

General

Qatar Airways is the Middle East's leading air carrier offering scheduled passenger air travel services across the globe. Our mission is to connect Qatar with the world. We are committed to offering the highest level of customer service and providing a dignified, positive and safe flight experience for our passengers. As Qatar's flag carrier, we recognize the role we play in complying with accessibility requirements, and have long tried to make air travel as accessible as we can.

We are committed to the inclusion of staff and customers of diverse abilities, and to treating everyone in a manner that allows them to maintain their dignity and independence.

We have designed this Plan as instructed by the Accessible Canada Act and taken our obligations under the Canada Transportation Act into account. We will be guided by these in the implementation of our Plan. This helped us identify different types of barriers to access and prioritize our actions.

Contact information

To request a copy of the Accessibility Plan or Feedback Process Document in an alternate format, or to provide feedback on Qatar Airways accessibility, please contact our Customer Relations Department through any of these channels:

| Channel | Contact information | Description |
|---------------|--|---|
| Phone | +974 4144 5555 | To request a copy of, or to provide feedback on, the accessibility plan |
| Phone | Rencie Silva | To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance |
| Web form | Rencie Silva | To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance |
| Email address | rpsilva@qatarairways.com.qa | To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance |
| Mail address | Qatar Airways Customer Care P.O. Box 22550 Doha, Qatar | To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance |

Consultations

At Qatar Airways we have developed our Accessibility Plan based on feedback from customers with disabilities, from internal consultations with our staff, and from external consultations with accessibility-oriented entities. We have benefited from these distinct perspectives and sources of expertise, as they have helped us identify different types of barriers and prioritize our actions. This means we can tackle barriers while strategically working towards innovative and universal accessibility throughout all of our services.

Qatar Airways has been working with the Shafallah Center for many years. The Shafallah Center for Persons with Disabilities was established in 1999 to protect the rights of the disabled in Qatar. The center has been operating since 2013 under the authority of the Qatar Foundation for Social Work, which in turn is affiliated with the Ministry of Social Development and Family. Qatar Airways' aim is to become a model for the global aviation industry by providing employment opportunities to individuals with special needs and encouraging their inclusion and empowerment within society as well as accessibility to premises without discrimination.

In 2014, Qatar Airways signed an agreement with Shafallah center to provide job opportunities to individuals with special needs. Since, the center has become a partner for the development of our frontline accessibility. To further our commitment and comply with the Accessible Canada Act, we will continue to consult whenever necessary with Qatar Airways Medical Team, Customer Care in relations to customers' feedback, and making it as an essential component in creating the accessibility plan.

We have also been consulting our on-ground and digital staff continuously to improve our services. With the help of their expertise, Qatar Airways has adopted best practices regarding digital accessibility and continues to make great strides in establishing accessibility across our digital modalities.

Information and Communication Technologies (ICT)

Qatar Airways is committed to making information and communications accessible to people with disabilities. Our team is dedicated to ensuring our sites continue to meet all current laws and guidelines and create a usable experience for all customers. We are continuously educating our staff and learning through training sessions.

We aim to do a full annual and ad-hoc audit of all our digital communications. The accessibility of our website is periodically evaluated and tested using automatic technology, including but not limited to screen readers and screen magnifiers. Our website can be tested by users with disabilities who use these technologies.

A- Accessibility policies

- Qatar Airways published this information in our website under the Canada – Air Passenger Protection Regulations, Disability and Medical Assistance section. For more information, click the following links.
 - [Link 1](#)
 - [Link 2](#)
- An internal policy is published and available in Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.

B- Actions to improve our ICT

- Improving our site structure. We are working to edit our sites to include appropriate headings, lists, paragraphs, and other formatting for better usability with assistive technology.
- Adding text equivalents. We are adding alternative text, captions, and transcripts to images and videos so users who cannot see or hear have a text equivalent to interact with.
- Built for full keyboard access. We are developing new pages with keyboard accessibility so that users can easily tab through a page to find the content they need.
- Mobile accessibility. We are working to make our mobile applications accessible to all customers, including those who use assistive technology

Communication other than ICT

We are committed to communicating information about our services in diverse and accessible ways. We will continue to consult with people with disabilities to determine how best to communicate information about our services.

Qatar airways has an established process for communicating travel information to customers with disabilities. At the time of booking, customers with disabilities have the option to request the help of a Special Assistance. Assistance is provided to help with medical or special-assistance related items needed by the customer.

Additionally, any accessibility needs are recorded and transmitted to on-ground and Cabin crew. Services such as separate safety briefings are provided for deaf or hearing-impaired customers as needed.

A- Communication

- Qatar Airways published this information in our website under the Canada – Air Passenger Protection Regulations, Disability and Medical Assistance section. For more information, [click here](#).
- An internal policy is published and available in the Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.

B- Actions to improve our communication

- Qatar Airways is developing and implementing trainings for our customer care and operations staff on best practices for communicating and engaging with customers with disabilities.
- We are working on improving our processes for capturing customer needs and transmitting that information to our on-ground staff and Cabin, particularly through automation. Our goal is to be able to automatically transmit the data received to the Staff who will be assisting those customers.
- Qatar Airways is eager to launch a Disability Team, which will be dedicated to responding to customer disability requests during and after travel.

Procurement of goods, services and facilities

Qatar Airways is committed to procuring goods, services, and facilities from suppliers that comply with accessibility regulations, and ensuring that any goods procured are accessible to all customers. We are looking forward to implementing new requirements in our procurement process in order to require to our vendors providing services within covered airports to be compliant with the Accessible Canada Act (ACA).

We are continuously collecting feedback from customers with disabilities using our vendor services as it is critical to identify barriers and areas of improvement regarding these services. We are implementing consultations within our process of procuring goods, including aircrafts, to ensure accessibility.

Actions to improve our procurement

- Continuous incorporation of various types of accessibility enhancements to our aircraft cabins and development of new components and configurations.
- Ongoing review of our internal processes for obtaining goods, services, and facilities.

Design and delivery of programmes and services

Qatar Airways is aware that staff trainings must continue to evolve with our understanding of disabilities and identification of barriers to our services. Through ongoing consultation with our employees, customers, and partners, we will continue to develop our trainings and the design of our services to improve accessibility.

In the coming years, Qatar Airways plans to have a strong data automation system to ensure our that on-ground staff and cabin crew are equipped with the information provided to us by our customers with special needs. This way, our staff will be better prepared and equipped to service the unique needs of each of our customers.

Qatar Airways is continuously working on the following services to create a more accessible travel experience:

- Redesigning the wheelchair / scooter tag
- Conducting in-person mobility device training for our teams
- Automating customer data to be available for Cabin crew and on-ground staff

Transportation

Qatar Airways ensures that all our transportation services used to and from terminals will comply with the Canadian Transportation Act.

We are consulting with our staff and customers with disabilities to identify barriers in the use of transportation services to and from Qatar Airways terminals.

Through feedback from our Staff and customers, we continuously analyze our transportation services provided in airports. This analysis will help us work with our suppliers to support greater accessibility for our customers.

Built environment

Qatar Airways aims to constantly improve our built environment, which includes our aircrafts, the signage at our gates, and the means of checking in, checking bags, boarding, and disembarking to ensure accessibility for all of our customers. Qatar Airways operates in airports with various resources and methods of planning for accessibility. Each airport layout is unique, which results in different accessibility barriers across the world.

A- Mobility devices

- Qatar Airways published this information in our website under Disability and Medical Assistance. For more information, [click here](#).
- An internal policy is published and available in the Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.

B- Actions to improve our environment

- Installing wheelchair lifts at airports across our system, where lifts are needed due to airport infrastructure.
- Installing accessible kiosks. Qatar Airways will be working to complete accessible kiosks installation across the network.
- Tracking metrics. Proactively tracking airport station metrics to determine how stations are succeeding in meeting accessibility needs, particularly when it comes to the handling of mobility devices.
- Aircraft accessibility. Supporting the continued study and development of safe and feasible aircraft accessibility features.

Provisions of CTA accessibility-related regulations

Qatar Airways is subject to regulations under subsection 170 (1) of the Canada Transportation Act. This includes the Accessible Transportation for Person with Disabilities Regulations (ATPDR), and the Air Transportation Regulations, Part VII. This Accessibility Plan outlines several of American's actions to comply with or exceed accessibility requirements. However, the Accessibility Plan is not all-encompassing, and we may be engaged in activities beyond those highlighted here.

Learn more

Service animals

- Qatar Airways published this information in our website under FAQ page "Can my service dog travel in the cabin with me?". For more information, click [here](#).
- An internal policy is published and available in the Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.

Customer complaints

- Complaints and feedback pertaining to the handling of disability service requests can be made by customers to our complaint resolution services team at the links below:

CA (English site)

- Help page - <https://www.qatarairways.com/en-ca/help.html>
- Feedback form - <https://www.qatarairways.com/en-ca/help/contact-us.html>

CA (French site)

- Help page - <https://www.qatarairways.com/fr-ca/help.html>
- Feedback form - <https://www.qatarairways.com/fr-ca/help.html?iid=ALL75199970#feedback>

Conclusion

Qatar Airways' aim is to solidify itself as an industry leader in innovation and accessibility. We take a proactive approach to incorporating accessibility by default and by design. In this Accessibility Plan, we have identified areas of development and targets for improved accessibility. We plan to continue addressing present and future barriers to accessibility by focusing on these areas, listening to feedback, and making ongoing changes to our operations. This Plan will be updated from time to time to ensure that we are always aligned with accessibility requirements.