



Royal Air Maroc

Accessibility Plan

PROGRESS REPORT

2025

Table of Contents

1. General

- 1.1 Executive Summary
- 1.2 Leading the Way in Accessibility
- 1.3 Contact Information and Feedback Process

2. Information and Communication (ICT)

- 2.1 Website Audit
- 2.2 Airport Notification
- 2.3 Assistance Form During Website Booking
- 2.4 Subtitled Security Videos

3. Communication (Other than ICT)

- 3.1 Safety Notices in Braille
- 3.2 Information Guide / Flyers
- 3.3 Front Office Training
- 3.4 Staff Training (with Handicap International)

4. Procurement of Goods, Services, and Facilities

- 4.1 Inclusive Procurement Charter
- 4.2 Accessibility Criteria in Upcoming Purchases

5. Design and Delivery of Programs and Services

- 5.1 Accessibility Workshop and Roadmap (May 18, 2024)
- 5.2 Integration of Feedback Across the Passenger Journey
- 5.3 Upcoming Accessibility Initiatives (Sensory Toy, Amenity Kit)

6. Transportation

- 6.1 Accessibility Commitment Across the Travel Chain
- 6.2 Dedicated Parking Spaces
- 6.3 Planned Pick-Up Service from Parking and Shuttle Areas

7. Built Environment

- 7.1 Dedicated Check-In Counter
- 7.2 Dedicated Waiting Room
- 7.3 Relief Area for Service Dogs

8. Provisions of CTA Accessibility-Related Regulations

- 8.1 Compliance with SOR/2019-244

9. Feedback Information

- 9.1 Feedback Process and Tools
- 9.2 Feedback Channels
- 9.3 Analysis and Service Enhancements
- 9.4 Key Themes in Passenger Feedback

10. Consultation

- 10.1 Internal Consultations Since June 2023
- 10.2 Accessibility Workshop (May 18, 2024)
- 10.3 External Collaboration with Associations

1. General

1. 1 Executive Summary

With increasing demand for assistance services, accessibility is a fundamental priority for Royal Air Maroc, which is therefore firmly committed to strengthening the accessibility of its client's journey and ensuring an inclusive travel experience for all passengers.

Since the publication of its first Accessibility Plan on June 1st, 2023, Royal Air Maroc has undertaken a series of actions aimed at identifying and eliminating barriers throughout the travel experience. This commitment reflects Royal Air Maroc's ambition to provide clients with disabilities or reduced mobility the same level of comfort, autonomy, and dignity as any other traveler.

During the past year, numerous initiatives have been launched to improve accessibility across all touchpoints, from online booking and airport facilities to in-flight services and staff training. Royal Air Maroc's accessibility team continues to work closely with stakeholders, including passengers, advocacy organizations, and handlers, to design solutions that are practical and sustainable.

Every ongoing effort is part of a large strategy plan to promote equity, raise awareness, and make a travel environment that is welcoming and accessible to everyone.

1. 2 Leading the way in accessibility

Royal Air Maroc accessibility team is composed of:

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

And,

- Ms. Benali Mouna, appointed Accessibility Manager

They play a key role in advancing Royal Air Maroc's accessibility strategy by identifying central improvement areas and implementing strategic solutions to enhance the travel experience. Both team members work collaboratively with the carrier's other departments, providing a central point of assistance and ensuring that accessibility measures meet the highest standards of the aviation industry.

1.3 Contact Information and Feedback Process

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 the said plan and which may not have been captured therein.

The public can provide feedback on 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 regarding the Accessibility plan, 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>

2. Information and communication (ICT)

2.1 Website Audit:

Royal Air Maroc is launching its new website, developed with a clear objective: to deliver a seamless and inclusive digital experience for all users, including persons with disabilities. Accessibility considerations have been taken into consideration during every step of the development process.

Following the launch, Royal Air Maroc will conduct a comprehensive accessibility audit to objectively evaluate the level of accessibility of the new website and to identify any necessary enhancements. This post-launch review will ensure that no aspect of digital accessibility is not integrated into the website.

In parallel, Royal Air Maroc will implement mandatory training for internal IT teams, reinforcing the obligation to integrate accessibility into every new development and update on the website.

2.2 Airport notification

Royal Air Maroc has implemented a notification system via SMS and email to inform passengers of any changes that may affect their journey—such as gate changes, delays, cancellations, or other essential updates.

This service is particularly valuable for deaf or hard-of-hearing passengers, as it helps reduce travel-related stress and ensures they receive important information without needing to request assistance.

2.3 Assistance form during the booking on the website:

Royal Air Maroc will integrate a new feature into its website, allowing passengers to request special assistance at the time of booking their ticket.

This new feature enables better anticipation of passengers' needs and ensures a smoother, more personalized travel experience.

2.4 Security videos:

As part of its ongoing commitment to accessibility and inclusion, Royal Air Maroc has ensured that the new in-flight safety videos are subtitled.

This measure is designed to support passengers who are deaf or hard of hearing, allowing them to access essential safety instructions in a clear and autonomous manner.

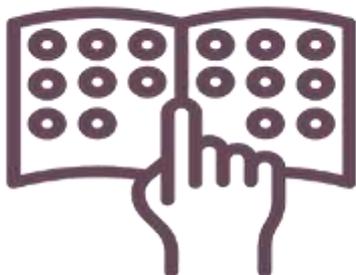
By including subtitles, Royal Air Maroc aims to provide all passengers with equal access to crucial safety information, in addition to the safety notices already onboard.

3. Communication, other than ICT

3.1 Safe notices in braille:

Royal Air Maroc is enhancing in-flight accessibility by collaborating with specialized providers to produce Braille safety cards featuring tactile aircraft maps. These cards offer visually impaired passengers a

detailed, touchable cabin layout, highlighting emergency exits, safety equipment locations, and evacuation routes.



By integrating Braille text with tactile aircraft map, Royal Air Maroc ensures that all passengers receive essential safety information in an accessible and practical format.

3.2 Information Guide

Royal Air Maroc is committed to ensuring that all passengers, including those requiring special assistance, have access to essential information regarding our services. To promote awareness of the necessity of requesting special assistance in advance and others necessary tips for a safe flight, informational flyers are available at all Royal Air Maroc agencies.

These flyers detail the range of services we offer to passengers with reduced mobility, sensory impairments, or other specific needs, and emphasize the importance of notifying us at least 48 hours before departure to ensure optimal support.

3.3 Front office training

As part of Royal Air Maroc's ongoing commitment to inclusivity, a comprehensive training program has been developed and distributed to all front office staff. The training, already completed and provided in an accessible video format, equips employees at check-in counters, ticketing, and customer service desks with the necessary skills to effectively assist passengers with disabilities. This training ensures that staff understand the diverse needs of passengers, including those with mobility, sensory, and cognitive impairments.

The program emphasizes clear and empathetic communication, as well as how to provide personalized assistance, such as helping with boarding, accommodating seating preferences, and ensuring access to accessible information. In addition to practical skills, the training stresses the importance of respecting passengers' dignity and privacy, ensuring that all passengers feel valued and well-treated throughout their journey. By implementing this accessible training, Royal Air Maroc ensures that its front office staff is well-prepared to deliver an inclusive and seamless travel experience for all passengers, reinforcing its commitment to accessibility and customer satisfaction.

3.4 Staff training

In partnership with the association "Handicap International", awareness sessions will be rolled out to all Royal Air Maroc staff, including both ground personnel and cabin crew. The purpose of this training is to raise awareness among employees about disability-related issues.

To deliver this training, Handicap International has trained a group of Royal Air Maroc employees, who will then serve as trainers and facilitators for the rest of the RAM staff.

4. Procurement of goods, services and facilities

4.1 Procurement Charter

In collaboration with Royal Air Maroc Procurement Department, we have revised our procurement charter to actively promote the inclusion of people with disabilities. This updated charter emphasizes the importance of accessibility and non-discrimination in all procurement processes, ensuring that products and services purchased are usable by all individuals, regardless of their abilities.

4.2 Revision Process for Upcoming RAM Purchases

A revision process for upcoming Royal Air Maroc purchases places accessibility for passengers with disabilities as a first requirement.

This approach ensures that future acquisitions systematically address the diverse needs of all travelers, including those with reduced mobility, sensory impairments, or cognitive disabilities.

The process involves a thorough evaluation of future purchases and identifying opportunities to improve the travel experience for all passengers. Special consideration is given to elements such as accessible seating configurations, boarding and deplaning assistance, accessible communication technologies, and universally designed cabin layouts.

5. Design and delivery of programs and services

Following the Accessibility Workshop held on May 18, 2024, a comprehensive roadmap was created to guide Royal Air Maroc's accessibility initiatives. During this workshop, a diverse group of participants, including individuals with disabilities, representatives from disability advocacy associations, and members of Royal Air Maroc's teams, gathered to engage in a discussion on the airline's accessibility ideas and efforts. Their ideas and feedback were essential in identifying areas for improvement and generating practical suggestions to enhance the travel experience for passengers with disabilities.

The Accessibility team reviewed and analyzed the feedback gathered during the workshop, ensuring that it will be fully incorporated into ongoing and future projects aimed at improving the journey for Royal Air Maroc passengers with disabilities. These ideas cover a wide range of travel stages, from the booking process to post-flight services, ensuring more inclusive communication, improved assistance services at airports, and enhanced accessibility of in-flight amenities and technologies.



With this in mind, Royal Air Maroc teams are actively working on new initiatives to better meet the expectations of all passengers. One of the upcoming projects includes the introduction of a sensory toy, specifically designed for autistic children, as part of the onboard kids' kit.

Additionally, an amenity kit tailored for passengers with physical disabilities—particularly those who may face challenges eating or performing other tasks during the flight—will also be made available to ensure greater comfort and dignity throughout their journey.

6. 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.

6.1 Dedicated Parking Spaces

To enhance the arrival and departure experience for passengers with disabilities, parking spaces at the Casablanca Mohammed V Airport have been upgraded and specifically designated for individuals with reduced mobility. These dedicated spaces are located close to terminal entrances to facilitate easier access and ensure a smoother journey from the very beginning of the travel experience.

6.2 Pick up service from strategic airport zone

Discussions are currently underway with airport authorities regarding the implementation of a dedicated pick-up service from the parking area and the airport shuttle station. This service is intended to ensure that passengers with disabilities receive immediate support upon arrival at the airport, guaranteeing seamless assistance from the very beginning of their travel journey.

7. Built environment

7.1 Dedicated check in counter:

At the Casablanca Airport, Royal Air Maroc has taken a step toward enhancing the travel experience of passengers with disabilities by establishing a dedicated check-in counter. This counter is specifically reserved to serve passengers with reduced mobility and other disabilities, ensuring a more comfortable, and streamlined check-in process. By providing this dedicated space, Royal Air Maroc plans to reduce waiting times, offer immediate assistance, and ensure that passengers receive the attention and support they need from the beginning of their flight journey.

The counter is staffed by trained personnel who are equipped to respond appropriately and respectfully to the specific needs of passengers with disabilities.

7.2 dedicated waiting room

A new dedicated waiting room has been established at the Casablanca Mohammed V Airport to offer a quiet and comfortable space for passengers with disabilities while they wait for assistance services.

The room was thoughtfully designed to meet their specific needs, with features such as ergonomic seating, soothing lighting, ample space for mobility aids, and a calm environment to reduce stress and fatigue during the travel process.

7.3 Relief Area for Service Dogs

In close collaboration with airport authorities, a designated relief area for service dogs has been established at the Casablanca Mohammed V Airport. This initiative, led by the airport operator, aims to support passengers traveling with service animals by offering a clean, accessible, and secure space for their dogs to relieve themselves during transit or before boarding. This facility contributes significantly to the comfort and well-being of passengers with disabilities who rely on service dogs, ensuring a more seamless and respectful travel experience. Royal Air Maroc welcomes and supports this measure as part of its broader commitment to accessible and inclusive travel.

8. Provisions of CTA accessibility related regulations

As a major carrier subject to the regulations of the Canadian Transportation Agency, Royal Air Maroc is required to comply with all provisions set out in part 2 of the **Accessible Transportation for Persons with Disabilities Regulations** (SOR/2019-244) that are applicable to foreign air carriers.

Detailed information regarding the **Accessible Transportation for Persons with Disabilities Regulations** (SOR/2019-244) can be found at: <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/index.html>

9. Feedback information

Royal Air Maroc has implemented a structured feedback process to ensure that comments from passengers are consistently collected and analyzed in order to continuously improve the quality of its services, through an online form and an email address available to passengers.



Customer feedback, particularly from passengers with disabilities, plays a central role in identifying areas where accessibility and support can be enhanced. The airline is committed to responding promptly to concerns raised and taking appropriate actions to resolve them.



To support this, Royal Air Maroc relies on internal digital tools that allow for the daily collection of feedback from various channels, including frontline staff, airport operations, and customer care teams. This includes specific feedback from passengers with disabilities at different points of their journey.

The feedback form is available on the Royal Air Maroc website, which passengers can fill out either before or after their flight to submit compliments, concerns, or complaints. In addition, the airline collects feedback from:

- A dedicated email address for accessibility-related comments,
- Reports from cabin crew,
- Social media interactions.

All feedback is reviewed by the accessibility team who analyze comments, identify recurring themes, and prioritize actions. The objective is to improve services in a way that is meaningful and aligned with passenger expectations.

Royal Air Maroc continues to strengthen its efforts to collect and address customer feedback, especially regarding accessibility. Responses are sent whenever the passenger provides contact information.

It is also important to highlight that the airline has received numerous positive messages from passengers with disabilities, praising the support provided by Royal Air Maroc's commercial agents, airport staff, assistance services, and cabin crew.

Passenger and staff feedback are collected through a variety of channels, including:

- The official website,
- Direct interaction with customer service advisors,
- In-person exchanges at the airport,
- Conversations on board,
- Upon arrival,
- After the flight.

All collected data is processed by a system to ensure follow-up and continuous improvement.

In summary, key feedback themes include:

- Enhancing assistance services when managed by airport operators,
- Demands concerning services and wheelchair;
- Demands of information for transporting services animals;
- Improving infrastructure to better support mobility;
- Increasing awareness and training of staff in communication and disability-sensitive service;
- Introducing new tools and solutions to promote autonomy and ease throughout the travel experience.

10. Consultation

Since June 2023, Royal Air Maroc has been conducting internal consultations with frontline customer service teams and operational departments to gather direct input on accessibility challenges and to identify concrete areas for improvement, ensuring that the changes made have a good and meaningful impact across all services.

On May 18th, 2024, Royal Air Maroc organized a dedicated workshop to collect feedback and insights from individuals with disabilities and representative associations, with the aim of shaping a clear roadmap for its accessibility strategy.

In parallel, the airline is actively collaborating with organizations such as the CBB Foundation and Handicap International to enhance the accessibility of its services, reaffirming its commitment to more inclusive travel.