



Turkish Airlines Accessibility Plan Progress Report 2024-2025

In accordance with Canada's Accessible Canada Act, 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), the Accessible Transportation Planning and Reporting Regulations (ATPRR) and the Accessible Canada Regulations (ACR). The Accessibility Plan aims to enhance accessibility at airports and on flights and provide excellent customer service for all guests.

In accordance with the provisions of the Accessible Canada Act, this progress report outlines actions that we have already taken under our Accessibility Plan to address some of the barriers identified through our review of our built environment, information and technology systems, office spaces, consultations with employees, other stakeholders and experts, and feedback received from our customers.

Turkish Airlines is dedicated to improving accessibility for our passengers and employees and creating a positive and inclusive environment for all passengers and employees and welcomes any comments and feedback about its Accessibility Plan. Turkish Airlines will continue to receive feedback and incorporate them in the Accessibility Plan.

Summary of Actions Taken

In 2024-2025, Turkish Airlines advanced its commitment to accessibility by completing several key initiatives under its accessibility Plan. Improvements included the installation of vending machines and upgraded seating areas in the Istanbul lounge for passengers with reduced mobility, enhancements to the in-flight Entertainment system with accessible movie options, expanded language selections at self-service kiosks, and maintenance of ground transfer equipment at Istanbul airport for passengers that require assistance. Progress was also made in the development of onboard wheelchair solutions for narrow-body aircraft. These actions were driven by passenger feedback collected during the year, and are aligned with the priorities set out in the ACA, the ATPRR and the ACR.

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 about 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/or any barriers that could have been encountered by passengers with disabilities, then please contact us via:

- i. Name: Sales Operations Manager*
- ii. Phone: +1-416-260-4880*
- iii. Mailing Address: Turkish Airlines, 90 Adelaide St. West, Suit 700, M5H 3V9, Toronto, ON Canada*
- iv. Email: CANADACUSTOMER@thy.com*
- v. Feedback form for anonymous: <https://www.turkishairlines.com/en-ca/accessibility-feedback-form>*

Feedback can be provided anonymously using any of the channels above.

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.

Employment

Employee Feedback and Accessibility Improvements

During the past year, Turkish Airlines continued to engage employees through regular feedback mechanisms to identify and address barriers in the workplace. Based on feedback received from employees with disabilities, wide glass gate turnstiles were installed across specific regions to support safer access for staff members with mobility limitations.

Workplace Accommodations

We enhanced physical accessibility at various office and airport locations to better support employees and guests with disabilities. These efforts included the expansion and renovation of existing facilities. In addition to infrastructural improvements, Turkish Airlines provides special leave entitlements for employees with disabilities during special circumstances such as severe weather conditions or national irregularities, in line with legal regulations. While formal leave categories specific to disability are not yet defined in internal employee policies, accommodations have been extended in practice based on feedback provided by employees.

Turkish Airlines continues to explore workplace technologies that support the visually impaired. For instance, the visually impaired employees in the Information Department can independently operate office printers using accessible software and voice-guided systems. Such tools contribute to a more inclusive work environment by promoting equal Access to daily tasks.

The Built Environment

Wheelchair Accessibility at Airport Facilities

Turkish Airlines stations provide accessible check-in counters, ramps, signage, and designated waiting areas for Passengers with Reduced mobility (PRMs). Infrastructure at hubs like Istanbul Airport continues to be developed to support accessibility needs.

Based on feedback received during accessibility consultations, Turkish Airlines initiated improvements to the physical layout within the waiting areas in the airside of the Istanbul airport terminal for passengers with reduced mobility. We replaced traditional chairs with comfortable couches to allow passengers to experience a higher degree of comfort between connecting flights. Additionally, flight information screens have been installed within the waiting areas in the terminal to help passengers access updated travel information without needing to move long distances. These initiatives address gaps identified during consultations and aim to make the built environment more accessible and comfortable.

Based on feedback received from passengers through the in-flight entertainment (IFE) system, Turkish Airlines has taken steps to improve accessibility within the built environment. As part of these efforts, complimentary internet access is provided at hub airports. This service supports passengers especially those with cognitive, sensory, or communications-related disabilities by helping them remain connected, during layovers or while waiting for connecting flights in Istanbul.

Information and Communication Technologies (ICT)

Turkish Airlines has integrated accessibility into its ongoing digital development workflow. Rather than approaching accessibility as a one-time task, it is continuously considered in the design and update of our web and mobile platforms. Accessibility audits are periodically conducted using automated tools such as Lighthouse to assess compliance with standards like WCAG 2.1 Level AA.

Language Options on Self-Service Kiosks

We have started an upgrade program on the airport kiosks at Istanbul airport, which involves increasing the language options from two to twelve and adding twenty-six additional kiosks with a new vertical screens to improve accessibility. The changes to our airport kiosks will enhance usability for passengers with cognitive or language-related challenges. We hope to complete the upgrade program by 2026.

We have also upgraded our in-flight Entertainment (IFE) system by offering movies with audio descriptions for visually impaired passengers. These descriptions narrate visual scenes, helping passengers understand the movie without relying on visuals. This improvement ensures that the IFE system is accessible and inclusive for all users.

To improve accessibility for visually impaired employees and passengers, we have set up an IT team that is tasked with identifying and removing barriers in our ICT environment. While visually impaired passengers can perform their transactions on the web and mobile applications with the help of screen readers, these transactions take time. We have therefore undertaken an initiative to improve accessibility for screen readers on Turkish Airlines' web and mobile applications. We audited our web and mobile applications to identify common errors encountered by screen readers, and our IT team is working on improvements to address these issues. When the improvements are completed, our screen reader users will be able to complete their ticketing and post-ticketing transactions more comfortably and quickly.

Accessibility Feedback Mechanism implementation

A dedicated accessibility feedback link has been added to the footer of the Canadian landing page of our website. This allows users to submit feedback regarding accessibility barriers and service gaps.

Communication (Other than ICT)

Turkish Airlines cabin crew are trained to use respectful and inclusive language with passengers. Visually and hearing-impaired passengers receive verbal briefings, written communication, and assistance with lip-reading and simplified language, as appropriate. We also provide safety cards in braille on board our aircraft, and Turkish Airlines is currently exploring the implementation of region-specific in-flight safety briefings supported by subtitles in applicable languages.

This proposed initiative aims to improve accessibility and communication for passengers by ensuring that critical safety information is conveyed in a language they understand.

Cabin crew members are trained to assist visually impaired passengers in using the IFE system. They help passengers access accessible movie options and operate the system when needed, ensuring equal access through direct human support during the flight.

In December 2024, we completed the roll-out of the Sunflower Lanyard services at 40 international airports, including Toronto, Montreal, and Vancouver. Passengers requiring special assistance can request the Sunflower Lanyard service, which helps airport personnel and cabin crew to identify and better support those passengers who may need more assistance or more time in some processes. We have also introduced awareness and training regarding the Sunflower Lanyard service for our cabin crew and ground services personnel.

The Design and Delivery of Programs and Services

To enhance accessible service delivery, Turkish Airlines has rolled out marked signage at check-in counters across all Canadian stations where it operates flights to Toronto, Montreal, and Vancouver. These signs support passengers with disabilities, reduced mobility, seniors, and families with children. These signs ensure priority access and reduce waiting times, enhancing overall accessibility.

Turkish Airlines uses the Mobile Cabin Application (MoCA) Passenger systems and tablets to provide real-time passenger updates to cabin crew to ensure that the specific needs of passengers with disabilities are met in a timely fashion. Both ground staff and cabin crew are provided with specific interaction guidelines for communicating with passengers with visual, auditory or cognitive disabilities.

Turkish Airlines provides customized services to meet the needs of persons with reduced mobility (**PRM**) at Istanbul airport, including early check-in, escorting assistance, priority baggage delivery, and designated seating. These procedures are tailored to reduce physical effort and waiting time at various touchpoints.

Following consultations with disability organizations, Turkish Airlines has initiated two key service improvement projects in the past year:

- The Special Passenger Assistance service (**SPAS**) for personalized mobility Assistance; and
- A web and tablet-based monitoring system with Airclinc for real-time coordination of PRM services.

SPAS Project and Airclinc system development are underway. Turkish Airlines is committed to strengthening service delivery based on consultation feedback and expects full operational deployment by 2026 – 2027.

Procurement of Goods, Services and Facilities

To support accessibility improvements, Turkish Airlines worked with third-party vendors under specific procurement guidelines that emphasized accessibility considerations. Through this process, vending machines were installed in the waiting area in the Istanbul airport airside terminal, providing easier access to snacks, beverages, refrigeration for medications, and device charging points. Vendors were instructed to meet accessibility standards during installation and service delivery. These actions were directly based on passenger feedback and reflect our commitment to ensuring accessibility is considered in all procurement activities.

Accessibility considerations formed part of the evaluation criteria for awarding contracts to the suppliers of the vending machines.

Turkish Airlines also entered into agreements with aviation business suppliers in 2024 – 2025 to provide wheelchairs for our narrow-body aircraft fleet.

Transportation

Turkish Airlines has continued to enhance accessibility for passengers with reduced mobility across its

operations. These initiatives include:

- *Provision of onboard wheelchairs on all wide-body aircraft serving long-haul routes, including flights to and from Canada and the United States;*
- *Completion of the build and testing of prototype on-board wheelchair for narrow-body aircraft. Based on results from initial tests, the product is being further revised and serial production will commence upon completion of final testing. Turkish Airlines plans to equip 210 narrow-body aircraft with onboard wheelchairs and maintain 40 additional wheelchairs as spares;*
- *Provision of training to cabin crew to assist with handling mobility aids such as canes, walkers, etc.;*
- *In-cabin maintenance of 40 ambulifts used for wheelchair and stretcher passenger transfers at Istanbul airport to ensure continued service reliability; and*
- *Continuing improvements to priority services for passengers with disabilities, including priority boarding, seating assistance, baggage escort services, and connecting flight support.*

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.

Feedback Information

Since Turkish Airlines published its feedback form as part of its Accessibility Plan, we have not yet received any submissions regarding our Accessibility Plan or accessibility barriers outside of customers' immediate travel requirements and concerns. In order to increase passenger awareness and engagement, we have been actively informing passengers of our Accessibility Plan and encouraging them to review the same and provide feedback, both on our Accessibility Plan as well as with respect to passenger experience.

We continually monitor all our communication channels for feedback or inputs provided by our employees, customers and members of the public. Based on such feedback, we review our operating standards and procedures to ensure that any barriers to accessibility identified pursuant to such feedback are swiftly addressed.

During the last year, we actively sought inputs from employees with disabilities for identifying accessibility barriers in our work environment. An employee with reduced mobility shared that accessing the workplace during harsh weather was challenging for the employee. Based on this input, we reviewed our human resources policies and implemented flexible leave measures, which allow employees with reduced mobility to take leave during severe weather or other emergency situations. Based on feedback received from visually impaired employees, we set up a separate accessibility-focused IT team to identify barriers and gaps in accessibility for people with visual impairment.

We have also been seeking input from passengers through the in-flight entertainment system installed on our aircraft. Feedback received through the IFE system resulted in the provision of free internet access to disabled passengers at hub airports. Passenger feedback also resulted in the installation of accessible vending machines at Istanbul airport.

A disabled passenger shared feedback about the lack of an onboard wheelchair on a narrow-body aircraft, which made it difficult to access the lavatory during the flight in November 2024. To further assess this concern, the journey was re-tested by an employee with an orthopedic disability in Ankara in January 2025. Based on these findings, Turkish Airlines initiated discussions with vendors to design and introduce accessible onboard wheelchairs suitable for narrow-body aircraft, to equip each flight with one dedicated

wheelchair to improve lavatory access and in-flight mobility for passengers with disabilities.

Consultation

Turkish Airlines engaged the Physically Disabled Solidarity Association, and the Turkish Spinal Code Paralyzed Association, to review our service offerings, and also engaged Çizgi Advertising, Research and Consultancy Company to conduct an audit of our system to identify barriers to accessibility. The consultation process was completed in 2024, and in the last year, we have been engaged in reviewing the findings of the review process and implementing improvements in our systems.

Additionally, internal consultation was carried out with employees with disabilities to better understand workplace accessibility challenges and improve accommodation practices, such as flexible leave policies and ergonomic tools.

Once the current initiatives are fully implemented, Turkish Airlines plans to conduct a new consultation process to test the system and engage in further improvements.