



Turkish Airlines Accessibility Plan and Feedback Process (2026 – 2028)

In accordance with Canada’s Accessible Transportation Planning and Reporting Regulations and Accessible Canada Regulations

Executive Summary

Türk Hava Yollari Anonim Ortakligi (“Turkish Airlines,” “we” or “us”) has developed an Accessibility Plan to ensure compliance with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). The plan aims to enhance accessibility at airports and on flights and enhance accessible and inclusive service for passengers.

Among other things, Turkish Airlines strives to improve digital accessibility and continues working toward alignment with Web Content and Accessibility Guidelines (WCAG) 2.2 AA standards across its digital platforms. Training for Turkish Airlines staff involves tools to understand and address the difficulties faced by persons with disabilities. The airline also actively seeks feedback through the contact information listed below, in order to help improve accessibility through the enhancement of services and facilities. Turkish Airlines’ procurement processes incorporate accessibility considerations in the development of goods, services, and facilities, and programs and services are continuously improved based on feedback from disability communities. Turkish Airlines will continue to improve its procurement process to ensure accessibility for all customers.

Turkish Airlines continues to enhance transportation accessibility by soliciting feedback through consultation, collaboration with airport stakeholders, and accessibility initiatives across digital platforms, airport environments, and onboard services. Current projects include accessible self-service kiosk enhancements, accessibility-focused communication initiatives with Istanbul Grand Airport (IGA), development of specialized wheelchairs for use on-board Turkish Airlines narrow-body fleet, and improvements to accessibility of in-flight entertainment content. These initiatives are supported through consultation activities, usability reviews, and coordination with internal technology teams and third-party service providers.

General

To improve accessibility for persons with disabilities while ensuring compliance with the ACA, the ATPRR, and the ACR, Turkish Airlines has conducted consultations and developed this Accessibility Plan. It aims to identify and remove potential barriers and prevent new barriers in the future. Any comments or feedback in relation to Turkish Airlines’ Accessibility Plan can be shared via the contact information provided below.

Feedback process:

If anyone would like to contact Turkish Airlines to discuss the Turkish Airlines Accessibility Plan and its implementation and/or any barriers that could have been encountered by passengers with disabilities, then please contact us via:

i. Position: Sales Operations Manager

ii. Phone: +1-416-260-4880

iii. Mailing Address: Turkish Airlines, 90 Adelaide St. West, Suite 700, M5H 3V9, Toronto, ON, Canada

iv. Email: CANADACUSTOMER@THY.COM

v. Feedback form: <https://www.turkishairlines.com/en-ca/accessibility-feedback-form>

Feedback may be submitted anonymously through any of the communication channels listed above. Turkish Airlines also accepts accessibility-related feedback through other customer communication channels used to interact with the public, including customer service and digital communication platforms. Feedback received through these channels is reviewed by the Customer Experience Team and considered as part of accessibility evaluations, barrier identification, service improvements, future accessibility planning, and progress reporting activities.

Alternative format for the Accessibility plan and/or feedback process:

To request a copy of Turkish Airlines' Accessibility Plan and Feedback Process or the Accessibility Plan Progress Report in an alternate format, please contact Turkish Airlines using any of the channels above. On request, we may provide a copy of the Accessibility Plan and Feedback Process or the Accessibility Plan Progress Report in print, large print, braille, or audio format or in an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will acknowledge any feedback (other than anonymous feedback) provided to us in the same format as it was submitted.

Design and Delivery of Programs and Services

Turkish Airlines is enhancing the design and delivery of its services by incorporating accessibility considerations across the passenger journey. Building on previous initiatives, improvements are being implemented to support more independent and barrier-free travel experiences for passengers with disabilities.

One of the key initiatives under development is a Remote Assistance Service designed to provide end-to-end guidance throughout the travel experience — from ticket purchase, throughout transit, with step-by-step support across Turkish Airlines' main hub at Istanbul Grand Airport.

The initiative aims to address barriers related to independent airport navigation, communication challenges, and the need for more personalized travel support. Following stakeholder consultations conducted in 2025, procurement processes for supporting technologies were initiated in 2026 in collaboration with accessibility solution providers. Phased development and testing activities are currently ongoing.

The effectiveness of the Remote Assistance Service will be monitored through key performance indicators such as passenger satisfaction levels, reduction in assistance-related complaints, average response and support times, and digital service usage rates.

Building on findings from the 2024 Accessibility Plan and subsequent Progress Reports, thereunder, as well as consultation activities, Turkish Airlines has also implemented the Special Passenger Assistance Service (SPAS), a project developed to enhance the end-to-end management of services for passengers with reduced mobility (PRMs).

The initiative was introduced in response to recurring feedback related to waiting times, process uncertainty, and operational coordination challenges experienced during PRM service delivery. SPAS enables digital tracking of passenger assistance services at Istanbul Grand Airport, automated task allocation, and improved transparency throughout the passenger journey.

Project planning activities for SPAS began in 2025, followed by field observations and user testing which was completed in early 2026. The system was successfully launched in March 2026, with deployment continuing in phases across operational areas.

The effectiveness of the SPAS project will be measured through key performance indicators, including passenger and employee satisfaction, PRM service delivery times, complaint trends, operational efficiency metrics, and service tracking accuracy. Ongoing improvements will continue to be implemented based on operational monitoring, stakeholder engagement, and feedback analysis.

Information and Communication Technologies (ICT)

In accordance with direction of the Türkiye Ministry of Family and Social Services, Turkish Airlines continues working toward alignment with WCAG 2.2 Level AA accessibility standards across its digital platforms. In addition to live environments, newly developed website and mobile application designs are being developed with consideration for WCAG 2.2 Level AA principles. Throughout this process, close coordination is maintained with the Accessibility Team, and improvement areas are continuously assessed based on challenges experienced by individuals with disabilities across digital channels, as well as user feedback. Necessary enhancements are subsequently planned and implemented accordingly.

To support these efforts, members of the digital accessibility team have obtained internationally recognized certifications, including Certified Professional in Accessibility Core Competencies (CPACC) from the International Association of Accessibility Professionals (IAAP). These initiatives support improved usability, compatibility with assistive technologies, and enhanced accessibility of digital services for passengers with disabilities.

Turkish Airlines is also exploring the development of accessibility preference features within digital platforms, enabling passengers to personalize services based on their individual needs. In addition, accessibility considerations are being integrated into self-service technologies, including airport kiosks, to enhance usability and accessibility for passengers with disabilities.

Based on consultation findings and feedback analysis, Turkish Airlines identified challenges faced by passengers in accessing accessibility-related services through a more seamless and centralized experience. Feedback also indicated that existing accessibility services were not sufficiently visible on digital platforms and the website.

In response, an Accessible Passenger Web Page Renewal Project has been initiated to redesign the “Patients and Disabled Passengers” section of the website. The objective is to restructure content under a dedicated and user-centric framework, ensuring that accessibility services are presented in a more visible, accessible, and user-friendly manner.

The project is currently ongoing in collaboration with relevant stakeholders, with efforts focused on simplifying content, improving navigation, and enhancing overall accessibility. The updated web page is targeted to go live in the third quarter of 2026, followed by ongoing reviews and enhancements based on user feedback and accessibility considerations.

To further enhance digital accessibility, Turkish Airlines has introduced an AI-powered virtual assistant (TK Assistant) across its digital platforms in multiple languages. This tool enables passengers to access key travel information — such as flight status, booking management, and baggage policies — through a simplified and interactive interface with real-time updates. In addition, the tool is also utilized by Turkish Airlines personnel to quickly access relevant operational and service-related information, supporting more efficient and consistent assistance to passengers. By reducing search complexity and enabling real-time responses, the solution aims to support easier access to travel information for passengers who may experience communication, cognitive, or language-related navigation challenges when using digital channels.

Built Environment

Turkish Airlines continues to improve the accessibility of physical environments experienced by our guests during their travel, in collaboration with airport stakeholders and service providers.

Feedback from passengers with disabilities identified challenges related to independent kiosk usage, including screen accessibility, interface usability, and kiosk positioning for wheelchair users. In response, Turkish Airlines initiated accessibility enhancements for self-service kiosks previously introduced at Istanbul Grand Airport.

Accessibility improvements currently under development include screen-reader compatibility, keyboard navigation support, improved interface usability, and ergonomic positioning reviews to improve accessibility for wheelchair users and passengers with visual impairments.

Development and testing activities are ongoing in collaboration with relevant stakeholders, and additional enhancements will continue to be implemented based on passenger feedback, operational evaluations, and accessibility requirements.

Transportation

Turkish Airlines continues to enhance accessibility across transportation services to support passengers with disabilities throughout their journey.

Improvements include ongoing enhancements to in-flight entertainment accessibility and the evaluation of inclusive content features such as subtitles, sign language support, and audio descriptions.

Building on feedback gathered through consultations and previous progress reporting, Turkish Airlines has continued the development of onboard wheelchair solutions for its narrow-body fleet to improve in-flight accessibility for passengers with reduced mobility.

Throughout 2025 and 2026, regular online meetings were held with stakeholder units to review project progress, evaluate operational requirements, and discuss feedback received from disabled passengers and Turkish Airlines employees. As part of the development process, onboard trials of the wheelchair prototype were conducted with a disabled passenger on December 9, 2025, and April 9, 2026. During these trials, feedback regarding maneuverability, passenger transfer experience, and operational usability was collected through direct observations and discussions with both the participant and operational teams. Findings and recommended revisions were subsequently shared with relevant stakeholders and incorporated into the design improvement process.

Following the completion of the design, development, and testing phases completed in 2025, the project progressed into the production and deployment phase in 2026. Turkish Airlines aims to gradually equip aircraft with a designated number of onboard wheelchair units by the end of June 2026 as part of the initial rollout plan.

The rollout will be implemented in phases and supported through ongoing monitoring of usability, passenger satisfaction, and operational effectiveness. Continuous improvements will continue to be made based on feedback received from passengers and frontline employees.

Procurement of Goods, Services, and Facilities

Turkish Airlines continued integrating accessibility considerations into the procurement and development of services, facilities, and digital accessibility solutions.

Accessibility considerations are being incorporated into RFP and procurement evaluation processes. This development may be communicated through appropriate internal or external channels, where applicable. In addition, related accessibility initiatives and developments have been communicated internally through the monthly newsletters published by the Accessibility Team to support awareness and organizational alignment.

Turkish Airlines, through its subsidiary Turkish Technology, continues to advance the accessibility enhancement project for self-service kiosks at Istanbul Grand Airport. Based on feedback received from passengers with disabilities regarding screen accessibility, interface usability, and kiosk positioning, accessibility improvements to the kiosk front-end application have been completed, and an accessibility controller concept has been developed. Planned features include screen reader activation, text size adjustment, color contrast options, and screen height adjustment for wheelchair users. Subject to ongoing technical and operational evaluations, the rollout of the new accessible kiosks is planned for July 2026. In parallel, coordination activities are ongoing regarding the potential expansion of the solution to additional airports across Türkiye and broader deployment throughout Istanbul Grand Airport over time.

Based on the ongoing onboard wheelchair project initiated in 2025, following consultation feedback from passengers with reduced mobility, Turkish Airlines has continued the development of narrow-body aircraft onboard wheelchair solutions to enhance in-flight accessibility. In coordination with relevant stakeholders and suppliers, the project progressed into the production phase in 2026 after completion of the design and proposal stages. Current activities include material supply, production, coating, assembly, and certification processes, with completion targeted in June 2026.

Turkish Airlines continues to collaborate with airport operators, technology teams, and external accessibility solution providers to ensure that accessibility requirements are considered during future procurement, renovation, and digital development activities.

Employment

Turkish Airlines is committed to fostering an inclusive workplace by strengthening accessibility awareness and internal capability.

To support an inclusive workplace and improve accessibility for employees, Turkish Airlines has introduced internal digital applications, including the MyPass and UP platforms, which are being enhanced to meet accessibility needs. These tools enable employees to efficiently manage daily workplace functions such as attendance tracking, leave applications, and access to organizational updates through a centralized and user-friendly interface.

Accessibility improvements within these applications are being implemented to ensure that employees with disabilities can independently access and use these services. Feedback collected through internal consultation processes, including engagement with employees with disabilities and dedicated working groups, is used to identify barriers and guide ongoing enhancements. This initiative contributes to strengthening digital accessibility across internal systems and supports equal participation of all employees in workplace processes.

Employees involved in accessibility-related functions have received specialized training, including internationally recognized certifications such as the Certified Professional in Accessibility Core Competencies (CPACC) from the International Association of Accessibility Professionals (IAAP).

These initiatives enhance internal knowledge of accessibility standards and support the organization's ability to design, implement, and maintain accessible services for passengers with disabilities. Turkish Airlines will continue to promote accessibility awareness and training as part of its ongoing commitment to inclusion.

Communication (Other than ICT)

Turkish Airlines continues to improve communication accessibility for passengers with disabilities through enhanced information delivery and support services.

Workshops, consultation sessions, and passenger feedback identified that passengers experience difficulties in accessing accessibility services through digital channels, that existing services are not sufficiently visible, and that hearing-impaired passengers face difficulties in following onboard safety and security announcements. In response, Turkish Airlines initiated the Istanbul Grand Airport (IGA) Accessibility Services Mailing project in collaboration with IGA authorities to provide passengers with the right information at the right time, redesigned accessibility web content under a dedicated framework, and simplified In-Flight Entertainment announcement texts to make them more accessible and understandable for passengers with disabilities.

The initiative is planned for implementation in 2026, with ongoing updates and content improvements to ensure continued relevance and effectiveness, and it directly addresses feedback received during consultation processes regarding low awareness of accessibility services.

Provisions of CTA Accessibility-Related Regulations

Turkish Airlines, as a major carrier operating under the regulations of the Canadian Transportation Agency, is required to comply with all the relevant provisions of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) in parts 1, 2, 3, and 7

that apply to Turkish Airlines. Turkish Airlines is implementing its accessibility plan in accordance with the applicable provisions.

Consultation Topics and Key Findings

Turkish Airlines has conducted structured consultation activities to better understand the travel experience of passengers with disabilities and to identify accessibility barriers across the end-to-end passenger journey.

Primary Consultation Activity A key consultation workshop titled “Accessibility in Aviation Workshop” was conducted on 17 June 2025 with participation by various Non-governmental organizations (NGOs) and disability advocacy groups, Private sector representatives – (Individuals with disabilities), and Representatives from Turkish Airlines.

The consultation was conducted in-person in the form of workshop sessions, thematic table discussions, and group-based evaluations.

Feedback collected during the consultation identified several accessibility barriers, including:

- *Challenges in airport navigation*
- *Limitations in accessibility of information*
- *Complexity in passenger processes,*
- *Need for more inclusive and*
- *coordinated service delivery.*

Consultation findings directly informed the development of key initiatives, including the Accessible Passenger Web Page renewal Project, the AI Assistant tool, and collaboration with Istanbul Grand Airport accessibility mailing initiative. Each of these initiatives was designed to address specific barriers identified during consultation, such as limited service visibility, difficulty accessing information, and lack of real-time guidance.

What Was Consulted

Consultations focused on the end-to-end passenger journey and accessibility barriers experienced by passengers with disabilities throughout different stages of travel.

Consultation topics included:

accessibility of pre-flight preparation, reservation, and ticketing processes, Turkish Airlines website, mobile application, and self-service kiosk accessibility, visibility and awareness of accessibility services, Airport navigation, wayfinding, and ground handling services, wheelchair coordination, waiting times, and operational communication, In-flight accessibility, onboard mobility support, and cabin communication, Post-arrival assistance and transfer experience, accessibility of digital communication channels and informational content.

During consultation activities, participants highlighted several accessibility barriers and operational concerns, including:

- Limited awareness of available accessibility services,
- difficulties accessing accessibility-related information through digital channels,
- Long waiting times for wheelchair and special passenger assistance services,
- Process uncertainty during airport navigation and boarding
- Communication barriers for passengers with visible and non-visible disabilities, and
- Challenges related to the independent use of self-service technologies.

Feedback and findings collected during these consultations directly contributed to the development and prioritization of accessibility initiatives, including:

- SPAS (Special Passenger Assistant Service) digital tracking initiative,
- accessible Passenger Web Page Renewal Project,
- accessibility-focused kiosk enhancement program,
- Turkish Airlines Istanbul Grand Airport (IGA) Accessibility Services Mailing Initiative,
- AI-powered TK Assistant accessibility support tool, and
- remote accessibility assistance and digital guidance initiatives.

The primary consultation workshop was conducted on 17 June 2025, followed by ongoing consultation and stakeholder engagement activities throughout 2025 and 2026.

Who Was Consulted

Consultation activities involved approximately 120 participants through both in-person and online engagement sessions, including individuals with disabilities, disability advocacy organizations and NGOs, accessibility solution providers, aviation industry representatives, Istanbul Grand Airport (IGA) stakeholders, universities and research institutions, and Turkish Airlines employees with disabilities.

Participants included representatives and contributors associated with organizations and consultation groups focused on epilepsy, dyslexia, guide dog accessibility, Down syndrome, Alzheimer's disease, rare diseases, muscular diseases, and neurodiversity-related accessibility needs, including consultation activities conducted with organizations such as the Epilepsy with Life Association, Dyslexia Association of Türkiye, Guide Dogs Association, Down Syndrome Association of Türkiye, Alzheimer's Association of Türkiye, Rare Diseases Federation, and Muscular Diseases Association of Türkiye.

Consultation activities also included engagement with accessibility consultants, airport stakeholders, operational teams, and individuals with lived experience representing both visible and non-visible disabilities.

How Consultation Was Conducted

Consultation activities were conducted through in-person workshops, virtual meetings, stakeholder discussions, and experience-sharing sessions with individuals with disabilities and related organizations.

Virtual consultation meetings generally lasted approximately one hour and focused on participants' travel experiences, accessibility barriers, and service expectations across the passenger journey. To support structured discussions, participants were provided in advance with

key consultation topics related to digital booking experience, airport and cabin services, arrival processes, and digital accessibility.

The consultation approach was designed to encourage open and natural experience-sharing discussions, and feedback gathered during these sessions was incorporated into accessibility planning and service improvement initiatives.

Feedback and Continuous Improvement

Feedback received through consultation activities, operational observations, digital channels, workshops, and stakeholder engagement sessions is being reviewed by relevant Turkish Airlines departments and is taken into account for accessibility planning, service enhancement, and future progress reporting activities.

In collaboration with Istanbul Grand Airport, feedback from passengers highlighted the need for clearer, multi-format communication during check-in and boarding. This has guided updates to digital notifications, emails, and on-site signage to improve inclusivity for passengers with disabilities.

Feedback has indicated that passengers may face challenges locating information efficiently on digital platforms. The introduction of the AI assistant aims to address this by providing a more direct and user-friendly way to access essential services.

Turkish Airlines remains committed to improving accessibility through ongoing consultation, operational monitoring, stakeholder engagement, accessibility evaluations, and annual progress reporting activities in accordance with applicable Canadian accessibility regulations and standards.