Tunisair Accessibility Plan and Feedback Process
2026–2028

In accordance with the Accessible Canada Act and the regulatory requirements of the Canadian Transportation Agency (CTA) for Category 2 entities.

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ACCESSIBILITY PLAN (2026–2028)

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ACCESSIBILITY PLAN (2026–2028) – TUNISAIR

1. General Information

1.1 Management Message and Commitment

Building on its initial plan (2023–2026), Tunisair renews its commitment to providing reliable, safe, and dignified travel for all Passengers with Reduced Mobility (PRM) or disabilities. This accessibility plan (2026–2028) aims to address the gaps identified during the previous cycle and to institutionalize a culture of accessibility within the airline.

1.2 Feedback and Contact Information

Tunisair maintains and strengthens its communication channels to collect feedback on accessibility.

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Head Office: Boulevard Mohamed BOUAZIZI, 2035 Tunis Carthage, Tunisia

New for 2026: Finalization of the integration of the direct "PRM Claim" link in the Claims section of the website to simplify submissions to the feedback team.

1.3 Alternate Formats

The public may request the Accessibility Plan (2026–2028) in an alternate format. This document is available upon request via the following contact details:

- **Email Address:** Callcenter.casspeciaux@tunisair.com.tn
- **Tunisair Montreal Agency:** 1440 Ste-Catherine West, Suite 518, Montreal, Quebec H3G 1R8 (*)
- **Telephone:** +1 (514) 819-0495 / +1 (514) 282-0202, ext. 200 or 201

2. Governance and Consultations

2.1 Institutionalization of the Accessibility Committee

2026–2027 Objective: Finalize the creation and formalize the mandate of the Internal Committee Dedicated to PRM Accessibility.

Role of the Committee: Centralize surveys, ensure direct follow-up on unresolved claims, oversee technical equipment audits, and ensure compliance with the CTA.

2.2 Ongoing Consultations

- Continuation of direct face-to-face surveys at stopovers (check-in, onboard).
- Establishment of a permanent consultation partnership with specialized organizations, such as the Tunisian Federation of Triathlon and Paratriathlon (FTTri), to test new procedures before deployment.

3. Action Plan by Regulatory Area (2026–2028)

3.1 Information and Communication Technologies (ICT)

2025 Finding: The online accessibility plan is little known or unread by users.

Actions:

- Improve the visibility of the plan on the Tunisair website homepage.
- Ensure website compliance with WCAG standards for screen readers (visual impairments).

3.2 Communications (Other Than ICT)

2025 Finding: Language barriers identified for elderly or ill passengers who speak neither French nor English.

Actions:

- Creation of simplified visual guides (pictograms) for key travel stages (check-in, security, onboard).
- Raising awareness among ground staff regarding the use of instant translation tools or alternative communication methods.

3.3 Design and Delivery of Programs and Services (After-Sales Service and Sales)

2025 Finding: Marked dissatisfaction from customers and the FTTri regarding After-Sales Service (SAV) handling (unanswered PRM claims). Reception at facilities was occasionally deemed unsatisfactory.

Actions:

- Creation of an emergency After-Sales Service protocol to process PRM claims within a maximum timeframe of 72 hours.
- Integration of a mandatory training module on "inclusive reception and compassionate care" for agency and check-in staff.

3.4 Transportation and Onboard Accommodations (Air Services)

2025 Finding: Strong demand for adapted seat assignments (proximity to washrooms, aisle) and discomfort regarding legroom/space in certain rows.

Actions:

- **Adapted Seating Policy:** Automation of blocking aisle seats or seats close to amenities when a booking includes a "PRM" or "Special Cases" designation.
- Drafting of a strict procedure for the secure stowage and priority return of wheelchairs in the cargo hold to prevent claims related to material damage.

3.5 Built Environment and Procurement of Goods/Services

Actions:

- Increased collaboration with airport authorities (Ground Handling and OACA) to audit the accessibility of Tunisair counters.
- Integration of mandatory accessibility criteria into technical specifications when purchasing new assistance equipment (transfer chairs, lifts).

4. Monitoring and Progress Reports

In accordance with CTA regulations for Category 2 entities, Tunisair will publish annual progress reports measuring the implementation status of the actions listed above on the following dates:

- **June 1, 2027:** First progress report of the Accessibility plan
- **June 1, 2028:** Second progress report of the Accessibility plan.