

LUFTHANSA GROUP ACCESSIBILITY PLAN (CANADA) 2023 – 2026 revised

revised January 2024



GENERAL

ABOUT LUFTHANSA GROUP

The Lufthansa Group is a globally active aviation company with its main hubs located in central Europe. In 2022, Lufthansa Group's approx. 110,000 employees welcomed more than 100 million passengers onboard its aircraft. The passenger airline segment of Lufthansa Group comprises Lufthansa German Airlines, Austrian Airlines, Brussels Airlines, Discover, Swiss International Airlines and Edelweiss Air, alongside several other regional and leisure carrier brands. Destinations in Canada include Calgary, Halifax, Montreal, Ottawa, Toronto and Vancouver. Note: Some destinations are only operated seasonal.

EXECUTIVE SUMMARY

The purpose of the *Accessible Canada Act* (the **ACA**) is to create a barrier-free Canada by January 1, 2040, through the proactive identification, removal, and prevention of barriers to accessibility wherever Canadians interact with areas of federal jurisdiction. The ACA came into effect on July 11, 2019.

Lufthansa Group, as an air carrier operating around the world, strongly believes that making travel and all travel related services accessible to everyone, is a necessity. This initial Accessibility Plan was crafted to show our commitment to working with all Canadians, and specifically persons with disabilities, to achieve the goals outlined in the ACA.

This Accessibility Plan shall set out the actions that Lufthansa Group, as a foreign carrier, will take between 2023 and 2026 to identify, remove and prevent barriers for persons with disabilities. Lufthansa Group will use its best efforts to address any such barriers related to its own services and those of external partners, such as airport operators, having effect on Canadian customers. This Accessibility Plan will be updated on a regular basis, but at least every three years, and corresponding progress reports will be published annually.

Link to ACA: <https://laws-lois.justice.gc.ca/eng/acts/a-0.6/>

General information about accessible travel within Lufthansa Group can be found under <https://www.lufthansa.com/ca/en/travellers-with-special-needs> or on the respective subpages of our individual carriers operating to/from Canada.

Further information on the accessible travel options of our airport partners in Canada:

- **Calgary:** <https://www.yyc.com/navigatingyyc/accessibility>
- **Halifax:** <https://halifaxstanfield.ca/travel-planning/accessibility/>
- **Montreal:** <https://www.admtl.com/en/guide/accessibility/services-facilities>
- **Ottawa:** <https://yow.ca/en/accessibility>
- **Toronto:** <https://www.torontopearson.com/en/accessibility>
- **Vancouver:** <https://www.yvr.ca/en/passengers/navigate-yvr/accessibility-at-yvr>

FEEDBACK PROCESS AND CONTACT INFORMATION

Lufthansa Group understands that in order to create a barrier free travel experience, involvement and feedback from the public and disabled communities is vital to achieving such goal. We are committed to listen to and consider each and every feedback in relation to this plan, our feedback process, progress reports, or any other issue you may encounter.

Our feedback process is easy and accessible. Simply share your feedback through any of the channels listed below. Our Accessibility Team, led by the Senior Manager Customer Experience Design, will acknowledge receipt of any feedback provided (other than anonymous feedback) and will reply in the same manner as received.

To request a copy of the Lufthansa Group's Accessibility Plan in an **alternate format**, please contact us using any of the channels below.

Feedbacks may be submitted to the Senior Manager Customer Experience Design at:

Mailing address

To send feedback about an accessibility barrier or the Accessibility Plan by mail, please send a letter to:

Deutsche Lufthansa AG

Airport Customer and Baggage Service Solutions (FRA AE/PG-B)

Senior Manager Customer Experience Design & Accessibility Team

*Flughafen-Bereich West
D-60546 Frankfurt/Main
Germany*

Phone

To provide feedback, including anonymous feedback about accessibility barriers you are experiencing or on the Accessibility Plan, you can contact us using the following number:

Phone: **+1 888 742 1403**

Email and Online Form

To send feedback by email about accessibility barriers you are experiencing or about the Accessibility Plan, you can write to Accessibility.LufthansaGroup@dlh.de

Please do not include any confidential information (for example, a social insurance number or payment information) in your feedback.

To submit feedback about barriers you experienced on one of our flights to/from Canada, you can also use one of the forms under <https://www.lufthansa.com/ca/en/feedback>.

Teletypewriter (TTY)

Text telephone for customers with hearing impairments: First dial 711 and then 8339512503 for relaying to the TRS.

If you use an operator-assisted relay service, please call our regular telephone numbers instead of the TTY number (refer to the phone section above for these numbers).

ALTERNATE FORMAT

To request a copy of Lufthansa Group's Accessibility Plan in an **alternate format**, please contact us via the above-mentioned channels.

ACA Section 6, Principles

In preparing this Accessibility Plan, we have taken into account the principles set out in section 6 of the ACA.

- a) all persons must be treated with dignity regardless of their disabilities

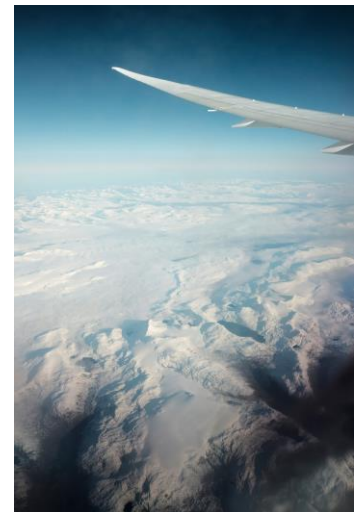
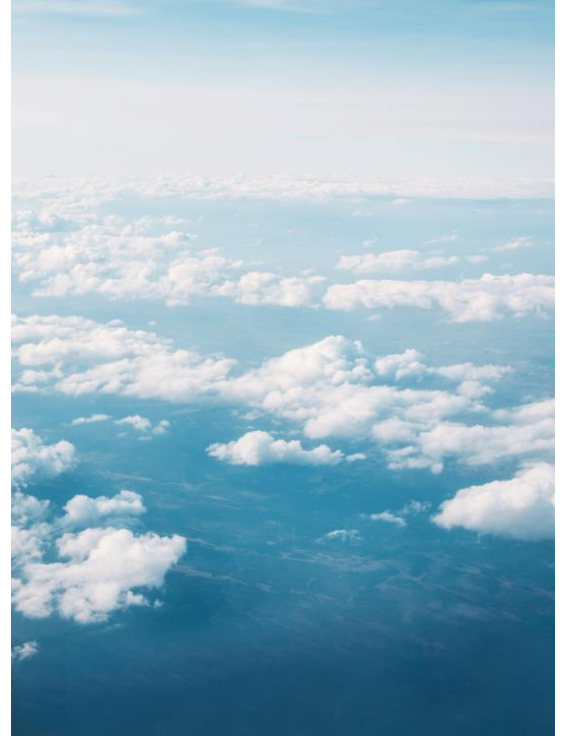
- b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities
- c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities
- d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities
- e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons
- f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures
- g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities

ACCESSIBILITY STATEMENT

We change the world, and the world changes us.

As of March 2023, it is estimated that 1.3 billion people globally experience or live with a significant disability. This represents 16% of the world's population, or one out of every six people.

It is the Lufthansa Group's goal to be a recognized leader in accessible transportation, as everyone deserves the ability to travel. We are committed to engaging with the travelling public and the disabled community in order to improve our network, services and travel experience.



CONSULTATIONS

In order to develop this initial Accessibility Plan, Lufthansa Group created an Accessibility Working Group comprised of staff from various departments, including forward facing operations staff and customer relations specialists. This Accessibility Working Group initially assessed all the information gathered via customer and employee feedbacks in relation to accessibility barriers within the product offerings of Lufthansa Group. The consultation approach of the Accessibility Working Group consists of:

- Review and assessment of existing customers feedbacks related to barriers in accessibility of Lufthansa Group's services
- Conducting consultation sessions and individual interviews with people who identify as persons with disabilities
- Benchmarking and engaging on a sector-wide level with other market players and representations bodies (IATA, Airlines4Europe, Airlines4America, etc.)
- Engaging with the existing employee resource group consisting of employees who identify as persons with disabilities and have experience with accessibility barriers and employees experienced in the field of accessibility
- Engaging with communities and organizations who collectively represent the interests of people who identify as persons with disabilities in Germany, the European Union and around the world

Lufthansa Group is also a key member of the *German Federal Association of the German Air Transport Industry*, which meets on a regular basis to discuss ongoing developments in the aviation sector, including accessible travel options. Other members include: *German Federal Ministry for Digital Affairs and Transport*, the *German Aviation Authority*, the *German Airports Association* and several representatives of associations for persons with disabilities, such as the *Association for the Blind and Visually Impaired*, the *Federal Association of Senior Citizens*, the *Association of the Hard of Hearing and Deaf*, the *Social Association VdK Germany* or *Interest Group Self-Determined Living in Germany*.

FOCUS AREAS

Lufthansa Group 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 ACA. It is our ongoing commitment to consult, listen, take responsibility, and remove accessibility barriers wherever we find them.

THE BUILT ENVIRONMENT

Addressing barriers related to the built environment helps us ensure that people using our offices, buildings, lounges and terminal buildings have barrier-free access. Lufthansa Group continues its efforts to retrofit existing spaces and improve planning for new builds. 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.

Barriers identified

- Accessibility is inconsistent in buildings, lounges and terminals across Lufthansa Groups network
- Wayfinding and signage is sometimes complex or difficult to navigate

Actions achieved or in progress

- Aspects of physical accessibility are part of the assessment of new infrastructure projects
- Lufthansa Group has retrofitted several exiting buildings to be more accessible

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 Lufthansa Group location to determine where improvements are needed

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

By addressing information and communication technology-related barriers, Lufthansa Group aims to set a high standard for digital accessibility. We are constantly seeking to improve our offerings and keep pace with technology advancements in our society, especially with regard to persons with disabilities. Our actions include plans to identify and resolve barriers found in our websites, mobile applications, and telecommunication and computer systems used by customers and our employees.

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 requests pre-flight (such as wheel-chair service) may not be fully accessible

Actions achieved or in progress

- Ongoing efforts to improve websites and applications to enhance accessibility; measures include: clear instructions for users, use of HTML link buttons compatible for screen readers, use of picture descriptions, browser view compatibility, use of SRT files and automatic captions etc.
- Continue to simplify our processes and use language that is concise and easy to understand
- 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

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

COMMUNICATION, OTHER THAN ICT

By addressing communication-related barriers, Lufthansa Group will improve the way we interact with passengers and employees. We want to provide information and advertising on our products and services in the most accessible way possible.

Barriers identified

- Documents, newsletters, advertisements and other communication may not always be accessible
- Alternate options and methods of communication are not consistently mentioned in marketing materials or advertisements
- Primary communication with passengers is in writing (email, website, mobile apps) which can be difficult for persons with visual impediments
- Communications from our external partners might differ in their accessibility standards

Actions achieved or in progress

- Lufthansa Group has established guidelines, and trained its staff, for interacting with passengers with disabilities in order to create awareness for correct communication and the correct provision of services
- Promotion of accessibility products, services, and alternate options and methods of communications to increase awareness and usage
- Continuous refinement of communication guidelines to create content that is simple, concise, and easy to understand

Plans to identify, remove, and prevent barriers

- Improve customer awareness of the services provided in alternative formats

- Enhance employee trainings on accessibility awareness towards customers
- Ensure accessibility needs receive consideration in the development of marketing and advertising materials
- Create awareness for more accessibility in all communications, including those of external partners such as travel agents

TRANSPORTATION

By addressing transportation related barriers, Lufthansa Group aims to ensure persons with disabilities have meaningful options for travel and connect to the loved ones. We 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. The passenger journey of our passengers includes the arrival and exit of airport buildings, as well as moving around between terminals and gates, boarding and de-boarding of aircraft and/or busses and the time spent on board of our aircraft.

Lufthansa Group among others offer services for persons with physical, visual and sensory or mental impairments. Further information on our wide range of assistance services can be obtained under <https://www.lufthansa.com/ca/en/travellers-with-special-needs>.

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.)

Actions achieved or in progress

- Lufthansa Group provides extensive pre-flight information for persons with disabilities
- 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
- Lufthansa Group has installed foldable or retraceable armrests on seats in all travel classes to provide better access to/from passengers' seats
- Each aircraft provides at least one accessible lavatory and an on-board wheelchair
- All seats allow for cabin attendant call 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 Lufthansa Group aircraft are already equipped with at least one safety instructions card in braille
- Lufthansa Group has significantly improved its handling processes for assistive devices

To provide for more standardized services when dealing with passengers with disabilities, IATA service codes are commonly used within Lufthansa Group and by its external partners

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 travels for passengers with disabilities
- Harmonize standards for accessible travel for all Lufthansa Group carriers
- Continue to improve on-board food and beverage services to offer a wider variety of options for persons with disabilities

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Please refer to Transportation above.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

We endeavor to ensure our procurement practices address accessibility procurement barriers, and encourage the use of suppliers who are part of our supplier diversity program. Although we have not identified any barriers of accessibility in this area so far, Lufthansa Group will use its best efforts to identify, and if necessary improve accessibility within its procurement processes.

EMPLOYMENT

As a global employer with a varied and diverse employee population, the Lufthansa Group is committed to employing the best qualified candidates while engaging in recruitment and selection practices that are in compliance with all applicable employment laws. It is the policy of the Lufthansa Group to provide equal employment opportunity to all applicants and employees. As an equal opportunity employer, Lufthansa Group utilizes this policy to govern all aspects of recruitment, placement, hiring, training, on-the-job treatment, company-sponsored activities, promotion, transfer, discharge, and all other terms and conditions of employment. Our policy and practice is to recruit, transfer, assign, and compensate employees on the basis of qualifications, merit, and competence. There will be no discrimination in employment practices because of an applicant's or employee's race, religion, color, creed, sex, national origin, citizenship status, sexual orientation, age, marital status, veteran status, disability, pregnancy, gender identity, or any other category protected by law. Lufthansa Group has in place a long-standing collaborative accommodation policy for both current employees and applicants.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

Lufthansa Group, as a large carrier under Canadian Transportation Agency regulations, must abide by all provisions of the *Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244)* contained in Part 1, 2 and 7 applicable to foreign carriers.

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