

Accessibility Plan for Transportation

KLM 2023-2026

Contents

1. GENERAL	2
1.1. EXECUTIVE SUMMARY	2
1.2. FEEDBACK AND CONTACTS	3
1.3. ALTERNATIVE FORMAT	3
2. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)	3
2.1. KLM DIGITAL ACCESSIBILITY STATEMENT	3
3. INFORMATION & COMMUNICATION TECHNOLOGIES	4
4. COMMUNICATION, OTHER THAN ICT	5
5. TRANSPORTATION	5
6. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES	6
7. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES	6
8. BUILT ENVIRONMENT	7
9. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS	7
10. FEEDBACK INFORMATION	7
11. CONSULTATIONS	9
12. SUMMARY OF THE IMPROVEMENT AND MONITORING PLAN	9

1. General

1.1. Executive Summary

KLM, also known as KLM Royal Dutch Airlines, is the flag carrier airline of the Netherlands. The airline was founded in 1919 and is headquartered in Amstelveen, Netherlands and operates flights to over 145 destinations worldwide, including the Canadian cities of Toronto, Vancouver, Montreal, and Calgary.

One important aspect of KLM's commitment to customer service is its accessibility statement. KLM is dedicated to making air travel accessible to all passengers, including passengers with disabilities or reduced mobility. To achieve this goal, KLM provides a range of services and support for passengers with different needs.

KLM offers assistance with boarding, disembarking, and stowing and retrieving carry-on luggage. Passengers with reduced mobility can request assistance for transferring to and from their seats. In addition, KLM provides special seating arrangements for passengers with specific needs.

KLM provides accessible information and communication channels and a dedicated customer services team (KLM Cares) for passengers with disabilities or reduced mobility. KLM also offers a range of in-flight services, such as special meals and accessibility features on its in-flight entertainment systems.

KLM's cabin crew and ground staff are trained in the particular assistance needs of the customers concerned and have received specific instructions to deal with health crises.

KLM's accessibility statement is an important part of its commitment to providing high-quality customer service to all passengers. By making travel more accessible and inclusive, KLM is helping to create a more welcoming and supportive travel journey.

KLM's Customer Experience department has the responsibility to enable the Accessible Customer Journey by designing a roadmap and a plan for Customers with Disabilities and implementing initiatives towards improving the customer journey following the compliancy regulations, together with all stakeholders and involved departments (customer service, digital, ground, inflight, legal & outstations).

1.2. Feedback and Contacts

KLM welcomes feedback on everything accessibility-related. The Manager of Customer Relationships is the dedicated contact person that will receive accessibility feedback on behalf of KLM and they inform and involve other departments if required by the content of the feedback.

Position	MANAGER OF CUSTOMER RELATIONSHIPS
Email	mail.accessibilite.accessibility.ca@airfrance.fr
Telephone	1-833-665-7030 / Toll free in Canada
Mail	Air France KLM Montreal Succ. B C.P. 34 Montréal, Québec H3B 3J5

1.3. Alternative Format

This plan is also available in alternative formats: print, large print, braille, audio format, and electronic format. Requests for one of these alternative formats, or the submission of feedback, may be made through the contact information above or through any of the Corporation’s social media channels, as defined by the Regulation on the establishment of plans and reports on accessible transport. Requests can be made within a period of 45 days after receipt of the request for braille or audio and within 15 days after receipt of the request for all other formats.

2. Information and communication technologies (ICT)

2.1. KLM Digital Accessibility Statement

KLM is committed to providing digital accessibility to all its customers. KLM has a digital accessibility statement and policy in place (<https://www.klm.ca/information/legal/accessibility>), which outlines the

commitment towards making the digital channels accessible to everyone, regardless of their abilities or disabilities.

The digital accessibility statement and policy of KLM outline its approach to digital accessibility, including a commitment to comply with the Web Content Accessibility Guidelines (WCAG 2.1), according to the level AA criterion of the Web Accessibility Initiative (WAI). KLM has also established an accessibility team to ensure that the digital channels are accessible to all.

KLM's digital accessibility statement and policy cover several aspects of digital accessibility, including visual design, use of colour, navigation, multimedia and keyboard accessibility and screen readers. KLM provides guidelines for third-party content providers, to ensure their content is also accessible.

KLM's commitment to digital accessibility is reflected on the website, which is designed to be accessible to people with disabilities. The website features clear navigation, high contrast colors and alternative text for images. KLM also provides a text-only version of their website for users that prefer this.

3. Information & Communication Technologies

KLM Website

Dedicated to the Canadian market, <https://www.klm.ca> is accessible in English and French 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.

Mobile App

KLM is developing and enhancing its mobile application with features that allow customers to perform travel arrangements independently. More specifically the application includes features such as voiceover support, which allows visually impaired users to navigate through the app using spoken descriptions of on-screen content. Additionally, the application includes high-contrast modes to make it easier for users with visual impairments to read text on the screen. KLM has also made efforts to ensure that all buttons and controls within the app are easy to see and use, and that the app adheres to accessibility standards WCAG 2.1.

Social Media

KLM uses their social media channels (including Messenger, Facebook, Twitter, LinkedIn, Pinterest and YouTube) to improve the travel experience for passengers with disabilities by offering assistance and support. They provide information on their website and social media pages regarding the services they offer to passengers with disabilities. They also have a dedicated customer service team available to answer any questions or concerns passengers may have regarding their disability-related needs. Additionally, KLM engages in social media listening to assess the feedback and suggestions provided by their passengers with disabilities, which is then used to improve our services further.

Telephone Call Centers

KLM CARES is a program launched by KLM Royal Dutch Airlines to support customers with disabilities or reduced mobility. The program provides assistance throughout the entire travel process, from booking a flight to arriving at the final destination. KLM CARES aims to make air travel accessible to everyone by providing tailored support and services based on specific needs.

KLM has dedicated telephone numbers for passengers with disabilities. These numbers are specifically designed to help and support passengers requiring special assistance when flying. The contact details for KLM's special assistance team can be found on the website (<https://www.klm.ca/contact/booking/information-assistance>) or by calling the KLM Customer Contact Centre.

Toll free telephone number (price of a local call), available Monday to Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 4:00 p.m. (closed on Sundays): +1 888 572-7447

E-mail addresses that can be used to request assistance: KLMCARES@klm.com or klmcares.canada@airfrance-klm.email

Obstacles Improvement measures, timelines and responsibilities

KLM continuously makes steps to ensure the accessibility of the website and to improve it. KLM information pages on Assistance and Health are being reviewed and the content structure will be improved to provide more simplified wayfinding and accurate information on special assistance.

The request of special assistance will also be possible via KLM online channels.

Starting in 2023, messages and e-mails will provide more specific information about the status of the special assistance requests of customers. Messages and e-mails will also advise and provide practical information about travel preparations.

4. Communication, other than ICT

All KLM staff are notified about the special assistance needs of their customers and trained to adapt their behaviour, dialogue and language accordingly.

Obstacles Improvement measures, timelines and responsibilities

Amplify the awareness of staff and cater to the specificities of people with disabilities, in particular through behavioural training.

5. Transportation

KLM has a wide variety of accessibility-related interactions with our customers throughout their journey. Customers search and find information on our website, request special assistance, proceed at the check-in counter and the gate, board and deboard our aircrafts. KLM's priority is to provide an accessible and safe air travel, which required the harmonious coordination between several stakeholders and service providers. We are focused on working with specialized manufacturers and stakeholders in order to make our journey as accessible as possible, including improving the safe transportation of customers and their mobility aids.

Obstacles Improvement measures, timelines and responsibilities

KLM continues to implement practices that improve the safe handling of mobility aids during transportation. KLM is engaged with customers and organizations with expertise in training and certification of service dogs to clarify the guidelines of acceptance of service animals in our flights. Finally,

KLM improves the communication of accessibility features and enhance training to our cabin crew on features such as lavatories, inflight entertainment systems and boarding/deboarding procedures.

6. Procurement of goods, services, and facilities

As all airlines are dependent on the airports' Special Assistance services, KLM is working closely with 3rd Party providers to facilitate the customer journey of people with disabilities.

KLM offers a range of procurement goods, services and facilities to ensure that passengers with disabilities can travel comfortably and safely. These include wheelchair assistance at the airport, assistance during boarding and deboarding of the aircraft and priority boarding; special meal options, special seating arrangements and extra legroom seating to accommodate passengers with mobility limitations. In addition, KLM offers in-flight medical equipment and assistance with medication management. Finally, KLM offers a special service for passengers with visual or hearing impairments, providing them with adapted safety information and communication during the flight, in-flight entertainment with subtitles and audio description and a trained crew to provide assistance to passengers with visual and hearing impairments. Service animals are also allowed in the cabin.

Obstacles Improvement measures, timelines and responsibilities

KLM is committed to making self-service kiosks even more accessible. For customers with transfers in Canada, KLM is planning to offer people with disabilities improvements that allow them to navigate via keyboard, with text read ["text-to-speech"] as well as additional explanations on how to navigate through the displayed features.

Inflight passengers can choose their seats freely. However, the constraints related to flight safety impose seating conditions in the cabin, such as certain seats that are not designated for people that do not have sufficient autonomy, i.e., the emergency exit rows.

Product managers are involved in modification projects and in collaboration with the manufacturers, actively study the new requirements in terms of accessibility in line with flight safety obligations.

7. Design and delivery of programs and services

KLM's Customer Experience Department strives to make its services and programs as inclusive as possible. KLM is committed to providing equal access to all passengers, regardless of their physical abilities. KLM designed a Customer Journey dedicated to passengers with disabilities that overlaps with the initiative of the Inclusive Customer. The Customer Journey is being reviewed and challenged by Customer Feedback, industry benchmarking and technological developments. KLM strives to continuously improve the Customer Journey. Compliancy monitoring and regulations are big drivers of the Customer Journey for passengers with disabilities.

KLM has special training for all their staff to ensure that they are able to assist passengers with disabilities and are aware of all relevant regulations and guidelines. In the coming years, KLM will further advance and develop special training based on current and future requirements.

KLM's internal digital tools are used to collect various customer reports and feedback on a daily basis, and in particular, the feedback provided by customers with disabilities. Customer Feedback tools are provided

at different touchpoints throughout the Customer Journey. These are: the feedback tool on each page of the KLM website, the website footer “Accessibility statement” and feedback provided on social media.

KLM relies on the feedback and input of customers with disabilities that are travelling with KLM, by formally and informally interviewing and discussing any obstacles they encountered during their journey or opportunities for improvement.

Obstacles Improvement measures, timelines and responsibilities

An obstacle for international airlines with regards to the design of programs and services is the different levels of regulatory requirements in terms of accessibility depending on the different countries.

KLM has added a possibility for customer escalation under the "contact us" section ["Contact us"] on the Canadian website.

8. Built environment

KLM is a Dutch (European) airline that, amongst other destinations, operates to/from Canada. Therefore, in the European Union, and in Canada, airport managers are responsible for accessibility for people with disabilities in built environments.

KLM is committed to facilitating the accessibility of its customers in its lounges and considers the expectations of people with disabilities that want to benefit from the best possible service.

In collaboration with the managers responsible for buildings and airport routes, KLM participates in improvement projects to facilitate the travel requirements of people with disabilities.

Obstacles Improvement measures, timelines and responsibilities

Building obstacles and improvement measures are identified by airport managers.

9. Provisions of CTA accessibility-related regulations

KLM is subject to Dutch and European air transport regulations and must comply with the regulations of the countries where flights are operated.

KLM must also comply with Canadian regulations and requirements related to the accessibility of passengers with disabilities, aimed at removing barriers to transportation for its customers, according to the Air Transportation Regulations SOR/88-58 under the Canada Transportation Act. KLM regularly reviews and updates its policies and procedures to ensure compliance with all applicable accessibility regulations, including those set forth by the CTA.

10. Feedback information

KLM’s customer feedback process is designed to ensure that KLM receives valuable feedback from its customers to constantly improve its services. The KLM feedback form can be found on the website and customers can fill it out before or after their flight, either as a compliment or as a complaint. Customers can also give feedback through the official KLM social media accounts.

KLM takes customer feedback seriously and analyzes it to identify areas for improvement. KLM uses this feedback to make changes to the business operations and to provide better services to its customers. KLM is committed to responding to customer feedback promptly and taking appropriate action to address any issues raised.

KLM's internal digital tools are used to collect various customer reports and feedback on a daily basis, and in particular, the feedback provided by customers with disabilities. Customer Feedback tools are put in place at different touchpoints and channels throughout the Customer Journey. These include:

Social Media

A customer can reach out to KLM via Facebook, Twitter, or Instagram to share their thoughts and comments.

KLM customer Care

A customer with a special assistance request can contact KLM's Customer Contact Centre by phone or e-mail and share feedback with KLM's Customer Cares agents.

Toll free telephone number (price of a local call), available Monday to Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 4:00 p.m. (closed on Sundays): +1 888 572-7447

Email address KLMCARES@klm.com or klmcares.canada@airfrance-klm.email

KLM Website

Customers can share their feedback on KLM's website and, more particularly, on the accessibility page: <https://www.klm.ca/information/legal/accessibility> .

KLM App

Customers can use the mobile app to send feedback directly to KLM.

KLM Airport Office

Customers can share feedback with KLM staff at one of the airline's airport lounges and at its airport offices.

KLM Flights

Customers can submit feedback during the flight by talking to the cabin crew. The cabin crew will send the feedback to the internal KLM systems.

KLM has a GDPR in place, KLM's privacy policy applies to all personal data that KLM processes when customers use the websites, mobile apps, or when customers contact KLM. KLM processes its customers' personal data primarily to handle bookings, arrange trips and purchases, and answer questions. More information about KLM's privacy policy can be found on the website <https://www.klm.ca/information/legal/privacy-policy> .

KLM has dedicated teams that process all feedback received through various channels. KLM uses state-of-the-art tools and technology to analyze feedback and identify trends, allowing a better understanding

of customers’ needs and expectations. The goal is to continuously improve the services by listening to the customers and using their feedback to make meaningful changes.

After collecting a customer’s feedback from different sources, KLM replies to the individual with an acknowledgement e-mail. The lead time to answer specific questions and feedback varies per topic and depends on the nature and scope of the feedback itself.

11. Consultations

KLM works closely with various organizations and experts to ensure that it meets the needs of all passengers, and to develop, design and implement accessibility projects.

Information from various touchpoints (the KLM website, at the airport, on board, customer satisfaction surveys, interviews etc.) are the main sources of customer feedback collection and the information is used to identify and contribute to a better understanding of the customer’s expectations and implement improvement plans based on a qualitative evaluation in addition to more quantitative and statistical analyses.

KLM maintains and develops relationships with various organizations representing people with disabilities, and regularly participates in meetings with stakeholders from various departments for the design of improvement project plans.

12. Summary of the improvement and monitoring plan

This plan for monitoring obstacles and improvements for accessibility for people with disabilities will be updated to integrate the various aspects of the progress approach following operational feedback and project decisions related to accessibility.

Responsible/Domain		Project - Planning	
Canada Direction	Regional	Finalize the implementation of self-service kiosks at an appropriate level of accessibility	End of 2023
		Continue airport improvement studies with better adapted counters	End of 2024
		Strengthen cooperation with the airport operator for better accessibility and comfort of customers	During 2024
Digital		Evolution of the "Contact Us" section	End of 2023
		Store and manage data of Passengers with Disabilities	Early 2004

	Improve the information and content of Assistance and Health	Early 2024
	Improve the online (special assistance) reservation process	Early 2024
Customer Experience	Enrich the relationship with organizations representing people with disabilities	Early 2024
	Review and update the Customer Journey (Passengers with Disabilities)	Early 2024
In-flight service	Review and improve the Commercial Crew Training and Awareness Module	Early 2024
