



LOT POLISH AIRLINES ACCESSIBILITY PLAN PROGRESS REPORT

REPORT NUMBER: 1.0.

DATES: 01.03.2024 – 01.09.2024

REGARDS: LOT POLISH AIRLINES ACCESSIBILITY PLAN (FOR CANADA)

LOT Polish Airlines, 43, Komitetu Obrony Robotników St., 02-146 Warsaw, Poland

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LOT Polish Airlines joint stock company with its head office at 43, Komitetu Obrony Robotników St., 02-146 Warsaw, registered in the Register of Entrepreneurs kept by the District Court for the City of Warsaw XIV-th Commercial Division of the Domestic Court Register under the no. KRS 0000056844. Tax Identification Number NIP 522-000-23-34, and equity capital of PLN 203.214.923,28 (paid up in full)



GENERAL.....	3
About LOT Polish Airlines.....	3
Contact Information allowing feedback process.....	3
CONSULTATIONS.....	5
PROGRESS REPORT NO. 1.0	7
The built environment.....	8
Information and Communications Technologies.....	9
Communication (other than ICT).....	11
Transportation.....	12
Procurement of Goods and Services	13
Design and delivery of programs and services	14
TRAININGS	14

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GENERAL

About LOT Polish Airlines

As mentioned in LOT Polish Airlines (further mentioned as **LOT**) is among one of the twelfth longest existing airlines in the world. We set off on our first flight with passengers in 1929. Today, we are on a mission to become a global air carrier of choice for customers around the world. LOT is also proud of being a founding airline of IATA and a member of the Star Alliance. LOT performs on average about 200 flights a day to over 200 destinations across the globe. Our inflight crews include over 700 world-class pilots and over 1,700 flight crew members.

This Accessibility Plan Progress Report No. 1.0 (further called as APPR) is an information about actions taken by LOT to improve their offer and make it more accessible for passengers with disabilities. General information about accessible travel with LOT Polish Airlines can be found under:

<https://www.lot.com/ca/en/journey/special-services/accessible-lot>

Contact Information allowing feedback process

To properly support people with disabilities in their travels and for those working for LOT Polish Airlines, the company's first task is to listen, but also to make sure relevant information is made available to them. Our external and internal contact system for questions and claims is very straight forward. To provide feedback or to submit a claim about any accessibility barriers you are experiencing or regarding our Accessibility Plan, you may contact us by:

- 1. Website:**

<https://www.lot.com/ca/en/help-center/contact/forms/cro>

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2. Anonymously via Whiblo app:

<https://pgl.whiblo.pl/>

3. Phone:

Via Contact Centre lines:

For Polish and English languages, our Contact Centre is available for you 24/7 at +48225777755 and +48224917755

4. Letter to our Accessibility Manager/ Complaints Resolution Official (CRO)

Complaints Resolution Official
LOT Polish Airlines
Komitetu Obrony Robotników 43
02-146 Warsaw, Poland

5. E-mail:

cro@lot.pl

6. Via available LOT social media:

Facebook, Instagram, LinkedIn.

LOT will acknowledge feedback (other than anonymous feedback), in the same manner in which it was received.

To request LOT's Accessibility Plan or/and Feedback Process or/and Progress Report in an alternate format, please contact us via any of the above.

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CONSULTATIONS

LOT actively makes an effort to better understand the needs of passengers with disabilities - not only those with mobility limitations and sensory disabilities, but also those who are neurodivergent. Therefore, in October 2023 LOT conducted research focused on these groups of passengers.

LOT also held meetings with several representatives of various non-governmental organizations working for people with disabilities, such as '*Polska Bez Barrier Foundation*' (July-August 2024) or the *Polish Association of the Deaf*. On 24th May 2024 we invited the Polish Ministry of Funds and Regional Policy and the Integration Foundation to cooperate. We have implemented, among others: accessibility audits - which allows us to identify areas of improvement.

LOT is proud to be one of three partners of the first *ACCESSIBILITY FORUM* in Poland organized in Poznan on 13-14 of November 2023, during which LOT took part in the discussion panel on accessibility in air transport.

LOT also cooperates with our business partners, including our handling agents and airport service providers on an ongoing basis to facilitate every stage of the journey which allows them to be abreast with LOT's accessibility plan.

Our Accessibility Plan takes into consideration the standards, suggestions, feedback, and ideas provided by all relevant stakeholders, in order to meet the needs of customers with accessibility

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needs as well as industry standards. This Plan is the joint contribution of all entities involved in supporting the process of travel accessibility.

Feedback information

In addition, the LOT Polish Airlines website underwent an audit by the Widzialni Foundation, focusing on technical accessibility issues. This included aspects like ensuring the presence of alternative text descriptions for images (alt tags), proper heading hierarchy for screen readers, and appropriate use of HTML attributes.

The Widzialni Foundation (www.widzialni.org), established in 2009, works to combat digital and social exclusion. Their mission is to provide all citizens with free and equal access to online resources regardless of age, disability, financial situation, or personal hardware and software limitations.

The most recent audit report was prepared in April 2023, and LOT Polish Airlines received a partial accessibility certificate in April 2024. LOT works closely with the Widzialni Foundation and their developers through weekly consultations to further improve website accessibility.

LOT Polish Airlines has also initiated collaboration with representatives of the Ministry of Family, Labor, and Social Policy and the Ombudsman for the Rights of People with Disabilities.

The consultations held in 2024 (June 6th, August 1st and 22nd, October 3rd) discussed the MEDIF form and its provisions related to sensitive data, the transportation of assistance dogs, and the accessibility of the LOT website, particularly on pages related to disability.

A set of recommendations was developed concerning the website's appearance, content, language usage, and iconography. These recommendations will be implemented by the end of

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2024 across all language versions of the LOT website. **The collaboration will continue into 2025 to address further improvements, aligning with the WCAG and EAA regulations.**

In 2023, we received 21 customer surveys related to flights to/from Canada from passengers with disabilities. Five of these surveys provided negative feedback regarding the lack of assistance services at Toronto airport.

The survey also asked about satisfaction with our website, booking process, staff, crew, facilities on the plane and at the airport, as well as the assistance team. We will analyze each passenger's survey individually and works to receive more surveys in 2024. Updates will be provided in new progress report.

PROGRESS REPORT NO. 1.0

This APPR represents changes in areas on which LOT has focused in their Accessibility Plan and Feedback Process. Please notice the details below.

Provisions of CTA accessibility regulations

LOT Polish Airlines under Canadian Transportation Agency regulations must obey all provisions of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) contained in its parts applicable to foreign air carriers. More on Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) can be obtained under: <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/>

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Built environment

Information given in Accessibility Plan and Feedback Process (further on mentioned as **APFP**): By addressing barriers relating to the built environment, we want to make sure that anyone using our offices, buildings, and terminal facilities has a barrier-free access to them. LOT understands challenges which people with disabilities face when moving around buildings, such as offices or airport halls. The company's goal is both to create barrier free areas needed for more accessible travel, which will be implemented in the coming years. The process will include cooperating with airport administrators in order to adapt the areas from the moment a customer parks their car to being seated on a LOT aircraft.

Barriers identified

- Lack of smaller and lower door handles at the entrance door to the office building.

Actions achieved or in progress

LOT complies with applicable law regardless its place of business. Among the other measurements implemented we have provided working time of a maximum 35 hours a week of computer screen work and introduced remote work for people who need it. We constantly adapt to the needs of people with disabilities who work in our company. Accessible toilets have been built to meet the needs of employees with disabilities and desks and armchairs adapted to the needs of employees with spine problems are available. Additionally, LOT notices and supports employees with temporary disabilities. LOT provides suitable support for the duration of their treatment and rehabilitation services for such employees.

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Planned actions

- Changing or adding handles adapted to the needs of wheelchair users.
- Further ongoing adaptation to the individual needs of people with disabilities.

LOT reports: planned actions mentioned above are still evaluated, but meanwhile LOT has prepared the project for individual offices who wish to employ people in wheelchairs - a plan to transform certain piece of architecture of office building, in particular toilets, for the needs of people with significant disabilities, therefor there would be even more such facilitations in LOT headquarters.

Information and Communications Technologies

Information given in APFP:

Barriers identified

- Navigating the website to find information about the rights of passengers with disabilities and to find contact details is not very intuitive and might be problematic for people with disabilities.
- Flight Information is available by telephone and in text form, but information about irregularities is accessible in text form only, which is difficult for visually impaired passengers.
- Requesting assistance services via website may be considered complicated.

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Actions already achieved or in progress

We have completed the first phase of the WCAG 2.1. audit regarding content of our website. We have also implemented a new booking process, which is currently being audited.

Planned actions

- Completing the WCAG 2.1., auditing it and gaining accessibility certificate.
- Conducting research on means of contact with people with vision and hearing impairment to learn more about their needs in the field of voice and picture communication.
- Implementation of the telephone communication channel within the contact centre, dedicated to hearing-impaired people.
- Simplifying the website and enabling easier and more intuitive access to the subpage on the rights of people with disabilities.

LOT reports:

- As a result of cooperation with so called the *Widzialni Foundation* (the Visible Foundation), LOT gained the "Visible Website Certificate" for audited websites of *lot.com*
- An audit of the reservation process was carried out, and corrections are being made by the LOT Development Team to make the process are accessible.
- As the website develops and new functionalities are introduced, LOT conducts ongoing tests and consults with experts on meeting the WCAG 2.1 criteria.
- LOT is also in the process of conducting training offered by the Widzialni Foundation in the field of WCAG for teams working on development, testing and content creation.
- LOT plans an audit of the LOT mobile application in context of its accessibility.

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Communication (other than ICT)

Information given in APFP:

Barriers identified

- Missing sign language translation of safety video.
- Lack of other forms of communication for hearing- impaired passengers at the airport (other than sign language translators available).
- Documents, newsletters, advertisements and other communication may not always be accessible for vision-impaired people.

Actions achieved or in progress

- LOT has prepared a translation (in cooperation with the *Polish Association of the Deaf*) of its safety video used in Dreamliners, both, into Polish Sign Language and International Sign Language.

Planned actions

- LOT's upload process of safety video translated into Sign Language will start in 2024.
- Cooperation with Warsaw Chopin Airport in order to jointly develop a formula for voice messages to make it easier for people with vision disabilities to access up-to-date information on airport or to operations movement around the airport.
- Improve customer awareness of the services provided in alternative formats.

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LOT reports:

- LOT has introduced a translation (in cooperation with the *Polish Association of the Deaf*) of its safety video used in Dreamliners, both, into Polish Sign Language and International Sign Language and also continues communication with Warsaw Chopin Airport in the topic of to making it easier for people with vision disabilities to access up-to-date information on airport or to operations movement around the airport.
- LOT evaluates the idea of introducing a service which would allow persons with hearing impairments who contact LOT to engage in simultaneous dialogue and obtain the same level of immediate assistance as is available through LOT's 24-hour call centre, to perform functions such as making a reservation or altering an existing reservation.

Transportation

Information given in APFP:

Barriers identified

- Pre-flight information is not always accessible in the same range for people with different disabilities.
- The in-flight entertainment system does not offer the same range of options for people with disabilities as for all other passengers.
- There may be difficulties in obtaining ground handling staff's assistance.

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- It may be difficult for wheelchair users to use the service of airline agents due to the height of tables/desktops used at airports.

Planned actions

- Enhance efforts to provide better and more accessible pre-flight information to persons with disabilities, including training programs for agents and ground handling staff.
- Continue to make the in-flight entertainment system more accessible.
- Continue to cooperate with airport authorities to provide more accessible ways to provide assistance for people with disabilities.

LOT reports: actions given in APFP are still in process due to short period of time reported in present document.

Procurement of Goods and Services

Information given in APFP:

LOT has not identified any barriers of accessibility in the area of procurement of goods and services. Any supplier, business partner or beyond business support of external services take place without any prejudice or discrimination. In addition, LOT ensures that each of the company's contractors shows the values that LOT follows - including the principles of diversity, inclusion and non-discrimination.

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Notwithstanding the foregoing, LOT will monitor this field and if any barrier is identified, it will be taken into consideration while updating this Plan.

LOT reports that information given in APFP are still applicable.

Design and delivery of programs and services

With regard to the DESIGN of programs and services, please refer to *Transportation* section.

With regard to the DELIVERY of programmes and services, please refer to *Communication* sections.

TRAININGS

Information given in APFP:

LOT believes that training is the best form of spreading knowledge and awareness, also in regard to applicable legal provisions and principles. The target groups of these training sessions include in particular cabin crew and ground handling staff. Training for cabin crew personnel is conducted by the Flight Crew Training Office, while training for ground handling staff and other company divisions is conducted by a dedicated trainer, the company's contact person for passengers with special needs, Accessibility Officer. Training plans for the future indicate further training sessions held by Accessibility Officer as well as Compliance and Regulation Office.

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LOT reports that they continue to train cabin crew personnel and ground handling staff. Compliance and Regulation Office training is still in process of preparation.

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