AIR INDIA

ACCESSIBILITY PROGRESS REPORT 2024

1. General

1.1 Introduction

On January 5, 2024, Air India published its first [Accessibility Plan and Feedback Process for Canada](#), in accordance with its commitment to making air travel accessible to all passengers, including passengers with disabilities or reduced mobility, and pursuant to the requirements of the *Accessible Transportation Planning and Reporting Regulation* (SOR/2021-243) (*ATPRR*) under the *Accessible Canada Act* (S.C. 2019, c. 10).

Following feedback and consultations, the Accessibility Plan was revised and finalised on April 30, 2024.

Air India's Progress Report 2024 is an important part of its commitment to providing high-quality customer service to all passengers, By making travel more accessible and inclusive, Air India is helping to create a more welcoming and supportive travel journey for all its passengers. This Progress Report is published pursuant to the requirements of the *ATPRR*.

1.2 Scope of the Report

This Progress Report covers activities since the publication and finalization of the Plan on April 30, 2024, until the period ending May 31, 2024. Given the short time frame between the finalization of the Accessibility Plan and the statutory deadline for the publication of this Progress Report, the primary focus of the 2024 Progress Report is on consultations and feedback, as well as steps taken to operationalise the Accessibility Plan.

An Inter-Departmental Working Group on Accessibility was set up consisting of departmental heads from Legal, IT, Customer Experience, Airport Operations, E-Commerce, to provide overall leadership, guidance and accountability for the implementation of the Accessibility Plan. This Progress Report has been reviewed by the Working Group as well as the leadership of the Operations and Legal Teams at Air India.

Air India is committed to publishing annual progress reports in 2025 and 2026, which will report more fully on progress achieved in implementing the Accessibility Plan.

1.3 Contact Information

Air India welcomes feedback on everything related to accessibility. You can provide feedback via phone, email, or mail. All feedback will be forwarded to Girishkumar Salian, Air India Regional Manager - Americas, and our accessibility team. They will inform and involve other departments if required by the content of the feedback.

Phone	+1-888-634-1407 (Toll free in Canada)
Email	digital.accessibility@airindia.com

Mail	Air India Block 4, Vatika One on One, Sector 16, Gurugram, 122007, India

1.4 Alternative Format

This Progress Report is also available in alternative formats: print, large print, and electronic format. Requests for one of these alternative formats, or the submission of feedback, may be made through the contact information above.

2. Feedback Information

Since the publication of the Accessibility Plan, and in particular during the months of March and April 2024, Air India received substantial feedback through e-mails and telephone calls. While much of the communication received through these platforms was in relation to the real-time needs of passengers, primarily from passengers at the Indira Gandhi International Airport in New Delhi and the Chhatrapati Shivaji Maharaj Airport in Mumbai, India.

However, the feedback that was relevant to the Accessibility Plan, or issues of accessibility in general, was largely positive especially considering that Air India is embarking on this compliance aspect for the very first time, and the publication of an Accessibility Plan is viewed by Air India's customers as a significant proactive step towards inclusivity. All relevant suggestions for improvement have been transmitted to the appropriate teams for action, and the Working Group continues to monitor and hold teams accountable for acting on feedback received.

The volume of feedback and its varying quality has posed challenges, and in response, Air India is working to strengthen the capacities of dedicated teams to process all feedback received through various channels, while also deploying technology to analyse feedback and identify trends, allowing a better understanding of customers' needs and expectations. The goal is continuously improving the services by listening to the customers and using their feedback to make meaningful changes.

Air India is strengthening its customer service systems and building protocols to identify, sort and process feedback relating to the Accessibility Plan from different sources, as well as to respond to individual emails with acknowledgement and appropriate responses. Air India is also improving its systems to monitor and optimise lead times to answer specific questions and feedback.

Air India is providing training and support to Ground Handler Staff at airport offices, who are often at the front lines of receiving passenger feedback regarding challenges with accessibility.

Air India has prepared and disseminated communication to its cabin crew, who are better equipped to receive feedback regarding the Accessibility Plan or accessibility in general, and to send the feedback to Air India's accessibility team.

3. Consultations

Leading up to the finalization of the Accessibility Plan, Air India organized extensive online and in-person consultations for its preparation and to guide its implementation.

Air India worked closely with four organizations with expertise on disability issues, including Enable India, Sustainable Outcomes, Transcendent Knowledge Society and Youth4jobs. The consultation process leading up to the finalization of the Accessibility Plan included:

- Affirming Air India's commitment for accessibility and inclusion
- Providing the draft Accessibility Plan and inviting feedback
- Receiving written feedback and in-person discussions
- Reviewing the plan and the feedback
- Follow-up discussions regarding revisions to the Accessibility Plan
- Reaffirming commitment to remain engaged

The topics discussed during the consultation focused primarily on reviewing feedback received through online engagement platforms, and in relation to digital accessibility, and information and communication technologies.

Air India is grateful to the abovementioned organizations for their engagement and support, which remains ongoing. The consultations have generated expectations for continued engagement, and the focus of consultations have now pivoted towards guiding the implementation of the Accessibility Plan.

Air India has identified and empowered the Accessibility Team at its head office in Gurugram, India, to lead consultations and discussions with partner organisations. The next step will be to review progress made on an ongoing basis, and to develop specific recommendations regarding each of the focus areas of the Accessibility Plan.

One of the organizations expressed interest in visiting the airport and interacting with in-flight teams which Air India was unable to execute due to airport entry regulations, however, Air India is currently exploring alternative options to provide opportunities for such in-person engagement by consulting organizations.

4. Information and Communication Technologies (ICT)

4.1 Digital Accessibility

By adopting the Accessibility Plan, Air India made a public commitment to providing digital accessibility to all its customers, including to comply with the Web Content Accessibility Guidelines (WCAG 2.2), according to the level AA criterion of the Web Accessibility Initiative (WAI).

Highlights of progress made on digital accessibility in 2024 include:

- The Accessibility Working Group has been empowered and responsible for ensuring that the digital channels are accessible to all.

- Air India's digital accessibility partner, Level Access, has continued to perform periodic assessments to monitor and detect WCAG 2.2 AA issues.

Air India has also continued to invest resources towards digital accessibility testing and remediation, and has provided training and support to its team of accessibility experts and testers at Level Access, including testers with disabilities.

4.2 Website

With content appropriate for the Canadian market, Air India's website is accessible in English and offers the possibility of booking trips, taking into account the need for assistance for people with disabilities, through dedicated pages in compliance with the accessibility requirements.

In 2024, Air India has added new information to its website and performed upgrades to improve its functionality and accessibility.

Additional content includes a dedicated page regarding Air India's Accessibility Policy https://www.airindia.com/in/en/accessibility-policy.html.

4.3 Mobile App

Air India continues to develop and enhance its mobile application with features that allow customers to perform travel arrangements independently. The current mobile app ensures that all buttons and controls within the app are easy to view and are compliant with accessibility standards WCAG 2.2.

Since the publication of the Accessibility Plan, Air India's web and application software development team has continued to receive suggestions, as appropriate, from email, telephone and in-person feedback sources. A key challenge to implementing upgrades is in relation to prioritising changes based on the time and resources required, as well as managing expectations for improvements and setting realistic timelines.

In 2024, Air India has made investments in engaging software designers and app developers with special knowledge and expertise in accessibility requirements, with a view to strengthening its mobile app features.

4.4 Social Media

Air India continues to receive extensive engagement through social media channels, including Facebook, X (formerly Twitter), LinkedIn, and Instagram. While most engagement is in relation to real-time passenger needs or customer expectations, Air India has provided training and support to its Customer Service Team to identify and appropriately channel queries from passengers with disabilities, so that they can receive the appropriate personalised assistance.

In 2024, Air India's Accessibility Team has been empowered and supported to provide timely and helpful responses to address any individual needs or questions, in partnership with the Customer Service Team, and to monitor and act upon passenger feedback and suggestions.

4.5 Telephone Call Centres

Air India is currently prioritising the provision of guidance and instruction to its team of telephone operator to be able to better assist passengers. Our team is specifically structured to help and support passengers requiring special assistance when flying.

In 2024, Air India is prioritizing monitoring and improving the accessibility of our toll-free telephone numbers and the availability of information to contact the customer support team at: (https://www.airindia.com/in/en/contact-us/customer-support-portal.html

5. Communication, other than ICT

Air India cabin crew and ground staff are notified about the special assistance needs of their customers and trained to adapt their behaviors, dialogue, and language accordingly.

In 2024, Air India is prioritising increasing awareness of staff regarding catering to the specificities of people with disabilities, in particular through behavioural training.

6. Transportation

In 2024, Air India is working to implement practices that improve the safe handling of mobility aids during transportation. Air India is engaged with customers and organisations with expertise in training and certification of service dogs to clarify the guidelines for accepting service animals on our flights.

Air India is also prioritising improving its accessibility features and enhances training to our cabin crew on features such as lavatories, inflight entertainment systems and boarding/deboarding procedures.

7. Procurement of Goods, Services, and Facilities

In 2024, Air India is prioritising making self-service kiosks even more accessible by reviewing performance issues, prioritising upgrades and increasing testing.

8. Design and Delivery of Programs and Services

Air India has rolled out special training for all our staff, such as PRM (Persons with Reduced Mobility) training, to ensure that they assist passengers with disabilities and are aware of all relevant regulations and guidelines.

Air India has also put in place plans to further advance and develop special training based on current and future requirements.

Air India is putting in place plans to improve the use of internal digital tools to collect customer reports and feedback, including from the Air India website, Mobile App, and feedback provided on social media.

In 2024, Air India added a customer escalation under the "Contact us" section: https://www.airindia.com/in/en/contact-us/customer-support-portal.html on the Air India website.

9. Built Environment

In 2024, Air India is working towards improving accessibility in its airport properties, in particular its waiting areas and lounges. Air India is prioritising a review of the built environment, including washroom access and mobility ramps.

10. Employment

Air India established an Inter-Departmental Working Group on Accessibility was set up consisting of departmental heads from Legal, IT, Customer Experience, Airport Operations, E-Commerce, to provide overall leadership, guidance and accountability for the implementation of the Accessibility Plan, galvanizing its senior leadership on the issue of accessibility and signaling strong commitment towards accessibility.

Equally important, has been the empowerment and support of the Accessibility Team, which at a working level, has provided support to the formulation and implementation of the Accessibility Plan, while also maintaining engagement with non-profit organizations involved in an ongoing consultative process.

Air India has also prioritised training and support to its staff, including ground support, airport operations, in-flight, and customer service, on the Accessibility Plan and issues relating to accessibility, disability and inclusion.

11. Provisions of CTA Accessibility-Related Regulations

Air India is subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, of the *Accessible Transportation for Persons with Disabilities Regulations* (SOR/2019-244).

12. Conclusion

At Air India, we remain committed to removing barriers and advancing accessibility in air travel and employment. We are committed to delivering on the goals in our plan, collaborating with all stakeholders within the aviation ecosystem towards a more accessible air travel experience, and to listening to our customers and employees.

Given the short time frame since the finalization of the Accessibility Plan, this Progress Report has primarily focused on consultations and feedback, as well as steps being taken to operationalise the Accessibility Plan. Air India is committed to implementing the Accessibility Plan and to publishing further annual progress reports in 2025 and 2026.