

# Accessibility Plan Progress Report

This report outlines the progress we have made during the first year of Qatar Airways Accessibility Plan. Qatar Airways welcomes all feedback from its customers and stakeholders.

To request a copy of our Accessibility Plan or Feedback Process Document in an alternate format, or to provide feedback on accessibility, please contact us 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
Web form	Rencie Silva	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance
Email address	<a href="mailto:rpsilva@qatarairways.com.qa">rpsilva@qatarairways.com.qa</a>	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

In line with the provisions set forth by the Accessible Canada Act (ACA), Qatar Airways is committed to fostering an inclusive environment for all passengers, including those with disabilities. This section outlines our consultation efforts to engage stakeholders as part of our Accessibility Plan and highlights how these consultations informed the preparation of this progress report. The primary objectives of the consultation process are to:

- (i) **Gather Insights:** Collect feedback from individuals with disabilities and advocacy groups to better understand their travel experiences and accessibility needs.
- (ii) **Inform Stakeholders:** Update stakeholders on the progress of our accessibility initiatives and solicit input on future actions.
- (iii) **Collaborate on Best Practices:** Work together with organizations, industry partners, and community groups to share knowledge and implement best practices.

From June 2023 to June 2024 for the preparation of the progress report and ensure comprehensive input, Qatar Airways has engaged with a diverse range of stakeholders through the following methods:

- (i) Surveys and Questionnaires: Conducted periodic surveys involving passengers to assess their experiences and gather suggestions for improvement.
- (ii) Partnership with organizations sharing good practices and guidelines.
- (iii) Feedback from our relevant teams involved of disability handling We recognize that effective accessibility requires collaboration. Thus, we have partnered with specialized organisations such to ensure that our initiatives align with the needs of disable community.

From June 2024 to December 2024 for the preparation of the progress report, the feedback and insights gathered through our consultation efforts have been instrumental in shaping this progress report. Specifically:

- (i) Identifying Key Areas of Improvement: Through surveys and focus groups, we identified recurring themes and specific areas where accessibility could be enhanced, which formed the basis for the initiatives outlined in this report.
- (ii) Setting Measurable Targets: Stakeholders' input helped us establish realistic and measurable targets for our accessibility initiatives, ensuring that our goals are aligned with the actual needs of passengers.
- (iii) Policy Adjustments: Direct feedback from relevant teams guided adjustments in our policies and procedures, leading to improved accessibility in various aspects of our operations. To facilitate ongoing dialogue, Qatar Airways has established a dedicated feedback mechanism through a toll-free number and email address where passengers can share their experiences, concerns, and suggestions regarding accessibility. Following each consultation round, we will evaluate the feedback received and assess its impact on our accessibility plan. Our commitment to accessibility is an ongoing journey that necessitates continuous engagement with our community. By actively consulting with stakeholders, we aim to create an inclusive travel experience for all passengers. The insights gained from these consultations have significantly influenced the content and direction of this progress report, ensuring that it accurately reflects both our achievements and areas for future development.

## **Delivery of Programs and Services**

Qatar Airways is continuously working to ensure that our delivery of programmes and services is just as inclusive and accessible as our work environment. As noted in our Accessibility Plan, with the information gathered from consultations, and feedback from our customers, we have been focused on how we build accessibility into our services. In our Accessibility Plan, we explain that our relevant teams have been developing and implementing employee trainings to ensure all staff are well-equipped to execute our updated processes for accessibility.

## **Procurement of Goods, Services, and Facilities**

Qatar Airways is committed to procuring our goods, services, and facilities from suppliers that comply with accessibility regulations, and ensuring that any goods procured are accessible. As stated in our Accessibility Plan, we encourage our suppliers to be compliant with the Accessible Canada Act (ACA) and will continue to do so. Qatar Airways remains committed to deliver improved services considering customers with disabilities by procuring and installing inclusive devices. Qatar Airways is committed to procuring our goods, services, and facilities from

suppliers that comply with accessibility regulations, and ensuring that any goods procured are accessible.

As stated in our Accessibility Plan, we encourage our suppliers to be compliant with the Accessible Canada Act (ACA) and will continue to do so.

This year Qatar Airways will continue to explore ways of updating its facilities to deliver improved service to customers with disabilities when procuring and installing inclusive devices.

## **Communication, other than ICT**

As noted in our Accessibility Plan, 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. Qatar Airways can help with medical or special-assistance related items needed by the customer. Additionally, any accessibility needs are recorded and transmitted to the relevant staff, cabin crew and on ground crew. Qatar Airways will keep working to improve the delivery of our services.

## **Information and Communication Technologies (ICT)**

Qatar Airways is determined to set its web accessibility standards high; therefore, we are dedicated to ensuring our sites continue to meet all current laws and guidelines – including the W3C WCAG 2.0 guidelines – and creating a usable experience for all customers. We will continue to educate our staff through training sessions with different partners in relation to inclusive services. Qatar Airways will continue to conduct external testing of its digital communications, and use customer feedback to identify and remove barriers related to information and communication technologies.

## **Transportation**

This year Qatar Airways will continue to ensure that all its transportation services used to and from terminals comply with the Canadian Transportation Act and will seek feedback from customers to improve its services.

## **Built Environment**

Qatar Airways aims to maintain a well-established system of providing mobility assistance to customers with disabilities at their request. Qatar Airways will also keep identifying ongoing actions to minimize barriers in its built environment, specifically when it comes to installing wheelchair lifts and accessible facilities at airports across the Qatar Airways network.

## **Feedback Received on our Accessibility Plan**

In 2024-2025, Qatar Airways did not receive any feedback via [rpsilva@qatarairways.com.qa](mailto:rpsilva@qatarairways.com.qa) or feedback related to our Accessibility Plan through any approved channel. Qatar Airways continues to welcome feedback and solicits external feedback through our consultations process.

# 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 progress report, we have identified areas of development and targets for improved accessibility. This year 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 report will be updated from time to time to ensure that we are always aligned with accessibility requirements.