

## TUNISAIR ACCESSIBILITY PLAN



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## 1 GENERAL

In alignment with our commitment to comply with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR), and with the overarching goal of enhancing accessibility, TUNISAIR has formulated this comprehensive Accessibility Plan

This Accessibility Plan and additional information about TUNISAIR accessibility travel is available online at [www.tunisair.com](http://www.tunisair.com).

### 1.1 PURPOSE

*TUNISAIR is dedicated to providing accessible and inclusive services to all passengers, including those with disabilities. This Accessibility Plan delineates the steps the airline will take to ensure that individuals with disabilities have an equal opportunity to enjoy all the benefits of air travel provided by TUNISAIR*

### 1.2 GOALS

*TUNISAIR objectives for this plan are to:*

- To deliver accessible services to all individuals, both customers and employees, with disabilities.*
- To eliminate barriers to air travel for persons with disabilities.*
- To consistently enhance accessibility services.*


### 1.3 MONITORING AND EVALUATION

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

### 1.4 TRAINING

*TUNISAIR 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 AWARENESS**

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

### **1.6 CONTINUOUS IMPROVEMENT**

*TUNISAIR 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. TUNISAIR 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**

*TUNISAIR 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**

*TUNISAIR 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.*

## **2. FEEDBACK PROCESS AND CONTACT INFORMATION**

TUNISAIR 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 TUNISAIR Accessibility Plan, you can submit it online using the airline's feedback form. You can also contact the airline's customer relations department by phone or email listed below.



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TUNISAIR 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 TUNISAIR feedback process for its Accessibility Plan:

- All feedback is treated confidentially.
- Feedback is reviewed by a team of customer service representatives 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.

TUNISAIR 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.

Please feel free to share any questions or feedback that you have about TUNISAIR Accessibility Plan. The airline is always looking for ways to improve its services and make travel more accessible for all passengers.

### **Contact Information**

#### **TUNISAIR HEAD OFFICE**

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### 3. FACILITIES

Addressing barriers related to facilities helps us ensure that people using our offices, buildings, lounges and terminal buildings have barrier-free access. TUNISAIR 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.

#### 3.1 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.*

#### 3.2 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.*
- *TUNISAIR will retrofit and adapt several existing buildings to be more accessible such as waiting areas for persons with disabilities.*

#### 3.3 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 TUNISAIR location to determine where improvements are needed.*
- *Develop and send targeted emails with useful information for customers with documented accessibility-related requests, such as available services and pre-travel reminders.*

#### 4. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

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

TUNISAIR is committed to incorporating accessibility into all phases of its website and app development life cycle. We will plan to introduce accessible in-flight entertainment and strive to enhance digital accessibility by addressing barriers associated with information and communication technology. Our objective is to consistently improve and stay current with technological innovations.

TUNISAIR is consistently striving to enhance its services and products, aligning with the latest technological advancements worldwide, particularly in consideration of persons with disabilities. Our initiatives involve identifying and addressing barriers present in TUNISAIR's official website, mobile applications, and other digital systems utilized by both customers and employees.

##### 4.1 BARRIERS IDENTIFIED

- *Navigating websites and mobile apps may pose challenges due to the extensive amount of information, with language that could be overly complex and difficult to comprehend, particularly for individuals with sensory impairments.*
- *Websites and mobile apps might lack alternative communication methods, and accessing assistance services may be perceived as complex.*
- *Accessibility issues may arise with chat tools, drop-down menus, option selection, and online forms, leading to inconsistent usability.*
- *Ensuring accessibility for addressing and receiving confirmation for special pre-flight requests, such as wheelchair services, may not be fully streamlined.*
- *Options to address, and getting confirmation for, special pre-flight requests (such as wheel-chair service) may not be fully accessible.*

##### 4.2 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.*

- *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.*

#### **4.3 PLANS TO IDENTIFY REMOVE OR 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.*

## **5. TRANSPORTATION**

TUNISAIR is dedicated to guaranteeing that all transportation under its management and control is accessible, providing equivalent service to all customers.

By addressing barriers related to transportation, TUNISAIR seeks to ensure that individuals with disabilities have meaningful travel options, facilitating connections with their loved ones. Our goal is to empower every person to make independent choices, with support if needed, irrespective of their disabilities. This commitment involves enhancing the accessibility of our products and services, as well as continually improving our efforts to deliver outstanding customer experiences for everyone.

TUNISAIR, among other initiatives, is actively working to provide services tailored to individuals with physical, visual, sensory, or mental impairments. Further information about our comprehensive range of assistance services found at [www.tunisair.com](http://www.tunisair.com)

### **5.1 BARRIERS IDENTIFIED**

- *Certain passengers encounter difficulties during the on-boarding and de-boarding process, particularly when boarding with all other passengers.*
- *Passengers with battery-powered mobility devices face challenges both before and during their travel.*
- *Checked-in mobility devices may be inadvertently left behind or experience delays, particularly during peak operational periods.*



- *Passengers may encounter challenges in seeking support from Ground handling staff and in-flight staff. ( WCH Cat)*
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- *On-board food and beverage services may not be fully accessible, requiring passengers to obtain menu information from our cabin crew, including details about dietary restrictions and allergies.*

## 5.2 ACTIONS ACHIEVED OR IN PROGRESS

- *TUNISAIR provides extensive pre-flight information for persons with disabilities with different means.*
- *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.( ref **G.O.M: Ground Operations Manuel**)*
- *TUNISAIR is actively working to ensure that all seats facilitate cabin attendant calls through a push button, in addition to the standard cabin attendant call available on the in-flight entertainment screen, catering specifically to persons with visual impairments.*
- *TUNISAIR is striving to enhance accessibility by providing safety videos and onboard entertainment with subtitles in various languages, equip aircrafts with at least one safety instructions card in braille.*
- *TUNISAIR has made significant improvements in the handling processes for assistive devices, aiming to provide more standardized services when assisting passengers with disabilities. IATA service codes are commonly utilized within TUNISAIR and by its external partners to streamline these services.*

## 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.*

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