

## 5. Assistive Devices

### Assisting Passengers with Assistive Devices

At Royal Air Maroc, we are dedicated to providing a seamless and inclusive travel experience for passengers with disabilities. We understand the importance of assistive devices in facilitating independence and accessibility. As part of our commitment to serving all passengers, we have developed policies and procedures to ensure that individuals with disabilities can bring their assistive devices on board and receive any necessary assistance in storing, charging, or using these devices during their journey.

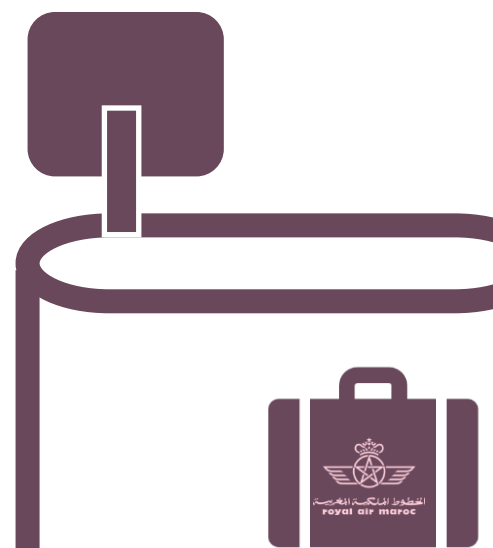
- **Bringing Assistive Devices On Board:** We recognize that passengers may rely on a range of assistive devices such as specific wheelchairs, canes, walkers, or medical devices. Royal Air Maroc ensures that passengers with disabilities are permitted to bring their assistive devices on board at no additional cost. Passengers are encouraged to inform us about their assistive devices during the booking process or by contacting our customer service team in advance. This allows us to make the necessary arrangements and ensure appropriate storage and accessibility on the aircraft.
- **Storing and Securing Assistive Devices:** Our well-trained and compassionate staff will assist passengers in storing and securing their assistive devices during the flight. We understand that these devices are essential for mobility, communication, or medical purposes. Our crew members are trained in handling different types of assistive devices and will provide guidance and support to ensure that the devices are properly stored and secured in accordance with safety regulations. We aim to minimize any potential damage or disruption to these devices during the flight.
- **Charging and Powering Assistive Devices:** We understand that some assistive devices, such as electric wheelchairs or portable oxygen concentrators, may require battery charging or power support during the journey. Royal Air Maroc is committed to do its best effort in assisting passengers in charging or powering their devices whenever possible. Our aircraft are equipped with power outlets or USB ports in designated seating areas, which passengers can use to charge their devices during the flight. Passengers are encouraged to bring their charging cables and adapters to ensure compatibility with the available power sources. If specific charging needs are required, passengers are encouraged to notify us in advance to make appropriate arrangements.
- **Assistance and Support:** Our dedicated accessibility support team is available to address any concerns or questions regarding the transportation and handling of assistive devices. Passengers can reach out to our customer service representatives or the accessibility support team to discuss their specific needs and requirements. We will work closely with passengers to provide necessary information, guidance, and reassurance throughout their journey.



## Provision of On-Board Equipment for Passengers with Disabilities

At Royal Air Maroc, we are committed to ensuring a comfortable and inclusive travel experience for all our passengers, including individuals with disabilities. As part of our comprehensive accessibility plan, we prioritize the provision of necessary equipment on board our aircraft to meet the specific needs of passengers with disabilities. By implementing these measures, we aim to foster a supportive environment that promotes independence and enhances accessibility for all.

- I. **Wheelchair accessibility:** We recognize the importance of wheelchair accessibility and strive to accommodate passengers with mobility impairments. To facilitate their needs, our airline ensures the following:
  1. **Wheelchair lifts or ramps:** All our aircraft are equipped with wheelchair lifts or ramps, allowing passengers with mobility impairments to board and disembark safely. Our trained staff members are available to assist passengers in utilizing these accessibility features.
  2. **Priority storage space:** We provide designated priority storage space on board our aircraft for passengers to stow their foldable or collapsible wheelchairs. This ensures that the wheelchairs remain secure and easily accessible throughout the flight.
- II. **Visual Impairment Assistance:** To support passengers with visual impairments, we have implemented the following measures:
  1. **Braille Signage:** Key areas within the aircraft are labeled with braille signage. This ensures that passengers can navigate the cabin independently and locate essential amenities.
  2. **On-Board Announcements:** Our crew members make in-flight announcements using clear and descriptive language, ensuring that passengers with visual impairments receive important information about safety procedures, flight updates, and service offerings.
- III. **Medical Equipment and Supplies:** We understand that passengers with certain medical conditions may require specialized equipment or supplies during their journey. To accommodate their needs, we have the following provisions:
  1. **Portable Oxygen Concentrators:** Passengers who rely on oxygen concentrators for medical purposes are allowed to bring their FAA-approved portable oxygen concentrators on board. We have designated power outlets available for their use, ensuring uninterrupted oxygen supply during the flight.
  2. **Medication Storage:** We provide secure and temperature-controlled storage options for passengers who require refrigeration or other specific conditions for their medications. Our crew members are trained to handle and store these medications appropriately.



# 6. Emergency Preparedness and Response

## Safety and Security of Passengers with Disabilities in Emergency Situations

At Royal Air Maroc, we prioritize the safety and security of all passengers, including individuals with disabilities, during air travel. As part of our comprehensive accessibility plan, we have implemented specific measures to ensure the well-being of passengers with disabilities in the event of an emergency. Our commitment is to provide appropriate assistance, clear communication, and equal access to emergency procedures, enabling all passengers to respond effectively and confidently.

- I. Emergency Evacuation Procedures: We recognize the importance of providing clear guidance and assistance to passengers with disabilities during emergency evacuations. To ensure their safety, we have implemented the following protocols:

1. Pre-Flight Briefings: Our pre-flight briefings, whether delivered in person or through safety videos, include visual and auditory information designed to accommodate passengers with various disabilities. These briefings offer specific instructions tailored to the needs of individuals with mobility, visual, or hearing impairments, enabling them to understand evacuation procedures.
2. Dedicated Assistance: Our trained crew members are equipped to provide dedicated assistance to passengers with disabilities during emergency evacuations. They will prioritize the evacuation of individuals with mobility challenges, ensuring they receive prompt assistance and are safely guided to designated emergency exits.
3. Evacuation Equipment: We have accessible evacuation equipment, such as slide sheets, rescue slings, and evacuation chairs, available on board our aircraft. These aids are designed to assist passengers with mobility impairments in the event of an emergency evacuation, ensuring their safe and efficient exit from the aircraft.



- II. Communication and Information: Clear communication is vital during emergency situations to ensure that passengers with disabilities receive crucial information and instructions. We have implemented the following measures:

1. Alternative Communication Methods: In the event of an emergency, our crew members are trained to utilize alternative communication methods, including visual aids, written instructions, and tactile cues, to convey important information to passengers with hearing or visual impairments.
2. Crew Assistance and Communication Cards: We offer crew assistance and communication cards that passengers can request prior to or during the flight. These cards allow individuals with communication barriers to indicate their specific needs and preferences, enabling our crew members to provide appropriate assistance and support during emergency situations.

## Assistance to Passengers with Disabilities During Emergency Evacuations

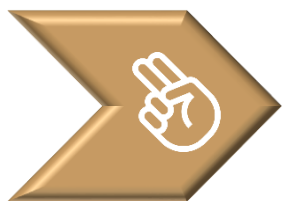
At Royal Air Maroc, we are committed to ensuring the safety and well-being of all passengers, including individuals with disabilities, during emergency situations. As part of our comprehensive accessibility plan, we have established specific protocols and provide extensive training to our employees to ensure effective assistance to passengers with disabilities during emergency evacuations. Our aim is to offer equal access to safety measures and comprehensive support to passengers with diverse needs.

We recognize the critical role our employees play in providing assistance during emergency evacuations. To equip them with the necessary knowledge and skills, we provide comprehensive training programs that focus on the following areas:

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



**Disability Awareness** Our training programs emphasize disability awareness, ensuring that employees have a clear understanding of the diverse needs and challenges faced by passengers with disabilities. This training helps cultivate empathy, sensitivity, and a customer-centric approach to assisting individuals during emergencies.



**Communication Techniques** Employees receive training in effective communication techniques, enabling them to interact respectfully and efficiently with passengers with disabilities. This includes training on clear and concise verbal communication, non-verbal cues, and the use of visual aids or written instructions for passengers with hearing or speech impairments.



**Evacuation Procedures** Our employees undergo rigorous training in emergency evacuation procedures, including the specific considerations and protocols related to assisting passengers with disabilities. This training covers techniques for safely guiding passengers with mobility impairments, utilizing accessible evacuation equipment, and providing support tailored to individual needs.



**Collaboration and Teamwork** We emphasize the importance of collaboration and teamwork during emergency situations. Our employees are trained to work together to ensure the safe evacuation of all passengers, including those with disabilities. This includes coordinating assistance, communicating effectively with colleagues, and sharing responsibilities to provide efficient support.