

	ETHIOPIAN AIRLINES GROUP	Rev No. 2.01
		22-May-2024
ACCESSIBILITY PLAN & FEEDBACK PROCESS		

**ETHIOPIAN AIRLINES GROUP
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2023 - 2026

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1. GENERAL

As part of our commitment to meet the requirements under the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR), and as part of our goal to increase accessibility, Ethiopian Airlines has prepared this Accessibility Plan.

This Accessibility Plan and additional information about Ethiopian accessibility travel is available online at www.ethiopianairlines.com.

1.1 PURPOSE

Ethiopian Airlines is committed to provide accessible and inclusive services to all passengers, including those with disabilities. This Accessibility Plan outlines the actions the airline will take to ensure that persons with disabilities have equal opportunity to enjoy all of the benefits of air travel provided by Ethiopian Airlines.

1.2 GOALS

Ethiopian Airlines' goals for this plan are to:

- Provide accessible services to all persons with disabilities.
- Remove barriers to air travel for persons with disabilities.
- Continuously improve accessibility services.

1.3 MONITORING AND EVALUATION

Ethiopian Airlines will monitor and evaluate the effectiveness of its Accessibility Plan & its feedback process on an ongoing basis. The airline will collect feedback from persons with disabilities and use this feedback to make improvements to its plan. Ethiopian Airlines will also conduct regular audits of its accessibility services.

1.4 TRAINING

Ethiopian Airlines will provide training to all of its employees on the principles of accessibility and inclusion. This training will cover topics such as:

- How to identify and remove barriers to air travel for persons with disabilities

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- How to provide accessible customer service
- How to use assistive technology

1.5 COMMUNITY OUTREACH

Ethiopian Airlines will reach out to the disability community to get feedback on its Accessibility Plan and to learn about their needs. The airline will also partner with disability organizations for accessibility trainings.

1.6 CONTINUOUS IMPROVEMENT

Ethiopian Airlines is committed to continuous improvement of its accessibility services. The airline will use feedback from persons with disabilities and analyse feedback to identify areas for improvement. Ethiopian Airlines will make changes to its Accessibility Plan as needed to ensure that it is providing the best possible service to persons with disabilities.

1.7 ACCESSIBILITY STATEMENT

Ethiopian Airlines is committed to providing accessible services to all passengers, regardless of their abilities. We are dedicated to ensuring that our website, airport facilities, and aircraft cabins are accessible to all.

1.8 FOCUS AREAS

Ethiopian Airlines will use its best efforts to identify, remove and prevent any accessibility barriers within its operations, and where applicable for foreign air carriers in the areas identified in the Accessible Canadian Act (ACA). It is our ongoing commitment to consult, listen, take responsibility, and remove accessibility barriers wherever found.

1.9 FEEDBACK PROCESS AND CONTACT INFORMATION

Ethiopian Airlines welcomes feedback from all passengers, including those with disabilities. The airline is committed to provide accessible services to all passengers and encourages feedback on its Accessibility Plan. If you have feedback on Ethiopian Airlines' Accessibility Plan, you can submit it online using the airline's feedback form. You can also contact the Manager, Ethiopian Airline's customer relations department by phone or email listed below.

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Ethiopian Airlines will take all feedback seriously and use it to improve its Accessibility Plan. The airline appreciates your feedback and encourages you to continue to share your thoughts and suggestions.

Here are some additional details about the Ethiopian Airlines feedback process for its Accessibility Plan:

- All feedback is treated confidentially.
- Feedback is reviewed by a team of customer relations management and other relevant staffs.
- Feedback is used to identify areas for improvement.
- Feedback is used to make possible changes to the Accessibility Plan and to the airline's policies and procedures.
- Passengers will be notified if their feedback has led to a change.

Ethiopian Airlines is committed to providing a positive travel experience for all passengers, including those with disabilities. The airline welcomes feedback on its Accessibility Plan and encourages passengers to share their thoughts and suggestions. In addition, individuals, including those with disabilities, have the option to share their opinions, comments, or suggestions without revealing their identity allows individuals to express their thoughts freely without the fear of being identified. Ethiopian Airlines acknowledges such feedback with the same manner as other feedback are acknowledged.

By providing the option for anonymous feedback, Ethiopian Airlines can enhance the quality and diversity of feedback received, fostering a culture of transparency and continuous improvement.

Please feel free to share any questions or feedback that you have about Ethiopian Airlines' Service for passenger with disabilities. The airline is always looking for ways to improve its services and make travel more accessible for all passengers.

Contact Information

Ethiopian Airlines Group

Manager, Customer Relations Management

Email Address,

Customerrelations@ethiopianairlines.com

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Tell: 011-5174422

POBOX 1755

Addis Ababa, Ethiopia

2. BUILT ENVIRONMENT

Addressing barriers related to the built environment or facilities helps us ensure that people using our offices, buildings, lounges and terminal buildings have barrier-free access. Ethiopian Airlines continues its efforts to retrofit existing spaces and improve planning for new buildings. We will work with our team members and external partners, in particular airport operators, to better understand and address barriers experienced by persons with disabilities.

2.1 Barriers Identified

- Accessibility is inconsistent in buildings, lounges, and terminals.
- communication barriers of key information with disabled customers or those who need help or manage issues.
- Customers with disabilities are often asked to repeat information multiple times during their travel, such as to agents they encounter in the airport, and to flight attendants on board.

2.2 Actions Achieved or in Progress

- Continue communications that take into account conditions of customers with disabilities in a variety of ways, which includes signages in the terminal, accessible airport facilities; including check-in counters, security checkpoints, passenger waiting areas and restrooms and boarding announcements.
- Ethiopian Airlines Group has retrofitted several existing buildings to be more accessible such as waiting areas for persons with disabilities.

2.3 Plans to Identify, Remove, and Prevent Barriers.

- Further develop accessibility standards to ensure that our locations around the world are accessible.
- Intensify engagement with external partners, primarily airline operators, to further enhance accessibility in airport locations.
- Review accessibility in every Ethiopian Airlines location to determine where improvements are needed.

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- Develop and send targeted emails with useful information for customers with documented accessibility-related requests, such as available services and pre-travel reminders.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Ethiopian Airlines is committed to making information and communications accessible to its customers. In addition to this, Ethiopian is committed to providing information in alternate formats requested by people with disabilities.

Ethiopian Airlines has integrated accessibility into every stage of its website and app development life cycle and has implemented accessible in-flight entertainment. We can achieve greater digital accessibility by addressing information and communication technology-related barriers. We seek to continuously improve by keeping pace with innovations in technology.

Ethiopian Airlines is constantly seeking to improve its services and products and keep pace with technology advancements in the world, especially with regard to persons with disabilities. Some of the actions include plans to identify and resolve barriers found in Ethiopian Airlines official website, mobile applications, and other digital systems used by customers and employees.

3.1 Barriers Identified

- Websites and mobile apps may not always be easy to navigate because of the large volume of information; language used may be too complex and difficult to understand, especially for persons with sensory impairments.
- Websites and mobile apps may not offer alternate methods of communication and requesting assistance services may be considered complicated.
- Chat tools, drop-down menus, selection of options, and online forms are not consistently accessible.
- Options to address, and getting confirmation for, special pre-flight requests (such as wheel-chair service) may not be fully accessible.

3.2 Actions Achieved or in Progress

- Ongoing efforts are being made to improve websites and applications to enhance accessibility.
- Continue to simplify our processes and use language that is concise and easy to understand.

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- Focused assessment of accessibility of the information and communications technologies we use when addressing both internal and external audiences.
- Continuously improve training, tools, and support materials for employees to meet information and technology accessibility standards.

3.3 Plans to Identify, Remove, and Prevent Barriers

- Improve the structure and the content on the website and user interface in general to make it more accessible and increase convenience to find necessary information.
- Enhance digital services on to include more accessible features (audio and visual)
- Adopt universal design principles and best practices for digital accessibility.

4. COMMUNICATION, OTHER THAN ICT

Through tackling communication barriers, Ethiopian Airlines Group aims to enhance interactions with both passengers and employees. Our goal is to deliver information and promote our products and services in the most accessible and inclusive manner.

4.1 Barriers Identified

- Written materials, including documents, newsletters, advertisements, and other communications, may not consistently be accessible.
- Alternative communication options and methods are not consistently highlighted in marketing materials or advertisements.
- The main mode of communication with passengers is through written channels (email, website, mobile apps), which can pose challenges for individuals with visual impairments.

4.2 Actions Achieved or in Progress

- Ethiopian Airlines has implemented guidelines and provided training to its staff to ensure proper interaction with passengers with disabilities, aiming to raise awareness about effective communication and the accurate delivery of services.
- Enhancing awareness and utilization by promoting accessible products, services, and alternative communication methods.
- Consistent improvement of communication guidelines to develop content that is straightforward, brief, and readily comprehensive.

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4.3 Plans to Identify, Remove, and Prevent Barriers

- Enhance customer awareness regarding the availability of services in alternative formats.
- Improve employee training programs to increase awareness of accessibility in interactions with customers.
- Prioritize the inclusion of accessibility considerations during the development of marketing and advertising materials.
- Promote awareness for increased accessibility in all communications, including those with external partners such travel agents.

5. TRANSPORTATION

Ethiopian Airlines is committed to ensuring any transportation under its management and control will be accessible or provide equivalent service to its customers.

By addressing transportation-related barriers, Ethiopian Airlines Group aims to ensure persons with disabilities have meaningful options for travel and connecting to their loved ones. Ethiopian Airlines want to ensure every person is free to make their own choices, with support if they desire, regardless of their disabilities. This includes improving the accessibility of our products and services and improving our efforts to provide great customer experiences for everyone.

Ethiopian Airlines Group among others offers services for persons with physical, visual, and sensory or mental impairments. Further information on our wide range of assistance services can be obtained at www.ethiopianairlines.com

5.1 Barriers Identified

- Some passengers face difficulties during the on-boarding and de-boarding process, especially when boarding with all other passengers.
- Passengers with battery-powered mobility devices face challenges before and during their travel.
- Checked-in mobility devices may be left behind or delayed during peak operations.
- Passengers may face difficulties seeking support from our ground and in-flight staff.
- On-board food and beverage service may be not fully accessible (obtain menu information, certain dietary restrictions, allergies, etc.)

5.2 Actions Achieved or in Progress

- Ethiopian Airlines Group provides extensive pre-flight information for persons with disabilities with different means.

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- Persons with disabilities are offered extensive assistance services covering the overall journey; this includes support for getting to/from the airport, moving within terminal and gate buildings, pre-boarding, and on-board support.
- All seats allow for cabin attendant calls via push button in addition to the standard cabin attendant call on the in-flight entertainment screen for persons with visual impairments.
- Safety videos and entertainment on board include subtitles in various languages and some Ethiopian Airlines Group aircraft are already equipped with at least one safety instructions card in braille.
- Ethiopian Airlines Group has significantly improved its handling processes for assistive devices to provide more standardized services when dealing with passengers with disabilities, IATA service codes are commonly used within Ethiopian Airlines Group and by its external partners.

5.3 Plans to identify, Remove, and Prevent Barriers

- Enhance efforts to provide better and more accessible pre-flight information to persons with disabilities depending on their specific needs.
- Further, engage on an industry-wide level to increase initiatives to improve air travel for passengers with disabilities.
- Continue to improve onboard food and beverage services to offer a wider variety of options for persons with disabilities.

6. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Ethiopian Airlines is dedicated to actively endorsing the principles of the Accessible Canada Act (ACA). We ensure that our facilities, goods, and services prioritize accessibility, demonstrating a commitment to identifying and removing any existing barriers and proactively preventing the emergence of new ones.

To meet regulatory requirements across our operating countries, Ethiopian Airlines incorporates accessibility criteria into our procurement processes for the acquisition of new goods, services, or construction projects. This approach ensures that the delivered outcomes integrate accessibility features.

Key points of our approach include:

6.1 Role Identification

A dedicated role is assigned to verify compliance with accessibility standards relevant to the procurement. This ensures a plan is in place to align the product or service with regulatory requirements, or alternative mitigation measures are explored.

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6.2 Vendor Evaluation

If a vendor falls short of accessibility standards, Ethiopian Airlines evaluates whether the vendor's goods or services offer flexibility or features that inherently support accessibility for a broad user audience.

6.3 Prototype Testing

Prototypes or product demonstrations are explored as a means to engage users or focus groups in testing accessibility features before full implementation.

Through these measures, Ethiopian Airlines aims to actively uphold and promote accessibility standards, ensuring a more inclusive experience for all stakeholders, passengers, and employees alike.

7. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Ethiopian Airlines is dedicated to enhancing accessibility and usability of its programs and services including on booking & reservation, check-in process, progressing through the airport to reach the gate, boarding and disembarking from the aircraft, and the in-flight journey. In addition to this, Ethiopian is committed to ensuring that website services, applications, and contents are accessible to individuals with disabilities.

Ethiopian Airlines has implemented a range of policies and procedures designed to enhance and streamline our customers' experiences across these phases. Our commitment is further strengthened by extensive accessibility training provided to our employees.

7.1 Navigation Through the Airport

Passengers with disabilities can request prompt and timely enplaning and deplaning assistance from our well-trained airline personnel. This includes the use of ground wheelchairs, accessible motorized carts, onboard wheelchairs, ramps, or mechanical lifts, as required.

Assistance is provided for various stages of the travel journey including transportation between gates to make connections.

This assistance extends to accessing key areas of the terminal, such as the ticket counter or baggage claim, and, if time allows, assisting up to a restroom entrance.

7.2 Traveling with Assistive Devices

Ethiopian Airlines allows assistive devices, including medical devices and a personal supply of necessary medication for a passenger's unique disability needs, as carry-on in the cabin free of charge, in accordance with cabin

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safety rules. Recognized assistive devices, including normal-sized collapsible manual wheelchairs, are not counted against the carry-on limit. For manual wheelchairs that cannot be accommodated in the cabin, Ethiopian ensures safe transportation in the cargo compartment, adhering to safety and security requirements. Battery-powered wheelchairs are accepted if they fit in the cargo compartment and can be transported safely and securely. Ethiopian facilitates the checking and timely return of mobility aids (such as wheelchairs, walkers, crutches, scooters, and other aids) at the gate for use in the terminal. In the unfortunate event of loss or damage, Ethiopian provides compensation as applicable.

Passengers traveling with a mobility aid or requiring additional assistance, such as wheelchair service, are encouraged to notify our team well in advance of their travel. Advanced notification supports the safety of our ground staff and the secure handling of the passenger’s mobility aid.

7.3 Traveling with Service Dogs

Service dogs are defined as dogs that are individually trained to do a work or perform tasks for the benefit of a person with disability. Ethiopian Airlines accepts dogs into the cabin with limited number per compartment (2 in economy class and 1 in Business class) with a box measuring dimensions not more than 55x40x20cms and does not exceed 8kgs including transport container, otherwise it should be loaded in cargo belly. Service dogs are not included in the free baggage allowance. Trained dogs for blind and deaf passengers can be transported free of charge.

When traveling with service dogs’ passengers are required to bring a muzzle and dog must fit in the foot space of passenger seat and be attached to passenger seat belt with a pet harness provided by Ethiopian.

7.4 Seating Accommodations

Ethiopian Airlines will strive to assign seats that best accommodate the individual needs of passengers with disabilities, provided that the seats are available in the same class of service on the aircraft. To ensure optimal seating arrangements, passengers are encouraged to notify Ethiopian of their seating requirements in advance of their travel date.

Specific seats will be allocated to passengers who identify themselves to agents of Ethiopian as requiring such accommodations, provided that the seats are available in the same class of service on the aircraft.

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8. PROVISION OF CTA ACCESSIBILITY-RELATED REGULATIONS

Ethiopian Airlines, as a large transportation provider as defined under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR, SOR/2019-244), comply with the sections applicable to Aircraft and Air Carriers under Parts 1, 2, 3 and 7 applicable to foreign carriers of the Regulations.

Details on Accessible Transportation for Persons with Disabilities Regulations can be obtained under: <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/index.htm>

9. CONSULTATIONS

Ethiopian Airlines remains committed to consulting with persons living with disabilities to prepare, develop and maintain this Accessibility Plan, and the areas of the business addressed herein.

In alignment with universal inclusivity principles, all aspects of our business will include consideration for persons with disabilities to ensure that they uphold dignity and independence for all.

Ethiopian Airlines has developed a partnership with organizations and associations working on disabilities providing feedback on a number of accessibility issues. This relationship helps Ethiopian develop, plan, and implement programs, practices and procedures that are important to the disability community.

Consultations regarding accessibility issues at Ethiopian Airlines were conducted with a diverse range of stakeholders to ensure that the needs of passengers with disabilities were comprehensively addressed. The consultations involved engaging with disability advocacy groups such as Federation of Ethiopian Association of persons with Disabilities, Ethiopian Human Rights Commission Disabilities and Elderly Rights Commissioner office, passengers with disabilities, Airline staffs, airport representatives, and regulatory bodies. These consultations aimed to gather insights, feedback, and recommendations to enhance the development of Ethiopian Airlines Accessibility Plan and Feedback Process and accordingly to improve the services provided at Ethiopian Airlines Group.

The consultation process unfolded through a series of meetings, consultation forums and workshops held at various locations, including Ethiopian Airlines headquarters in Addis Ababa, major domestic airports served by the airline, Ethiopian Skylight Hotel, Ethiopian Human Rights Commission Headquarters in Addis Ababa. Additionally, virtual meetings, surveys and feedback forms were utilized to reach a broader audience and gather input from stakeholders who were unable to attend in-person sessions.

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Consultations were held at various times to accommodate participants' availability and preferences, ensuring a diverse range of perspectives were represented. In June and November 2023, Ethiopian Airlines engaged with the Federation of Ethiopian Associations of Persons with Disabilities to address the accessibility issues encountered by disabled passengers while using the airline's facilities and services. Real-time experiences and best practices from other airlines were discussed and recommended for implementation at Ethiopian Airlines.

As part of a new initiative focused on assisting passengers with hidden disabilities, a virtual meeting was held in November 2023 with representatives from companies that work on hidden disability services in the UK and South Africa. This meeting aimed at raising awareness and developing products and services that best serve passengers with hidden disabilities.

Another consultative meeting took place at the Ethiopian Human Rights Commission headquarters in March 2024. During this meeting, the Disabilities and Elderly Rights Commissioner presented an observation report for discussion. Participants raised crucial points regarding accessible air transportation, which Ethiopian Airlines acknowledged as opportunities for service improvement. Following this, a virtual follow-up meeting was conducted with Ethiopian Human Rights Commission representatives to discuss progress based on their observation report. Additionally, an invited expert from New York shared valuable insights on digital accessibility matters.

Ethiopian Airlines made concerted efforts to create an inclusive and accessible environment for all participants, providing accommodations, accessible transportation, and venue accessibility enhancements.

The feedback obtained through these consultations played a crucial role in shaping Ethiopian Airlines Accessibility plan and Feedback Process document. Suggestions and concerns raised by stakeholders were carefully considered and incorporated into the plan, ensuring that it reflected the diverse needs and experiences of passengers with disabilities. Specific measures were identified to improve accessibility across various touchpoints of the travel journey, including booking & reservation, airport security screening, check-in, boarding, in-flight services, and disembarkation.

Furthermore, the consultative feedback guided Ethiopian Airlines in identifying priority areas for investment, resource allocation, and training initiatives to enhance accessibility and ensure compliance with international accessibility standards and regulations. By engaging in meaningful consultations with stakeholders, Ethiopian Airlines demonstrated its commitment to promoting inclusivity, dignity, and equal access to air travel for all passengers, regardless of their abilities or disabilities.

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