AIR INDIA

ACCESSIBILITY PROGRESS REPORT 2025

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 2025 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

In August 2024, we published our first progress report that covered activities up to August 30, 2024.

This August 2025 progress report covers activities for the period September 1, 2024–August 15, 2025.

This progress report highlights our actions, acknowledges challenges and underscores our dedication to continuous improvement. Our main achievements are:

- Enhanced training on accessibility and disability awareness for employees.

- Increased awareness of accessibility through small and large employee events.

- Improved and enhanced equipment used in airports to assist customers with disabilities.

- Enhanced policies and procedures for the safe handling of mobility aids.

- Improved methods of communication and dissemination of information through digital and non-digital platforms.

This report marks the last progress report of this cycle. The next three-year accessibility plan will be published by June 1, 2026.

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1.3 Contact Information

Air India welcomes feedback on the Accessibility Plan as well as this Progress Report. You can provide feedback via phone, email, or mail. All feedback will be forwarded to our accessibility team, and they inform and involve other departments if required by the content of the feedback. If you prefer to share feedback anonymously, call us or send us a letter. We will acknowledge your feedback in the same format you utilise.

Phone	+1-888-634-1407 (Toll free in Canada)
Email	digital.accessibility@airindia.com
Mail	Accessibility Team, 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 Progress Report 2024Air 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.

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.

Air India continues to strengthen 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 also continued to provide training and support to Ground Handler Staff at airport offices, who are 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

Air India continues to consult online and in-person to guide the implementation of the Accessibility Plan and annual Progress Reports.

Air India partners with organizations with expertise on disability issues, including Enable India, Sustainable Outcomes, Transcendent Knowledge Society and Youth4jobs. Air India's Accessibility Team continues to provide coordination and leadership in consultations and discussions with partner organisations to review progress made on an ongoing basis.

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

Air India is implementing its 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 2025 include:

- The Accessibility Working Group has worked throughout the year to ensure 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. Air India has made progress in complying with WCAG 2.2 and WAI standards by resolving accessibility issues with existing content, and ensuring all new content meets accessibility guidelines, as described in the following section.

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 had 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.

In 2025, to improve website accessibility, several critical issues identified through Level Access scanning have been addressed to better align with the Web Content Accessibility Guidelines (WCAG). These updates are currently in QA and are scheduled for release in September 2025.

Key improvements include:

- Clearer Labels: Buttons and links now have clearer labels, making navigation easier for screen reader users.

- Video Captions: Captions have been added to both recorded and live videos to support users who are deaf or hard of hearing.

- Descriptive Image Text: Images now include descriptive alt text to help visually impaired users understand visual content.

- Improved Table Structure: Tables now feature proper headers to enhance readability and navigation.

- Consistent Screen Reader Labels: Labels used by screen readers now match visible text, improving clarity and usability for voice command users.

- Enhanced Page Layout: The overall layout has been optimised to ensure better compatibility with assistive technologies.

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.

Air India's web and application software development team continues to receive and act up suggestions, as appropriate, from email, telephone and in-person feedback sources.

In 2025, Manual Level Access scanning of the Air India mobile app is currently underway. In parallel, several key accessibility enhancements are being developed:

- Dynamic Type Support: The app now automatically adjusts font sizes and user interface components based on the user's system-wide font settings, improving readability and accessibility.

- Dark Mode Design: A dark mode interface is being developed to enhance usability in low-light environments.

- Voiceover Enhancements: The app supports voice navigation and screen reader compatibility. Further improvements are underway to expand voice navigation capabilities. The solution design is nearing completion, aiming to deliver a more comprehensive and context-aware Voiceover experience.

4.4 Social Media

Air India continues to receive extensive engagement through social media channels, including Facebook, X (formerly Twitter), LinkedIn, and Instagram. Air India's Customer Service Team is

set up to identify and appropriately channel queries from passengers with disabilities to providethe appropriate personalised assistance.

In 2025, Air India's Accessibility Team continues 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 has provided guidance and instruction to its team of telephone operators to be able to better assist passengers, and prioritised efforts to help and support passengers requiring special assistance when flying.

In 2025, Air India continues to prioritize improvements in 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 has continued to notify cabin crew and ground staff about the special assistance needs of their customers and trained to adapt their behaviors, dialogue, and language accordingly.

In 2025, Air India continues to prioritise increasing awareness of staff regarding catering to the specificities of people with disabilities, in particular through behavioural training.

6. Transportation

In 2025, Air India is building upon its work to improve the safe handling of mobility aids during transportation. Air India has revised its Tariff to clarify guidelines for accepting service animals on our flights.

Air India has made investments toimprove 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 2025, Air India continues to work on 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.

In 2025, PRM training has been provided to the cabin crew based on the SAFETY AND EMERGENCY PROCEDURES MANUAL AI/CST/SEPM/001 PART – 03 SECTION – 3.5 PASSENGER HANDLING ISSUE-06 REV-00 01 OCT 2024.

The PRM training which we cover in AI is as follows based on the CAR Section 3, Series M –Part I Para 4.3, this training includes (airports staff),

- Barriers faced by persons with disability or reduced mobility, including attitude, environment and organisation, and suggestions for removing such barriers
- Information on the range of disabilities, including hidden or less visible disabilities.
- Skills needed for assisting passenger with disability or reduced mobility.
- Communication and interpersonal skills for interacting with passenger with disability or reduce mobility.
- Health and safety information
- General awareness about the relevant regulations.
- Assistance required for Ambulatory and Non ambulatory cases.
- Handling of Infants / CRS / UM / Expectant mother / Mother with newborn
- Handling of Wheelchair customer and understanding different kinds of Wheelchair
- Handling Autism / Stretcher cases
- Handing of Visually impaired customer
- Handling of Guide dog
- Handling of customer in passenger step ladder / Passenger coach
- Case studies based on real life scenarios and learning.
  Lifting techniques of Male / Female customers.

Air India is building on its work to further advance and develop special training based on current and future requirements.

Air India is now using internal digital tools to collect customer reports and feedback, including from the Air India website, Mobile App, and feedback provided on social media.

Air India also receives customer reports and feedback from its website, under the "Contact us" section: https://www.airindia.com/in/en/contact-us/customer-support-portal.html.

9. Built Environment

In 2025, Air India has worked 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's Inter-Departmental Working Group on Accessibility was set up consisting of departmental heads from Legal, IT, Customer Experience, Airport Operations, E-Commerce, continues 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.

Similarly, the Accessibility Team continues to 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.