

LOT POLISH AIRLINES ACCESSIBILITY PLAN AND FEEDBACK PROCESS

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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
Executive Summary	3
Accessibility Statement	4
Contact Information allowing feedback process	4
CONSULTATIONS	6
FOCUS AREAS	7
The built environment	7
Information and Communications Technologies	7
Communication (other than ICT)	8
Transportation	9
Procurement of Goods and Services	10
Design and delivery of programs and services	10
Employment	10
TRAININGS	11
PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS	12

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

+48 22 606 78 72
 kontakt@lot.pl
 lot.com

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

About LOT Polish Airlines

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.

Executive Summary

LOT as an air carrier operating to and from Canada and is subject to the regulations of Canadian Transportation Agency (**CTA**), including The Accessible Canada Act (**ACA**). The aim of LOT's Accessibility Plan is to improve the quality and accessibility of LOT services for people with disabilities.

LOT undertakes to do so not only in relation to flights to and from Canada but also towards all its passengers - regardless of the direction they choose. LOT is not only committed to accessibility in Canada, but to all its customers and employees globally.

In this plan LOT will set its goals for the next three years. In this Plan LOT will identify, prevent, and ultimately remove accessibility barriers. The company intends to do so with the feedback, input, and support of our business partners, airports and travel agents' community.

LOT Accessibility Plan will be updated on a regular basis, but at least every three years.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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 information about accessible travel with LOT Polish Airlines can be found under: <https://www.lot.com/ca/en/journey/special-services/accessible-lot>

Our Accessibility Plan takes into account the principles of accessibility provided by the CTA guidelines.

Accessibility Statement

LOT's standard is to provide the highest quality travel experience for **ALL** its customers. We have introduced a number of activities under the name "*Accessible Travel*". Due to this, it has now become easier to ask for assistance at the airport, travel with your own stroller or take an assistance/guide dog on board. All of our standards are at the highest level and consistent with applicable law. We also place particular emphasis on ensuring that every person working with or for LOT is treated equally. Our efforts are also directed towards the integration and support of people with disabilities at work and ensuring the accessibility of required facilities.

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>

2. Anonymously via Whiblo app:

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

<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)

Mr Maciej Błażewicz (CXO)
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 Accessibility Plan or/and Feedback Process in an alternate format, please contact us.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

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 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'* or the *Polish Association of the Deaf*. 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 needs as well as industry standards. This Plan is the joint contribution of all entities involved in supporting the process of travel accessibility for all.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

FOCUS AREAS

The built environment

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.

Regarding the availability of the Company's office buildings, please see the "*Employment*" section.

Information and Communications Technologies

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.

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.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

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.

Communication (other than ICT)

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.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

- 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.

Transportation

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

Procurement of Goods and Services

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.

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

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.

Employment

LOT employs people with disabilities and adapts working conditions to their needs. LOT Compliance Policy ensures the principle of equal treatment in employment. Company expects an ethical attitude and cooperation for all its employees and business partners. LOT wants to be better, and its employment policy is based only on the skills and experience required for the position, regardless of disability.

LOT respects dignity and maximum independence by adapting working space to the needs of people with disabilities.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

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.

Planned actions

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

TRAININGS

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 - Mr. Maciej Błażewicz. Training plans for the future indicate further training sessions held by Accessibility Officer as well as Compliance and Regulation Office.

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)

PROVISIONS OF CTA ACCESSIBILITY-RELATED 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/>

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

 +48 22 606 78 72  kontakt@lot.pl  lot.com

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)