



Compagnie Nationale Royal Air Maroc

Accessibility Plan

2023-2026





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1. General

1.1 Executive Summary

Royal Air Maroc is one of Africa's most prominent, strategic, and major airlines and a proudly iconic national brand. Based out of Mohammed V International Airport in Casablanca, Morocco's dynamic economic capital, Royal Air Maroc connects Morocco and Africa to the world with warmth, reliability, and ambition.

At the heart of our mission is a genuine commitment to every client. Royal Air Maroc firmly believes that air travel should be accessible to all; which is why we strive to provide every customer, including people with visible or non-visible disabilities, with a safe, comfortable, and seamless travel experience. From the moment of booking the flight to the final destination, our teams are trained and dedicated to ensuring that every client feels satisfied.

Royal Air Maroc is currently entering an exciting new chapter of growth and transformation. As an official partner airline of the 2030 FIFA World Cup, co-hosted by Morocco, Spain, and Portugal, we are actively scaling our operations to meet the demands of one of the world's most anticipated sporting events. As part of this progressive initiative, Royal Air Maroc is investing in the acquisition of new, modern aircraft, expanding its fleet to offer greater capacity, enhanced comfort, and improved accessibility standards, ensuring that clients from every corner of the globe are welcomed aboard with the best possible experience.

Royal Air Maroc embraces the vision of the Accessible Canada Act (ACA) and its ambition of a barrier-free Canada by 2040. We endorse ICAO Resolution A41-15 on Accessibility and stand with those across the aviation industry pushing for greater inclusion and consistency in air travel, we believe that flying should be an experience open to everyone, regardless of ability, mobility, or age.

In accordance with the Accessible Transportation Planning and Reporting Regulations (ATPRR) and the Accessible Canada Act (ACA), we are pleased to publish our second Accessibility Plan, further to the publication of our first Accessibility Plan in 2023, and the two related Progress Reports published respectively in 2024 and 2025.

1.2 Progress achieved during the previous accessibility planning cycle

During the previous accessibility planning cycle, Royal Air Maroc focused on translating accessibility requirements into concrete operational improvements across the client journey. This period allowed the company to strengthen its internal accessibility governance, improve coordination between relevant departments, and implement practical measures aimed at improving the travel experience for passengers with visible and non-visible disabilities.

Key progress achieved during this cycle included the improvement of passenger assistance arrangements at Casablanca Mohammed V International Airport, the deployment of dedicated communication tools, the development of accessibility guidance for frontline teams and agencies, the introduction of braille safety cards with tactile aircraft layouts, the enhancement of online assistance request capabilities, and the continued development of services for passengers with cognitive, sensory or neurodivergent disabilities.

This cycle also confirmed the importance of consultation with persons with disabilities and disability organizations. Their feedback helped Royal Air Maroc better understand the needs



of passengers throughout the travel journey and informed the design of several initiatives described in this Plan.

At the same time, Royal Air Maroc recognizes that accessibility is an ongoing process. The previous cycle highlighted the need to further strengthen digital accessibility testing, staff training monitoring, documentation of accessibility-related feedback, coordination with airport stakeholders, and the development of measurable indicators to track progress.

The lessons learned and information gathered from this previous cycle will guide Royal Air Maroc's next accessibility planning period, with a focus on consolidating implemented measures, and ensuring that accessibility continues to be embedded in the design and delivery of services across all the departments.

1.3 Leading the way in accessibility

Royal Air Maroc accessibility team is composed of:

- The Head of Customer Assistance Department, who is the representative designated to receive feedback on behalf of Royal Air Maroc,

And,

- The appointed Accessibility Manager

They play a pivotal role in driving Royal Air Maroc's accessibility strategy forward; identifying priority areas for improvement and delivering targeted, meaningful solutions that enhance the passenger experience for people with disabilities. In close collaboration with the Royal Air Maroc's internal departments, airport stakeholders, as well as associations representing people with disabilities, both team members serve as the central point of coordination and support.

1.4 Contact information and feedback process

At Royal Air Maroc, we listen to our clients, our staff, and the advocates who challenge us to do better, and we use that input to continuously improve our services, and deliver the reliability and respect that every traveler deserves. Our goal is clear: a barrier-free travel experience, built progressively and grounded in the regulations and the motivations that guide our missions.

To share feedback or to request an alternative format of this document or of the description of the feedback process, please reach out to us at:

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2. Information and Communication Technologies (ICT)

Royal Air Maroc is committed to ensuring that its digital platforms, tools and communication systems are accessible to all passengers, including those using adaptive technology.

Current Actions and Objectives

Initiative	Status	Description
Airport Notification System (SMS & Email)	Implemented	A notification system via SMS and email has been implemented to keep passengers informed of gate changes, delays, cancellations and other essential journey updates — particularly valuable for deaf or hard-of-hearing passengers.
Online Assistance Reservation	Implemented	Passengers will be able to request and book their accessibility assistance directly online at the time of ticket purchase, reducing friction and improving anticipation of needs.
Subtitled In-Flight Safety Videos	Implemented	New in-flight safety videos are subtitled to support deaf and hard-of-hearing passengers, ensuring equal access to essential safety information onboard.

Ongoing Objectives

- Ensuring that all Royal Air Maroc service providers' public digital platforms comply with WCAG Level AA compliance standards.
- Providing information in accessible electronic formats compatible with screen readers and other adaptive technologies.
- Offering audio and visual announcements in terminals and onboard to ensure equal access to safety and travel information.
- Maintaining accessible email and telephone communication channels for passengers requiring assistance.

Progress review and next priorities

During the previous cycle, Royal Air Maroc improved access to travel information through the implementation of SMS and email notifications for essential journey updates, including gate changes, delays and cancellations. This measure supports passengers in accessing audio announcements, including deaf or hard-of-hearing passengers.

Royal Air Maroc also progressed in making assistance requests more accessible by enabling passengers to request special assistance online during the ticket purchase process. This improvement better allows anticipation of assistance needs before travel.



In addition, the introduction of subtitled in-flight safety videos contributed to improving access to essential safety information onboard for deaf or hard-of-hearing passengers.

For the future, the main priority pertains to the accessibility audit of Royal Air Maroc's new website. Once the new website is launched, Royal Air Maroc will conduct an accessibility review to optimize it for passengers with disabilities, including passengers using screen readers, keyboard navigation or other adaptive technologies. The results of this audit will be used to prepare an improvement plan and prioritize corrective actions.

For the next planning cycle, Royal Air Maroc will focus on:

- conducting the accessibility audit of the new website;
- identifying and addressing barriers affecting digital access to booking, assistance and travel information;
- progressively reviewing the accessibility of electronic documents and online forms;
- ensuring that accessibility requirements are considered in future digital developments;
- reinforcing accessibility awareness among IT and digital teams;
- integrating accessibility expectations in contracts and specifications for relevant digital service providers.

Royal Air Maroc will continue to work toward ensuring that digital accessibility is considered from the earliest stages of design, development and procurement, rather than only after implementation.

3. Communication, Other Than ICT

Royal Air Maroc is committed to communicating with passengers with disabilities in a manner that is informed, respectful, and accessible — across all points of the journey.

Current Actions and Objectives

Initiative	Status	Description
Front Office Staff Training (Video & Awareness)	Implemented	Deployment of a training and awareness video for front office staff covering posture, vocabulary, handling of sensitive situations and best practices for passenger assistance.
Accessibility Guide (RAM Agencies)	Implemented	Printed guides deployed in Royal Air Maroc agencies, covering passenger rights, types of assistance available, request deadlines, travel preparation and practical information.
Visor Card for Hearing-Impaired Passengers (T1)	Implemented	Communication card available at the PHMR check-in counter at Terminal 1 (CMN), featuring standard agent-passenger scenarios and key phrases to facilitate interaction.



Initiative	Status	Description
Braille Safety Cards with Tactile Aircraft Map	Implemented	Braille safety cards featuring tactile cabin layouts (emergency exits, safety equipment, evacuation routes) made available onboard to ensure equal access to safety information for visually impaired passengers.
Autist Passenger Journey Guide	In Progress	Step-by-step Guide designed to reduce anxiety, avoid repetition and improve continuity of service for passengers with neurodiverse conditions

Progress review and next priorities

During the previous cycle, Royal Air Maroc developed and deployed several tools to improve communication with passengers with disabilities across different points of the journey. These measures included awareness and training materials for frontline staff, accessibility guides for Royal Air Maroc agencies, communication cards for deaf or hard-of-hearing passengers, braille safety cards with tactile cabin layouts, and a passenger journey guide for passengers requiring DPNA assistance.

These initiatives helped improve the clarity, consistency and accessibility of information provided to passengers before and during travel. They also supported frontline teams in communicating with passengers in a more respectful, practical and disability-aware manner.

For the next planning cycle, Royal Air Maroc will focus on ensuring that these tools are consistently used across all relevant passenger touchpoints, including agencies, call centers, check-in counters, airport assistance points and onboard services.

Royal Air Maroc will also work on:

- monitoring the deployment and use of accessibility communication tools;
- updating accessibility guides and materials where necessary;
- reinforcing staff awareness on appropriate vocabulary, respectful communication and non-discriminatory assistance;
- ensuring that braille safety cards and tactile aircraft layouts remain available and properly communicated to blind or partially sighted passengers;
- strengthening the use of the autist passenger journey guide by relevant teams;
- collecting feedback from passengers and frontline staff on the effectiveness of these tools.

The next cycle will aim to move from the development of communication tools to their consistent operational use, monitoring and continuous improvement.



4. Procurement of Goods, Services and Facilities

Royal Air Maroc integrates accessibility as a core criterion in its procurement processes, ensuring that goods, services and facilities acquired are inclusive by design and serve the needs of all passengers.

Current Actions and Objectives

Initiative	Status	Description
Dedicated PHMR Check-in Counter – Terminal 1 (CMN)	Implemented	Installation of a dedicated accessibility check-in counter at Terminal 1, Mohammed V International Airport, to streamline the passenger journey and reduce waiting times.
Baggage Tag – Extended to All Disabilities	Implemented	Generalization of the wheelchair baggage tag system to cover all passengers with disabilities, regardless of the nature of their disability.
Sensory Toy for Passengers with Cognitive Disabilities	In Progress	Integration of a small sensory toy for passengers with cognitive disabilities. Procurement currently underway with the Product team.

Ongoing Objectives

- Including accessibility as a mandatory evaluation criterion in all relevant procurement processes.
- Consulting persons with disabilities and disability organizations prior to investing in new equipment or services that may impact accessibility.
- Ensuring ground handlers and third-party service providers meet Royal Air Maroc's accessibility standards.

Progress review and next priorities

During the previous cycle, Royal Air Maroc began integrating accessibility considerations into the procurement of goods, services and facilities linked to the passenger journey. This included accessibility-related equipment and service improvements such as dedicated PHMR facilities, baggage identification tools, and sensory support items for passengers with cognitive or sensory disabilities.

Royal Air Maroc recognizes that procurement is a key lever for an accessible travel experience.

For the next planning cycle, Royal Air Maroc will work on formalizing accessibility requirements in relevant procurement processes. This will include, where applicable:

- including accessibility clauses in specifications and tender documents;



- requesting suppliers and service providers to demonstrate how their goods, services or platforms meet accessibility requirements;
- ensuring that public-facing digital solutions procured or operated on behalf of Royal Air Maroc take accessibility standards into account;
- consulting persons with disabilities or disability organizations before acquiring equipment or services that directly affect passengers with disabilities;
- reinforcing accessibility expectations in contracts with relevant service providers;
- monitoring the accessibility performance of third-party providers involved in the passenger journey.

Royal Air Maroc will continue to develop procurement practices that support inclusive design and prevent barriers from being introduced through new goods, services, facilities or digital solutions.



5. Design and Delivery of Programs and Services

Progress achieved during the previous cycle

Royal Air Maroc is committed to designing its programs and services with accessibility at the core, from the moment of booking to arrival at the final destination.

During the previous accessibility planning cycle, Royal Air Maroc strengthened the integration of accessibility into the design and delivery of passenger services. The company worked on improving the end-to-end journey for passengers with disabilities, from booking and assistance request to airport handling, boarding, onboard experience and arrival.

A key area of progress was the development of more structured assistance processes, including the ability for passengers to request assistance online at the time of ticket purchase. This supports better anticipation of passenger needs and allows relevant teams to prepare assistance more effectively.

Royal Air Maroc also worked on improving the journey of passengers with cognitive, sensory or neurodivergent disabilities, including through the development of a DPNA passenger journey guide and the continued work on services designed to reduce anxiety, avoid repeated explanations and improve continuity of support.

The previous cycle also included a review of accessibility requirements across key jurisdictions, including Canada, the United States and Morocco, in order to support greater consistency in internal procedures and passenger handling.

Remaining challenges

Royal Air Maroc recognizes that further work is needed to improve accessibility of all service design processes. Remaining priorities include strengthening coordination between commercial teams, call centers, airports, ground handlers, cabin crew and customer service teams.

The previous cycle also highlighted the importance of ensuring that passengers with non-visible disabilities can efficiently request assistance.

Next priorities

For the next planning cycle, Royal Air Maroc will focus on:

- strengthening the end-to-end passenger journey approach for passengers with disabilities;
- improving the consistency of assistance procedures across booking, check-in, boarding, onboard service, connections and arrival;
- continuing the development and operational integration of the DPNA assistance process;
- ensuring that requests for assistance are recorded and transmitted to relevant teams in a clear and timely manner;
- reinforcing the internal process for late assistance requests, while maintaining the principle that advance notice allows better preparation;
- improving coordination between internal departments and third-party service providers involved in assistance delivery;
- using passenger feedback and complaints to identify recurring needs in the design and delivery of services;



- consulting persons with disabilities when developing or modifying services directed to them.

Royal Air Maroc will continue to ensure that accessibility is considered as a core element of service quality and passenger experience.

6. Transportation

Royal Air Maroc is committed to ensuring that the transportation experience (from ground access to the terminal through to onboard travel) is fully accessible for passengers with disabilities.

Current Actions and Objectives

Initiative	Status	Description
Dedicated Accessible Parking Spaces – CMN	Implemented	Parking spaces at Casablanca Mohammed V International Airport (CMN) have been upgraded and specifically designated for passengers with reduced mobility, located close to terminal entrances to facilitate easier access from the very start of the journey.
Pick-Up Service from Parking and Shuttle Areas	In Progress	Discussions are underway with airport authorities to implement a dedicated pick-up service from the parking area and shuttle station, ensuring seamless assistance for passengers with disabilities from the moment of arrival.
Airport Infrastructure Accessibility – Requirements	Implemented	Recommendations developed for infrastructure improvements at Mohammed V International Airport (CMN) covering waiting areas, signage, pathways and dedicated spaces, in collaboration with ONDA.
PHMR Waiting Area – Terminal 1 Renovation	Implemented	Renovation and redesign of the PHMR waiting area at Terminal 1 of the Casablanca Mohamed V International Airport (CMN) to improve accessibility and comfort for passengers with disabilities.

Ongoing Objectives

- Ensuring accessible ground transportation options are available to and from Casablanca Mohammed V International Airport (CMN).
- Working with airport stakeholders, including ONDA, to continuously improve the physical accessibility of the terminal and boarding areas.
- Monitoring and improving the end-to-end journey for passengers requiring mobility assistance.



Progress review and next priorities

During the previous cycle, Royal Air Maroc worked with airport stakeholders to improve the accessibility of the passenger journey at the Casablanca Mohammed V International Airport (CMN), particularly for passengers requiring mobility assistance. Progress included improvements related to accessible parking, PHMR waiting areas, airport infrastructure recommendations, and discussions on assistance from parking and shuttle areas.

Royal Air Maroc recognizes that several transportation-related needs depend on coordination with airport authorities, infrastructure managers and ground service providers. As a result, continued cooperation with ONDA and other relevant stakeholders remains essential to improve the continuity of assistance from arrival at the airport to boarding.

For the next planning cycle, Royal Air Maroc will focus on:

- strengthening coordination with airport stakeholders regarding accessible ground transportation and terminal access;
- improving the assistance journey from parking, drop-off areas and shuttle points to the check-in and assistance areas;
- reviewing the location and accessibility of dedicated PHMR check-in and waiting areas;
- assessing the possibility of reducing unnecessary walking distances for passengers requiring assistance;
- improving wayfinding and signage for passengers with disabilities;
- monitoring passenger feedback related to airport access and ground assistance.

Royal Air Maroc will continue to work with airport partners to passenger needs during the transportation journey and to support progressive improvements within the limits of its operational scope and responsibilities.

7. Built Environment

Royal Air Maroc is actively working to ensure that its physical environment — including aircraft, terminal facilities and passenger areas — is accessible, safe and comfortable for all travelers.

Current Actions and Objectives

Initiative	Status	Description
Dedicated PHMR Check-in Counter – Terminal 1	Implemented	Dedicated counter installed at Terminal 1 (CMN), staffed by trained personnel, to improve the physical flow and experience for passengers with reduced mobility or disabilities.
Dedicated Waiting Room – Terminal 1	Implemented	A new dedicated waiting room established at the Casablanca Mohammed V International Airport (CMN) offering ergonomic seating, soothing lighting, and a calm environment to

Initiative	Status	Description
		reduce stress and fatigue while awaiting assistance services during layovers.
Relief Area for Service Dogs – CMN	Implemented	A designated relief area for service dogs has been established at the Casablanca Mohammed V International Airport (CMN) in collaboration with airport authorities, providing a clean, accessible and secure space for service animals during transit or before boarding.
PHMR Waiting Area – Terminal 1	Implemented	Renovation of the dedicated PHMR waiting area at Terminal 1 to improve comfort, accessibility and overall passenger experience.
Sensory Room – Casablanca Airport Boarding Area	In Progress	Development of a dedicated sensory room in the boarding area at the Casablanca Mohammed V International Airport (CMN) : a calm, safe and neutral space designed for passengers with sensory sensitivities, including defined usage rules and hygiene protocols.
Airport Infrastructure Recommendations	Implemented	Active collaboration with ONDA on infrastructure recommendations covering pathways, signage, wayfinding and dedicated spaces across the terminal.

Ongoing Objectives

- Applying universal design principles to all new or renovated physical spaces at the Casablanca Mohamed V International Airport (CMN).
- Ensuring washrooms, waiting areas, boarding gates and signage are accessible to persons with all types of disabilities.
- Consulting persons with disabilities when making modifications to the built environment.

Progress review and next priorities

During the previous cycle, Royal Air Maroc contributed to improvements in the physical environment used by passengers with disabilities, particularly at Casablanca Mohammed V International Airport (CMN). These improvements included the dedicated PHMR check-in counter, the dedicated waiting room, the renovated PHMR waiting area, the establishment of a service dog relief area, and the development of a sensory room concept in the boarding area.



These initiatives demonstrate Royal Air Maroc's commitment to improving the comfort, safety and dignity of passengers with disabilities in physical spaces linked to the travel journey.

The previous cycle also highlighted the importance of ensuring that built environment improvements are designed with passengers' lived experiences in mind. This includes not only physical access, but also comfort, signage, sensory conditions, waiting time, safety, privacy and ease of movement.

For the next planning cycle, Royal Air Maroc will focus on:

- consolidating accessibility standards for renovated or newly created passenger spaces;
- improving signage, contrast, visibility and wayfinding in areas used by passengers with disabilities;
- continuing the development of the sensory room, including usage rules, hygiene protocols and access conditions;
- ensuring that waiting areas provide sufficient comfort, seating and accessibility for passengers with different needs;
- working with airport stakeholders to improve pathways, boarding areas, washrooms and dedicated spaces;
- consulting passengers with disabilities and disability organizations before making significant modifications to physical spaces.

Royal Air Maroc will continue to promote universal design principles in relevant physical environments and will work with airport partners to facilitate the travel experience of passengers with disabilities.



8. Provisions of CTA Accessibility-Related Regulations

During the previous cycle, Royal Air Maroc conducted a review and mapping of applicable accessibility-related requirements across key jurisdictions, including Canada, the United States and Morocco. This work helped identify common principles and obligations relating to non-discrimination, assistance, mobility aids, accessible communication, personnel training and the handling of passengers with disabilities.

This regulatory mapping contributed to the update and harmonization of internal assistance procedures and supported the integration of certain Canadian accessibility requirements into operational practice, including the transport of mobility aids and the provision of assistance to passengers with disabilities.

Royal Air Maroc complies with the Canadian legislation applicable to the carriage of people with disabilities, including the provisions of Part 2 –Service Requirements Applicable to Carriers of the Accessible Transportation for Persons with Disabilities Regulations, SOR/2019-244, as well as the provisions of the Accessible Transportation Planning and Reporting Regulations, SOR/2021-243.

Royal Air Maroc recognizes that regulatory compliance is an ongoing process requiring continuous monitoring, internal coordination and operational follow-up.

For the next planning cycle, Royal Air Maroc will focus on:

- continuing to monitor applicable Canadian accessibility requirements;
- updating internal procedures where regulatory changes or operational needs require it;
- strengthening documentation of compliance actions;
- ensuring that relevant teams are aware of applicable accessibility obligations;
- aligning procedures across key markets where possible, while respecting jurisdiction-specific requirements;
- using complaints, passenger feedback and operational reports to identify areas requiring further improvement.

Royal Air Maroc will continue to treat Canadian accessibility-related regulations as a key reference point in its broader accessibility work and will ensure that regulatory requirements are translated into practical procedures for passengers and staff.



9. Consultations

Royal Air Maroc firmly believes that the development of meaningful accessibility measures must be grounded in the experiences and feedback of the people Royal Air Maroc is serving. Accordingly, the airline has actively consulted with persons with disabilities and disability organizations throughout the preparation of this Accessibility Plan.

Who Was Consulted ?

- Vaincre l'Autisme — a French association specializing in autism and neurodiversity, engaged to provide input and recommendations on DPNA service design, the sensory room concept, and best practices for supporting neurodiverse passengers throughout the journey.
- Handicap International
- Association “Ami”
- Fondation “Nabda”
- CBB Braille

Disability associations and organizations representing persons with physical, sensory and cognitive disabilities, engaged to provide feedback on proposed measures, services and initiatives.

Internal stakeholders including frontline staff, ground operations teams, cabin crew and customer service personnel, whose day-to-day experience informs the practical implementation of accessibility measures.

How Consultation Was Conducted

- Working sessions and collaborative workshops with disability associations to review proposed initiatives;
- Collection of written recommendations and inputs from organizations and people with disabilities;
- Meetings and assisting in events talking about the struggle with people with disabilities;
- Engagement with internal teams across departments to assess operational feasibility and identify gaps.

How Consultation Informed This Plan

A key principle guiding Royal Air Maroc's approach is that every measure, solution or initiative developed as part of this Accessibility Plan was reviewed and validated by disability associations and representatives before being implemented. This ensures that our commitments are not only well-intentioned, but genuinely meaningful, relevant and impactful for the passengers they are designed to serve.

Consultation outputs directly informed the design of the sensory room, the DPNA passenger journey, the Sunflower Hidden Disabilities Program integration, and the content of front office training materials.



Consultation outcomes and lessons learned

Consultations conducted during the previous cycle played an important role in shaping Royal Air Maroc's accessibility initiatives. Feedback from disability organizations and representatives of persons with disabilities helped Royal Air Maroc better understand the experiences of passengers with physical, sensory, cognitive and non-visible disabilities.

The consultations informed several measures described in this Plan, including the DPNA passenger journey, the sensory room concept, the development of braille safety cards with tactile aircraft layouts, accessibility guidance for frontline staff and communication tools for passengers requiring adapted support.

The previous cycle confirmed that consultation must be continuous, practical and directly linked to decision-making. Royal Air Maroc recognizes that consultation is not limited to validating completed initiatives, but should also contribute to identifying barriers, designing solutions, testing measures and evaluating their effectiveness after implementation.

For the next planning cycle, Royal Air Maroc will aim to make consultations more structured and documented. This will include:

- maintaining regular dialogue with disability organizations and representatives of persons with disabilities;
- consulting on initiatives before implementation, particularly where they directly affect passengers with disabilities;
- documenting key recommendations received during consultations;
- explaining how consultation feedback influenced decisions or actions;
- seeking feedback after implementation to assess whether measures are effective in practice;
- involving internal operational teams to ensure that proposed solutions are feasible and sustainable.

Royal Air Maroc will continue to ensure that accessibility measures are informed by lived experience and operational reality.

10. Feedback Process

Royal Air Maroc welcomes feedback from all passengers and members of the public on this Accessibility Plan and on the accessibility of its services. All feedback is taken seriously and used to continuously improve our practices.

During the previous accessibility planning cycle, Royal Air Maroc received emails from passengers and members of the public requesting assistance or specific support in preparation for their travel. These requests provided valuable insight into the experience of passengers with disabilities before and during their journey.

Royal Air Maroc was required to take a case-by-case approach and coordinate with relevant internal departments, airport teams and service providers to adapt the passenger journey where possible. These situations demonstrated the importance of flexibility, empathy and operational coordination when responding to passengers whose needs may not be fully addressed by standard processes.

Royal Air Maroc used these individual situations to better understand the needs of passengers with disabilities and to identify areas where procedures, communication and coordination could be improved. They also confirmed the importance of providing passengers with clear



information before travel and ensuring that assistance requests are properly recorded, transmitted and followed up.

For the next planning cycle, Royal Air Maroc will continue to review accessibility-related feedback, complaints and assistance requests in order to improve the end-to-end passenger experience.

To ensure that this Accessibility Plan can be consulted by all passengers and members of the public, Royal Air Maroc makes it available, upon request, in alternative formats adapted to different accessibility needs. Alternative formats may be requested through the following contact channels:

Alternative Formats

This Accessibility Plan is available in the following alternative formats upon request: print, large print, braille, audio format, and accessible electronic format compatible with adaptive technology. Please allow up to 15 days for most formats, and up to 45 days for braille or audio formats.