



Lufthansa Group Accessibility Plan

First Progress Report (Canada)

June 2023 to June 2024

GENERAL

As stated in our Accessibility Plan, 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 reiterates that as an air carrier operating around the world, we strongly believe 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 First Progress Report shall set out the actions that Lufthansa Group, as a group of foreign carriers, have taken since June of 2023 to improve our services, products and experiences that our passengers with disabilities have when flying with the Lufthansa Group.

FEEDBACK PROCESS AND CONTACT INFORMATION

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.

Feedback 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

To send feedback by email about accessibility barriers you are experiencing or about the Accessibility Plan, you can write to Accessibility.LufthansaGroup@dlh.de. We ask that you do not include any confidential information (for example, a social insurance number or payment information) in your feedback.

Online Form

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 or this First Progress Report in an alternate format, please contact us via the above-mentioned channels.

Progress Report

Lufthansa Group is pleased to report on the progress made in the past year, in the below listed areas, as referenced in the *Accessibility Plan*.

FOCUS AREAS

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 construction. 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 in the Accessibility Plan:

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

Progress made and action taken:

- Aspects of physical accessibility are part of the assessment of new infrastructure projects.
- Lufthansa Group has retrofitted several existing buildings to be more accessible.
- FraCares, a joint venture of Lufthansa and Fraport at Frankfurt airport, and our PWD responsible local handling agent, have purchased additional wheelchairs, and some stairway caterpillars to be able to offer alternative transport means if lifts are not available.
- Fracares has moved to new rooms in the non-Schengen transit area B. These rooms offer more comfort for PWD passengers waiting for their connecting flight, and the staff are also closer to their work location.

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 technological 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, telecommunication and computer systems used by customers and our employees.

Barriers identified in the Accessibility Plan:

- Websites and mobile apps may not 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
- Flight tickets booking process may not be easy to navigate for people with certain disabilities

Progress made and action taken:

- LHG Accessibility guidelines (based on WCAG 2.1 AA guidelines), documentation & tools database is being created for easy and visual introduction to Accessibility and as a corporate digital accessibility point of reference
- Multiple invited experts presented on topics of Accessibility, WCAG 2.1 AA standards, the European Accessibility Act to raise Accessibility awareness
- Accessibility testing automation tools demo have been presented to teams for assessment
- Digital Accessibility Community and working groups established to align on initiatives and progress. Working with our Joint Venture Partners Air Canada and United to make sure systems provided to travel agents are accessible
- Amended online form to register assistance requirements implemented (all wheelchair types can now be registered; form only needs to be sent once instead of to two different departments as in the past; IATA conforming form for battery powered wheelchairs was integrated). The LHG is evaluating the improvement of the booking process to become a one-stop-shopping service also reflecting PWD-related needs
- Mobile applications are now currently being reviewed and improved for 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 in the Accessibility Plan:

- 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

Progress made and action taken:

- Adapting websites and intranet according to WCAG 2.1 AA standards to become accessible for persons with disabilities
- The LHG Apps, both for passengers and employees, will also be adapted according to WCAG 2.1 AA standards
- Implemented the WCH icon of the IATA one-click-away initiative (currently located in the footer of all websites)
- Regarding the IATA one-click-away initiative, it is under evaluation to see if the structure and/or content of PWD-related information can be changed to become the same for all LHG airlines (LH, OS, LX, SN)

TRANSPORTATION

By addressing transportation related barriers, Lufthansa Group aims to ensure persons with disabilities have meaningful options for travel and connect to 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 includes arrival and exit of airport buildings, moving between terminals and gates, boarding and de-boarding of aircraft and/or buses and the time spent on board of our aircraft.

Barriers identified in the Accessibility Plan:

- 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 not be fully accessible (obtain menu information, certain dietary restrictions, allergies, etc.)

Progress made and action taken:

- The LHG is evaluating the implementation of the sunflower initiative on all human touchpoints along the customer journey.
- Pre-boarding initiatives have been implemented to alleviate the difficulties faced by passengers during boarding.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Please refer to Focus Areas referenced above for passenger related services. In regards to employee programs and services, all training programs are being reworked under the WCAG 2.1 AA standards. During the 2024/2025 reporting period, the LHG will be creating a separate accessibility plan for Employee and Applicants of the LH Group in order to provide more localized service via our North American Human Resources team.

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 continue to use its best efforts to identify, and if necessary, improve, accessibility within its procurement processes.

FEEDBACK

Lufthansa Group has, in the past year, received a total of three (3) feedbacks via the feedback processes referenced above.

The LHG has received 3 messages via our Accessibility feedback methods: 2 calls and one email. All were pre-flight requests for LH flights and were forwarded to the New York Medical Operations desk who took over to respond to the requests. So in reality, no real feedbacks were received.

CONSULTATIONS

Lufthansa Group has expanded their Accessibility Working Group over the past year into a cohesive working group. We are proud to relay that members of this working group are now members of the following accessibility related communities:

- IATA Accessibility Working Group (ACCWG)

In addition to expanding our involvement in the global accessibility community, we have also implemented the following:

- A team of Customer Service specialists that only handles accessibility claims so that our customers are getting highly trained, and specialized, one on one support.
- Consultations with visually impaired advocacy experts to review our digital products to improve our websites, applications and other tools.
- A LHG-wide Community of Experts for Accessible Travel was founded and is exchanging about PWD-related topics on a monthly basis. Members of this team are also meeting with our Joint Venture partners Air Canada and United monthly.