



# Turkish Airlines Accessibility Plan and Feedback Process

**In accordance with Canada's Accessible Transportation  
Planning and Reporting Regulations and Accessible  
Canada Regulations**

## Executive Summary

Türk Hava Yolları Anonim Ortaklığı ("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 provide excellent customer service for all passengers.

Among other things, Turkish Airlines strives to improve digital accessibility and has developed its website in accordance with Web Content and Accessibility Guidelines (WCAG) 2.0 Level 2 standards.

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' process of procuring goods, services and facilities ensures accessibility requirements are met, and programs and services are continuously improved based on feedback from disability communities. Turkish Airlines will continue to improve their procurement process to ensure accessibility for all customers.

Turkish Airlines also strives to improve transportation accessibility through feedback and works very closely with its Ground Service Providers to improve its service quality and with its Handling Companies to improve the service quality. Efforts are being made to improve accessibility within airport lounges, airplanes, and other built environments. Throughout the entire process, Turkish Airlines complies with the provisions of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR).

In conclusion, Turkish Airlines is dedicated to improving accessibility and ensuring a positive flight experience for all passengers and welcomes any comments about its Accessibility Plan. Turkish Airlines will continue to receive feedback and incorporate them in the Turkish Airlines Accessibility Plan.

## General

To improve accessibility for persons with disabilities, while ensuring compliance with the *Accessible Canada Act* (ACA), the *Accessible Transportation Planning and Reporting Regulations* (ATPRR) and *Accessible Canada Regulations* (ACR), Turkish Airlines has conducted consultations and developed this Accessibility Plan.

Its aim is to identify and remove potential barriers and prevent new barriers in the future. Any comments about the 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 Turkish Airlines Accessibility Plan and/or any barriers that could have been encountered by passengers or employees with disabilities, then please contact us via:**

i. Title: Sales Operations Manager

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

iii. Mailing Address: Turkish Airlines, 170 University Avenue, Toronto, M5H3B3 ON, Canada

iv. Email: CANADACUSTOMER@thy.com

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

### **Alternative format for the Accessibility plan and/of feedback process:**

**To request a copy of Turkish Airlines' Accessibility Plan and Feedback Process 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 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.**

## Information and Communication Technologies (ICT)

Turkish Airlines strives to establish a strong benchmark for digital accessibility by addressing barriers related to information and communication technology. We are committed to continuously enhancing our offerings and staying up to date with technological advancements in society, particularly for individuals with disabilities. Our efforts involve identifying and resolving obstacles present in our

websites, mobile applications, as well as telecommunication and computer systems utilized by both customers and employees.

**Actions achieved or in progress:**

- Turkish Airlines' website has been developed using HTML (Hyper Text Markup Language), CSS (Cascading Style Sheets) to Web Content and Accessibility Guidelines (WCAG) 2.0 Level 2 (Double-A compliance) in accordance with World Wide Web Consortium (W3C) standards. To provide content, there are also JavaScript and jQuery functions found on Turkish Airlines' HTML and CSS linked website.
- All webpages were developed and tested with the following types of software in mind:
  - Screen reading software
  - Voice activation software
  - Screen magnification software
  - Alternative methods of input, such as switches, etc.
  - Documents in various formats such as Adobe Acrobat (.pdf) and Microsoft Word (.doc) can be downloaded from the Turkish Airlines website.

Print documents such as boarding passes can be downloaded as a pdf as well as accessible HTML alternatives.

**Plans to identify, remove, and prevent barriers:**

- It is Turkish Airlines' endeavour to make all its documentation accessible, and we are currently engaged in the process of updating all information available on our website, include certain legal documents, to ensure that it is available in an accessible format.
- Turkish Airlines is also engaged in a web re-design project in order to identify and remediate technologies and features that may cause accessibility issues. As part of this project, Turkish Airlines will work to reduce accessibility issues related to documents that include, but are not limited to, before June 2026:
  - Adobe PDF downloadable documents,
  - Microsoft Word, Excel, and PowerPoint downloadable documents,
  - External video players, and
  - External documentation.
- Following the completion of the Web re-design project, Turkish Airlines will develop Voiceover of the website and mobile application suitable for visually impaired passengers.

- Turkish Airlines will aim to enhance customer knowledge of the services offered in alternative formats by June 2026.

## **Communication, Other Than ICT**

Turkish Airlines ensures that its staff members are trained to understand and address the difficulties faced by individuals with disabilities. Staff members receive training to adapt their behaviour, communication, and language in order to create an inclusive and accommodating environment, both for our employees and our passengers.

Turkish Airlines provides Video Call Centre service so that hearing impaired passengers can easily buy their tickets and communicate with the call centre staff via video. Passengers can connect to the video call centre via the link on the Patient and Disabled Passengers page on the Turkish Airlines website through online or mobile communication channels.

### **Steps for improvement and commitments:**

- We will continue to seek feedback on:
  - How Turkish Airlines can ensure that individuals with visual or hearing disabilities can access publicly available information about our services and facilities in an accessible manner.
  - Turkish Airlines Sunflower Lanyard service, which allows for staff members to recognize that the passenger who wears the lanyard may need more help, support, or time in certain processes.
  - Staff experience and inputs in relation to implementation and improvement of the Accessibility Plan.
- In order to minimize difficulties that our passengers may experience during their travels due to their disabilities that are not visible, such as autism, dementia, anxiety disorder, speech difficulty, reading difficulty, and vision difficulty, Turkish Airlines will implement the Sunflower badge service at our Canadian stations, in order to help ground handling personnel and cabin crew to identify and better support those passengers may need more assistance or more time in some processes. Passengers who request such lanyard can obtain their badges free of charge from special counters with the Sunflower symbol at Toronto, Vancouver and Montreal Airports, without showing any health report, and use them throughout their travels with Turkish Airlines.
- In order to shorten the waiting time of passengers with disabilities during the check-in process and to complete their transactions more effortlessly and quickly, Turkish Airlines will ensure that the passengers will be able to complete their transactions at a designated counter in the check-in area by following the direction signs and counter-top screens specially prepared for them.

- By June 2026, Turkish Airlines aims to enhance staff and subcontractor awareness of the unique needs of individuals with disabilities through training in areas such as customer care.

## **Procurement of Goods, Services and Facilities**

As part of the procurement process, Turkish Airlines ensures that accessibility of equipment, facilities, and services is taken into consideration wherever possible. Turkish Airlines service agreements and procurement contracts shall include accessibility requirements.

### **Steps for improvement and commitments:**

- For physical and digital products, services, and facilities, include accessibility requirements during procurement and RFP processes by June 2025.
- Ensure that Ground Service Providers procure equipment and items that meet accessibility requirements for people with disabilities by June 2026.
- Consult persons with disabilities prior to investing in new purchases in order to evaluate accessibility from the perspective of a person with a disability by June 2024.

## **Design and Delivery of Programs and Services**

In order to provide the most comfortable travel opportunity to our passengers with disabilities and a comfortable working environment for our employees, Turkish Airlines, with its special team, follows the needs of passengers and employees with disabilities with the feedback they collect, makes the necessary improvements, and designs and offers them to the service of our passengers after the necessary approval processes are completed.

### **Steps for improvement and commitments:**

- Continue to seek feedback from disability communities and other external groups on how Turkish Airlines can better improve on the design and delivery of programs and services for people with disabilities, including wheelchair services, priority check-in, security, and boarding, as well as guide dog accommodation.
- Submit progress reports to the Canada Transport Agency according to the specified deadlines and inform regulators when updated accessibility progress reports are issued. Progress reports will be submitted on June 1, 2024, and June 1, 2025.

## **Transportation**

Turkish Airlines ensures that it meets all the requirements under the ATPDR that delineates certain responsibilities for large air carriers when facilitating the transportation of passengers within and between different airport areas.

Turkish Airlines also provides a wide variety of accessible communications and interactions with its customers:

- for hearing impaired passengers to fully understand the information described in the inflight safety movie, a sign language translated version is available.
- Visually impaired and hearing-impaired passengers can enjoy a pleasant journey by using the in-flight entertainment system during their flights.
- In order for hearing impaired passengers to understand the announcements made during the flight, work is underway to reflect the announcements on IFE screens.
- Free wheelchair service is offered to passengers who submit their wheelchair request at least 48 hours before the flight and whose request is approved. Passengers can submit their requests via the Call Center, the website, or authorized sales offices.
- After the check-in procedures are completed, the necessary equipment and personnel of the Health Services organization are sent to the passenger's location. Passengers and their belongings will be transferred by healthcare provider personnel from terminal building entrance to check-in counters; from the check-in counters to their destination planes; from their arrival plane to their departure planes; from apron entrance gates to the departure planes; and from domestic and international arrival planes to the customs exit points. It is provided with appropriate equipment such as combi lift, wheelchair, and physical support

In addition to the services already offered during the flight, Turkish Airlines promises that it will continue to improve its services in the future with its continuous research and observation structure.

#### **Steps for improvement and commitments:**

- Examine how Turkish Airlines can ensure that ground transportation for passengers with disabilities is able to accommodate their specific needs.
- Continue to seek feedback on transportation services offered by Turkish Airlines for passengers with disabilities.
  - Receiving of feedback will be ongoing for the remainder of the Turkish Airlines Accessibility Plan
- **Target completion: June 2025**

## **The Built Environment**

Turkish Airlines aims to maximize the comfort of our passengers in the terminal buildings that will be used by our passengers with disabilities during their travel, by continuously working in coordination with the common stakeholders with whom it operates.

Turkish Airlines ensures that all of its aircraft meet the technical requirements under the ATDPR:

- All of its wide-body aircraft (B777/B787/A330/A350) are equipped with in-flight wheelchairs to enable passengers with disabilities to transfer between their seats and lavatories during the flight.

All of the Turkish Airlines airplanes have movable armrests to enable passengers with disabilities to transfer between their seats.

- All of its wide-body and davit aircraft are equipped with grab bars for passengers with disabilities to receive support while using the restroom.
- All of the Turkish Airlines' large and wide body aircraft have grab bars so that passengers with disabilities can get support while using toilets.

#### **Steps for improvement and commitments:**

- Continue to seek feedback from disability communities and other external groups on how Turkish Airlines can improve accessibility within its offices, lounges, aircraft, and other built environments
- Continue to actively collaborate with airport building and walkway managers to participate in improvement projects that aim to enhance the mobility of individuals with disabilities by June 2026.

## **Employment**

As of January 1, 2024, Turkish Airlines had (# of employees), with 31 employees based in Canada across 3 offices.

Turkish Airlines is committed to fostering a diverse, equitable, and inclusive work environment. Turkish Airlines strives to create a safe and healthy workplace that values and respects its employees. We communicate to all of our employees about our commitment to providing a respectful workplace and appropriate accommodations. We strive to make accessibility a fundamental part of the employment experience.

#### **Steps for improvement and commitments:**

- Establish a team that supports accommodation requests across its offices in different locations. This includes job applicants, candidates, and employees at all stages of their employment journey.
- Continue to identify barriers that need enhancement in workplace accommodation processes.
- Continue to provide training and awareness on the Employee Accommodation Policy and Process to managers across Canada to promote a better understanding of their role in the accommodation process.

- Develop workplace accommodation training for all staff, and evaluate methods to provide accessible training in multiple training types and formats.

## 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 are applicable to Turkish Airlines.

## Consultations

Turkish Airlines designs and provides our services in accordance with the Turkish Civil Aviation Accessibility document published by the General Directorate of Civil Aviation, which secures the rights of disabled and disabled passengers. In addition, in order to improve the travel experience of disabled passengers, and to develop this first Accessibility Plan, Turkish Airlines commissioned an Accessibility Working Group made up of staff from various departments, including forward-looking operations staff and customer relations specialists. This Accessibility Working Group initially evaluated all information collected through customer and employee feedback. The advice and feedback received by Turkish Airlines pursuant to the consultations with the Accessibility Working Group were taken into consideration when developing our accessibility policies.

The approach of the Accessibility Working Group consists of the following:

- Review and assessment of customers' feedback on existing barriers Accessibility
- Counseling sessions and individual interviews with self-identified persons as individuals with disabilities
- Industry-wide benchmarking and interaction with other market players representative offices (IATA, Airlines, etc.)
- Engage with existing employee resource group of employees' people who identify themselves as disabled and have experience of accessibility barriers; and experienced employees in the field of accessibility
- Communicate with the organizations and associations representing our passengers with disabilities and to guide and contribute to the development of our disabled services with their recommendations.

Turkish Airlines is also engaged in ongoing consultations with the Physically Disabled Solidarity Association and the Turkish Spinal Code Paralyzed Association, to review our service offering and better understand how persons with disabilities experience our services. The scope of these consultations includes a review of and built environment and identify and address any barriers experienced by them, including remote and in-person interactions with customer support staff,



ease of navigation during the check-in and boarding process and in-flight experience. We will provide an update on these consultations as part of our annual progress reports, and the recommendations provided by these organizations will be taken into consideration in order to improve our systems, products, and services to address any barriers faced by guests with disabilities.

Since 2023, in order to improve our accessibility activities at the airline, Turkish Airlines has also been actively seeking feedback from our passengers who have become members of associations from different disability groups (orthopedic, hearing, vision, autism) under the coordination of the **“Çizgi Advertising, Research and Consultancy company”**. The results of this process are then provided to our Customer Experience Executive Board in order to implement improvements in passenger experience and mobility.

In addition to the above, Turkish Airlines is proud to participate in the Turkish Ministry of Transport and Infrastructure’s Accessible Transportation Strategy and Action Plan (2021-2025) meetings. The participating stakeholders meet periodically to discuss the current status and ongoing developments of accessibility within the overall Turkish transportation sector, including specifically our role in the aviation sector. We plan to implement our Sunflower Badge Project, which was implemented as the outcome of this meeting, at our Canadian Stations.