attendants or caregivers to accompany them during their journey. We welcome personal attendants to assist passengers with their specific needs, such as medical assistance, personal care, or communication support. Passengers can inform us about their requirement for a personal attendant during the booking process or by contacting our customer service team. Personal attendants traveling with a passenger with a disability will be provided with necessary assistance, including priority boarding and seating arrangements to ensure a comfortable and seamless travel experience.
- **Requesting Additional Assistance:** To request any of the additional assistance services mentioned above, or any other one not mentioned above but handled on a case basis, passengers can contact our dedicated accessibility support team by phone or email. Our staff members are trained to handle accessibility-related inquiries and will guide passengers through the process. We recommend that passengers make their requests at least 48 hours in advance to allow us sufficient time to make necessary arrangements. However, we understand that unexpected situations may arise, and we will make every effort to accommodate last-minute requests to the best of our abilities.

