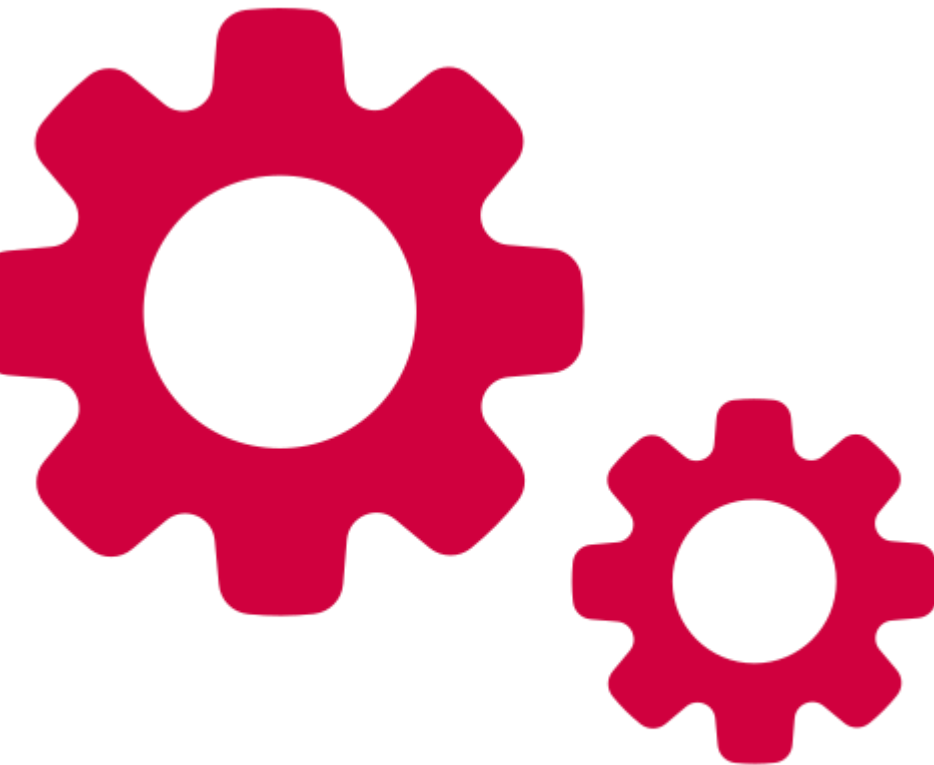




**Royal Air Maroc**  
Accessibility Plan

# PROGRESS REPORT



## Introduction

Access to transport is a fundamental right for all individuals. However, some challenges remain for people with disabilities and reduced mobility in accessing air transport services.

In order to address these challenges, and with the aim of enhancing the customer experience for individuals with disabilities, Royal Air Maroc has established a dedicated Accessibility Team to address all facets of accessibility, with five key elements in mind:

-  Training and Awareness
-  Communication and Information
-  Accessible Facilities and Services
-  Assistance and Support
-  Feedback and continuous improvement

Pursuant to the Canadian *Accessible Transportation Planning and Reporting Regulations*, the present progress report is submitted in order to provide updates on the implementation of Royal Air Maroc’s 2023 Accessibility Plan (the “Accessibility Plan”), and on the other accessibility-related progress that has been achieved since the publication of said plan and which may not have been captured therein.

## General

Our passengers can provide feedback on the Royal Air Maroc's Accessibility Plan (including comments on this aspect) or request an alternative format of our Accessibility Plan, of the description of our feedback process or of the present progress report by using one of the options below. We will acknowledge receipt of your feedback using the same format. You can also provide anonymous feedback.

- Ms. Rita Chiba Bennani, Head of Customer Assistance Department, is the name of the person designated to receive feedback on behalf of Royal Air Maroc,

And,

- Ms. BENALI Mouna, appointed Accessibility Manager

The public can provide feedback, request an alternative format of the accessibility plan, and request an alternative format of the feedback process or of the present progress report through the following channels:



**Postal address** Direction Proximité Client,  
Zone Industrielle Royal Air Maroc, Aéroport Mohamed V, 27000,  
Nouaceur, Maroc



**Postal address** Royal Air Maroc office,  
75 Rue Sherbrooke O, Montréal, QC H2X 1X2,  
Canada



**Telephone number:**  
00212 522 48 97 51



**Email address**  
abilityreview@royalairmaroc.com



**[Accessibility Form](https://www.royalairmaroc.com/ca-en/information/service-claims)**  
<https://www.royalairmaroc.com/ca-en/information/service-claims>

## Information and communication technologies (ICT)

At Royal Air Maroc, we are committed to ensuring equal access to information for all passengers, including those with disabilities. In our 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, and to foster an inclusive and barrier-free environment.



- **Website Accessibility**

Our website is designed to meet Web Content Accessibility Guidelines (WCAG) 2.1 AA level standards, and regularly updated to enhance accessibility.

- Information on our website, including flight schedules, booking options, policies, and services, is presented in accessible formats, using clear language and alternative text for images
- An accessibility statement is available on our website, detailing our commitment to accessibility and providing contact information for special assistance.

- **In-Flight Communication**

- Our cabin crew receives training to effectively communicate with passengers who are deaf, hard of hearing, or have speech disabilities.
- In-flight announcements are made using audio and visual methods, including closed captioning, to accommodate passengers with hearing impairments.
- Alternative communication methods, such as written notes or pictorial boards, are provided for passengers who may struggle with verbal communication.

- **Airport announce and information**

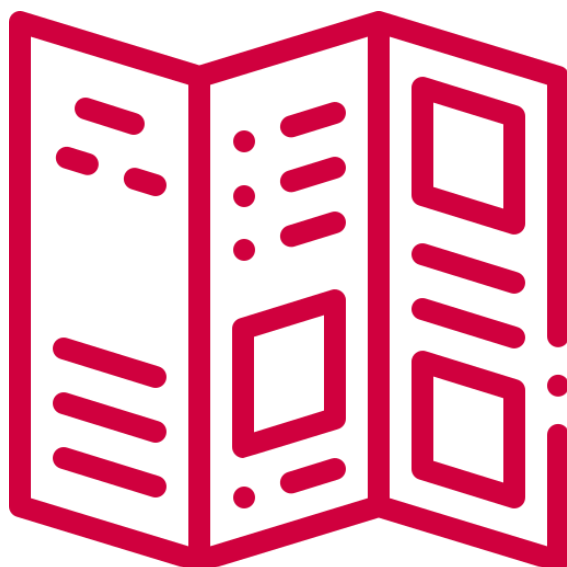
As outlined in our Accessibility Plan, we collaborate closely with airport authorities to enhance the passenger experience.

Flight information is disseminated throughout the airport, announcements are made via public address systems, and both airport staff and Royal Air Maroc handlers are attentive to the needs of individuals requiring special assistance.

## **Communication, other than ICT**

Royal Air Maroc is committed to making sure everyone, including people with disabilities, can easily access information about our services. We want to make our communication clear and easy to understand. We use simple language in our brochures, websites, and guides, avoiding complex terms. We regularly check and update our materials based on feedback to keep them accessible and easy to grasp. The Accessibility Team is currently developing an information brochure detailing the specific notification deadlines for special assistance requests with Royal Air Maroc. Since not all passengers are aware of these parameters, in cases where these deadlines are not respected, delays in the provision of special assistance may occur.

Once approved by the relevant teams, the brochure will be distributed on the Royal Air Maroc website, as well as in all airport agencies and information kiosks.



It has been crafted using straightforward and easily understandable language and will be available in multiple formats to ensure accessibility to the greatest possible extent.

Following a benchmark study on best practices in transportation companies, we are currently in the process of developing and refining a project to install Braille signage on individual rows and seat numbers, as well as inside and outside the restrooms of our aircrafts.

## Procurement of goods, services and facilities

As part of its commitment to ensuring accessibility for all passengers, Royal Air Maroc acknowledged in the Accessibility Plan, that its current procurement procedures do not include robust provisions to meet the needs of individuals with disabilities. Nonetheless, the airline endeavors to prioritize suppliers offering accessible products and services, such as in-flight entertainment with closed captioning and audio descriptions, and tactile signage at airports and onboard its aircraft.

Taking into account this commitment made in the Accessibility Plan, Royal Air Maroc consulted several associations to obtain their feedback and position on the content of said plan. Following said feedback, the accessibility subdepartment of the Customer Assistance Department took the initiative of organizing a cluster in several stages bringing together people with different types of disabilities, with Royal Air Maroc's team and accessibility experts, with the aim of evaluating the Royal Air Maroc customer journey as experienced by people with disabilities. At the end of the various stages of the cluster, a report on the accessibility of Royal Air Maroc's customer journey is delivered, along with a related action plan.

Royal Air Maroc is storing replacement wheelchairs at Mohammad V Casablanca Airport to assist passengers whose mobility devices are damaged, lost or delayed during their flight.

These readily available replacement wheelchairs ensure that passengers have access to a comfortable and convenient solution while awaiting the repairs or the retrieval of their own devices, with the overall objectives of minimizing inconvenience, enhancing the overall travel experience, and providing a seamless alternative during any unexpected delays or issues.

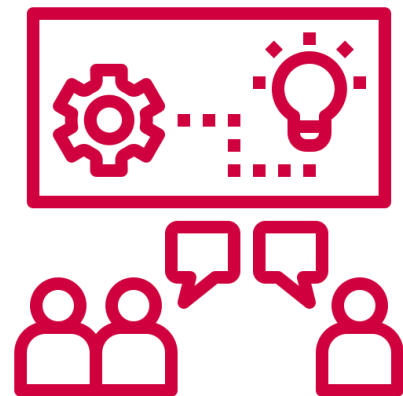


## Design and delivery of programs and services

Royal Air Maroc strongly believes every one of its clients should experience travel in an enjoyable and inclusive manner. Through the creation of an accessibility team in 2024, Royal Air Maroc has moved a step forward in placing the needs of people with disabilities at the center of its customer service priorities. As part of this process, Royal Air Maroc took several steps to obtain the feedback of people with disabilities and incorporate it in the design of our new processes, products and services.

Furthermore, Royal Air Maroc is firmly aware that the journey of its customers includes numerous stages, from the booking process, the passage from the check-in counter to the boarding gate, the navigation through the airport, boarding and disembarking, the in-flight experience, as well as the after-sale processes. Royal Air Maroc has implemented various policies and processes to streamline the customer journey at each of these stages, and the feedback of our costumers is necessary for making improvements on our Accessibility Plan.

In this regard, Royal Air Maroc held a workshop that brought together its staff and individuals with diverse disabilities to highlight the importance of accessibility in service design. The goal was to raise awareness among Royal Air Maroc's employees involved in the customer journey and ensure an inclusive experience for all passengers. After the workshop, many participants committed to making accessibility a part of their daily activities, and demonstrated a shared



commitment to creating a more inclusive travel environment. During the workshop, participants worked in groups and shared their thoughts on each step of the customer journey using post-it notes. They identified obstacles, noted positive aspects, and suggested ways to remove barriers. As a result, the accessibility team was provided with numerous ideas for improving Royal Air Maroc's service, while raising awareness among its personnel as to the importance of considering accessibility in every decision that may affect the carriage of Royal Air Maroc's passengers, and to make adjustments accordingly. This collaborative effort not only provided valuable insights but also reinforced the need to maintain an inclusive mindset in all service-related actions.

## Transportation

As an airline committed to improving accessibility, Royal Air Maroc acknowledges the significance of ensuring that individuals with disabilities enjoy equal access to all our services throughout their entire journey, encompassing arrival, boarding, and in-flight special assistance. Through comprehensive policies, procedures, and training initiatives, we endeavor to create a travel experience devoid of barriers for all passengers. As underlined in our Accessibility Plan, our team has undergone specialized training to effectively address the accessibility needs of our passengers.

### ➤ Arrival/departure at the airport

Our current focus is simplifying the arrival experience for individuals with disabilities. Consequently, parking spaces have been upgraded and designated for individuals with reduced mobility. Additionally, in accordance with local regulations, a process to expand these parking spaces to cater to the specific needs of individuals with disabilities is in progress.

Moreover, for passengers arriving at Casablanca airport via the train shuttle, discussions are underway with the National Office of Moroccan Railways to explore enhancing accessibility at the underground railway station located within the airport premises. This entails implementing dedicated signage to ensure increased accessibility, thereby facilitating seamless navigation for all passengers.

### ➤ Check-in and boarding assistance

- Priority check-in, including the option 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, and a dedicated check-in counter;
- Boarding assistance is provided to passengers with disabilities, ensuring a smooth and dignified boarding experience.
- 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. Royal Air Maroc deploys its best efforts to ensure priority boarding to people



with disabilities when applicable, subject to applicable safety-related constraints.

- 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 disabilities.

- **In-Flight accessibility**

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. Service animals for passengers who need them are also catered for.
- 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.

## Built environment

At Royal Air Maroc, we're dedicated to making sure all our passengers, including



those with disabilities, have a comfortable and inclusive travel experience. As part of our Accessibility Plan, we focus on providing the necessary facilities at our main hub, the Mohammed V Airport, in Casablanca to meet the specific needs of passengers with disabilities. These measures aim to create a supportive environment that promotes independence

and improves accessibility for everyone.

### 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, Royal Air Maroc is offering the following:

**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. Furthermore, Royal Air Maroc implemented an internal policy requiring consultation of persons with disabilities when making changes or additions to its built environment.

Between June 1st, 2023 and May 31st, 2024, Royal Air Maroc launched several projects aimed at improving accessibility at the Casablanca airport. These projects include, among other things, the development of recommendations and technical guidelines for redesigning and building airport terminals. We've collaborated closely with the National Airports Office, which has also initiated several projects aimed at enhancing accessibility. These initiatives include rest areas for assistance animals, designated spaces for people with disabilities, and ongoing efforts to adapt airport spaces for individuals with disabilities. Their cooperation has been invaluable in our efforts to enhance airport accessibility.



An accessible reception area will be set up in the public hall for people with reduced mobility, identified by an accessibility symbol. This space will serve as a meeting point for individuals with reduced mobility, their companions, those waiting for passengers, and the special assistance organization. It will provide reception, information, and coordination of services for individuals with reduced mobility, as well as a waiting area if immediate special assistance is not available.

The area will be equipped with essential accessibility features for all persons with reduced mobility, such as information panels in large print, audible announcements for better understanding by those with hearing impairments, etc. Facilities for storing equipment like wheelchairs and a rest area for those with severe mobility limitations should also be provided.

## Provisions of CTA accessibility-related regulations

Aligned with Canadian accessibility laws, Royal Air Maroc ensures travel is easy for passengers with disabilities. We assist passengers in wheelchairs, provide them with priority boarding, offer seats next to companions, and ensure accessible bathrooms on our planes, all at no extra cost. We are dedicated to ensuring that everyone can travel comfortably, from the moment they book their flight to when they land, by helping passengers with mobility challenges and providing guidance and support. We also train our staff to communicate effectively with passengers who have disabilities, creating a welcoming environment for all travelers. By adhering to these regulations, our goal is to ensure that every passenger can travel comfortably and confidently.

Royal Air Maroc's internal procedures for passenger handling take into consideration the provisions regarding passengers with disabilities, in order to fulfill compliance obligations with the provisions of Part 2 – *Service Requirements Applicable to Carriers of the Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) and all regulations of countries served by Royal Air Maroc. Accessibility is a priority in the internal passenger handling procedures, ranging from crew procedure manuals to the implementation of special assistance measures during boarding, in-flight, and disembarkation. These procedures are established in accordance with the regulations set forth by the Canadian Transportation Agency (CTA) under section 170(1) of the Canada Transportation Act.

Fares and prices of services to disabled people are established in a comprehensive manner to ensure access to every passenger who may require them.

## Feedback information

When publishing its accessibility plan and feedback process in June 1st, 2023 Royal Air Maroc made available to people who wished to submit feedback, a form, as well as an e-mail address and a phone number dedicated to this specific purpose. An internal Royal Air Maroc entity was created and a team mandated to receive, handle, reply and review the feedback received. This feedback namely covered the following requests:



## ➤ Assistance and wheelchair service booking

- A request for a flight reservation and assistance for a non-English-speaking passenger, which was redirected to the Royal Air Maroc customer center;
- A request for wheelchair assistance for a return flight;
- A passenger requested wheelchair assistance on arrival in Montreal and expressed her satisfaction with the service provided, without commenting on any necessary improvements;
- A confirmation of a wheelchair request for a flight to Doha was redirected to Royal Air Maroc's dedicated telephone number;
- A passenger reported the use of a knee cuff following a fracture;
- A question was asked about carrying a CPAP machine;
- A passenger's walker was lost and replaced by Royal Air Maroc.

All of the above-mentioned feedback has been handled with care and passengers received follow-up on their feedback in a timely manner.

## ➤ Issues unrelated to accessibility

A number of people reported on our accessibility form problems relating to their baggage, to customer service, to booking issues, or requests for information. As these requests were unrelated to accessibility or not made by passengers with disabilities, they were handled through other channels.

## Consultations

Royal Air Maroc's approach is based on the principle of inclusiveness of all people with disabilities. Accordingly, our Accessibility Plan has been developed in direct collaboration with people with disabilities, including several associations and organizations.

Royal Air Maroc called on several associations to organize and conduct consultations, enabling customers and people with disabilities to share their opinions on the customer journey and also express their needs through workshops and visits to the airport.

The aim of this approach is to encourage a deeper dialogue and a better understanding of their experiences.



- **Passengers**

Feedback from customers was considered to make adjustments, as we were able to gather a number of testimonials from Royal Air Maroc's passengers who shared their experiences and requests for improvements.

- **Associations**

A workshop was organized with the participation of representatives of disabled people's associations, disabled people themselves, and representatives of the Royal Air Maroc's customer journey chain. This workshop brought together various Royal Air Maroc employees to think and work together to improve the accessibility of the customer journey.

The workshop consisted, among other things, in the formation of units of representatives of each group of participants, which overviewed the five main stages of the customer journey: the ticket purchase, the airport experience, the journey on board the aircraft, the baggage delivery and after-sale customer service. The outcomes of this workshop were as follow:

- Rethinking the Royal Air Maroc customer journey together through the prism of accessibility: this collaborative approach aimed to revisit each stage of the customer journey, focusing on the specific needs of people with disabilities. The aim was to design a more inclusive and user-friendly journey for all users.
- Identifying the barriers encountered throughout the Royal Air Maroc customer journey: mapping the obstacles and difficulties encountered by people with disabilities at each stage of the customer journey. These barriers could be physical, technological or linked to the procedures and services offered.
- Improving the customer journey from the point of view of people with disabilities: people with disabilities worked in groups with Royal Maroc staff to suggest concrete and achievable solutions. This collaborative work ensured that the proposed improvements considered the perspectives and experiences of people with disabilities.

Participants shared their experiences and ideas, contributing to a deeper understanding of the challenges ahead.

The ideas and practical solutions developed through this workshop are used by Royal Air Maroc's accessibility team to enhance the accessibility and inclusiveness of its customer journey.

- **Association Yanes**

We connected with the Yanes Association, which specializes in the organization of cultural events, such as theater performances, featuring individuals with cognitive and sometimes physical disabilities, with the objective of raising awareness for the environment. The association's manager frequently travels with her son who has both motor and cognitive disabilities and was therefore in a position to provide feedback with respect to Royal Air Maroc's services.

- **Centre AMI**

The AMI Center (Moroccan Association for Cerebral Palsy) is dedicated to supporting children with various brain pathologies at its multidisciplinary center for psychomotor development and functional rehabilitation, located in Casablanca.

Multiple visits were conducted by Royal Air Maroc's accessibility team with the purpose of collaborating with the association to assist them in their ongoing efforts to enhance services for people with disabilities, most of whom are children. The association's manager, who travels extensively with his son suffering from both motor and cognitive disabilities, relayed several observations regarding the treatment of Royal Air Maroc's passengers. He emphasized the necessity for a dedicated lounge for passengers with disabilities while awaiting special assistance.

- **Handicap International**

"Handicap International" is an international non-profit organization dedicated to advancing the inclusion of individuals with disabilities. Royal Air Maroc has partnered with this organization to conduct an audit of its two corporate offices in order to pinpoint areas where accessibility improvements are needed. The organization is working closely with Royal Air Maroc to identify challenges faced by passengers with disabilities during their customer journey. This process entails consultations with multiple individuals with disabilities to gather insights from their perspectives on the customer experience.

