

Accessibility Plan Progress Report KLM 2025

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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 161 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.

This report includes the progress of KLM on the Accessibility plan based on information and input received through the feedback process and consultations with persons with disabilities, including feedback received from people who have not travelled with KLM.

In the past year, KLM has introduced several new initiatives to enhance accessibility. These include the implementation of more accessible self-service kiosks at airports, the introduction of electric tow trucks to reduce carbon emissions and improve ground operations, and the launch of new training programs for staff to better recognize and support passengers with hidden disabilities. Additionally, KLM has expanded its fleet with next-generation aircraft that offer improved accessibility features. KLM has also enhanced its digital platforms to ensure a seamless user experience for all passengers, including those with disabilities

1.2 Feedback and Contacts

KLM welcomes feedback on every accessibility-related topic. 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	BUSINESS EXPERT OFFICER
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

The Accessibility Progress Report, the Accessibility Plan and the description of the Feedback Process are 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.

2.2. 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 2.2), 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.

Over the past year, KLM has made significant updates to its digital platforms, including enhancing the security features of the online request system to protect passengers' personal information and integrating assistive technologies such as voice control and screen readers into the inflight entertainment system. KLM has also improved the website's navigation and accessibility features to ensure a seamless user experience for all passengers. KLM has launched a new mobile app designed specifically to assist passengers with disabilities, providing real-time updates and support throughout their journey.

2.2 Information & Communication Technologies

Customers have been pointing out the importance of providing clear and relevant information about the booking processes, required documents, specifications, and accessibility features in the cabin. In the last year, KLM has adjusted the content in their global and Canadian information pages regarding assistance and health to be more precise

on specific policies and procedures. Additionally, in the context of KLM's new Travel Platform, the new typography for its website has been launched, making it easier to read for people with impaired vision.

KLM has continuously improved the information content regarding service animals, assistance, and health. The updated content provides clearer guidelines and more detailed information to assist passengers in preparing for their journey. This includes information on the documentation required for traveling with service animals, the types of assistance available, and health-related considerations such as medical equipment and dietary needs. KLM has also added more visual aids and videos to its information pages to make the content more accessible. Furthermore, KLM has enhanced the online forms for requesting medical clearance, making them more user-friendly and efficient. KLM is continuously enhancing the section on its website dedicated to accessibility resources, providing comprehensive information and support for passengers with disabilities.

3. Communication, other than ICT

One of the main contributors to customer satisfaction, including customers with special assistance requests, is the staff behavior. Recent customer surveys have highlighted the impact of KLM's staff in recognizing and respecting their wishes. All KLM staff are notified about the special assistance needs of their customers and trained to adapt their behavior, dialogue, and language accordingly. KLM staff and cabin crew are being trained to recognize, acknowledge, and give attention to customers with hidden disabilities, including those who identify themselves by wearing the sunflower lanyard.

KLM has improved and personalized communication via email post-booking and before the flight. This initiative aims to provide passengers with relevant information tailored to their specific needs, ensuring a smoother travel experience. Personalized emails include details about the passenger's special assistance requests, tips for navigating the airport, information about onboard services, and reminders about important travel documents. KLM has also introduced new communication templates to ensure consistency and clarity in all customer interactions. Additionally, KLM has launched a new pre-travel email content specifically for passengers with disabilities. KLM has also implemented a new system to send real-time updates and notifications to passengers with disabilities, ensuring they are informed throughout their journey.

4. 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. In the first quarter of 2024, KLM has been involved in extensive working sessions and studies organized by Schiphol Airport with the goal to improve the Customer Journey at the airport. In the workshops, there has been sufficient representation from individuals and organizations supporting people with disabilities. The studies included in-depth customer interviews, data analysis, and benchmarking of best practices in accessible

airport facilities, services, and procedures. This collaboration resulted in concrete actions and initiatives that both parties will commit to delivering an improved service to Passengers with disabilities and practices that might be applicable to KLM's outstations.

KLM has strengthened its cooperation with airport operators to enhance accessibility and comfort for customers. This includes the implementation of more accessible self-service kiosks. KLM has also participated in additional workshops and studies to further refine and enhance the customer journey for passengers with disabilities. KLM is developing new technologies to improve the efficiency of special assistance services at airports, ensuring quicker and more reliable support for passengers with disabilities

5. Design and delivery of programs and services

KLM's Customer Experience Department strives to make its services and programs as inclusive as possible. KLM's commitment to providing equal access to all passengers, regardless of their physical abilities, entails understanding and respecting the different levels of regulatory requirements in terms of accessibility depending on the different countries. Subject matter experts from various departments and throughout KLM are aligning their efforts to remove the barriers for people with disabilities and design the airline's procedures with respect to the local governmental regulations where KLM operates.

Assistance handlers in the Netherlands are collaborating with KLM to enhance the quality of service and efficiency. This partnership involves regular training sessions, workshops, and feedback mechanisms to ensure that handlers are well-equipped to meet the diverse needs of passengers with disabilities. The goal is to streamline processes, reduce wait times, and provide more personalized assistance to passengers, thereby improving their overall travel experience. KLM has also introduced new protocols to ensure that assistance handlers are promptly informed about any special requirements passengers may have, allowing for better preparation and service delivery. KLM has launched a new initiative to provide specialized training for staff on the latest accessibility technologies and best practices.

6. Transportation

KLM has made significant advancements in enhancing the accessibility of its in-flight entertainment system to ensure a more inclusive and enjoyable flight experience for all passengers. All video content now includes closed captions, making it accessible to passengers who are deaf or hard of hearing. This feature ensures that everyone can follow along with the audio content. For visually impaired passengers, KLM has introduced audio descriptions that provide a spoken narration of visual elements in videos, allowing them to fully enjoy the inflight entertainment. The in-flight entertainment system now features easy-to-navigate menus designed with accessibility in mind. These menus are intuitive and straightforward, ensuring that passengers with various disabilities can easily find and select their desired content. KLM is integrating advanced assistive technologies such as

voice control and screen readers into the in-flight entertainment system. Voice control allows passengers to navigate the system using voice commands, while screen readers provide audio feedback for on-screen text, making the system more accessible to passengers with visual impairments. Additionally, the content library has been updated to include a wider range of programming that reflects diverse cultures and perspectives, ensuring that all passengers can find content that resonates with them and enhances their overall flight experience.

7. Built environment

KLM collaborates closely with airport managers in the European Union and Canada to improve the accessibility of built environments, ensuring that passengers with disabilities can navigate airports with ease. KLM participates in various improvement projects aimed at enhancing the accessibility of airport facilities. These projects focus on making pathways, restrooms, and other essential areas more accessible to passengers with disabilities. KLM has taken significant steps to improve the accessibility of its lounges. The most recent lounge renewal in Toronto was designed with input from customers with disabilities, ensuring that the facilities meet their specific needs and expectations. This includes features such as accessible seating, restrooms, and pathways within the lounge.

8. 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. In the last year KLM has developed and implemented a technical solution and procedure for customer who wish to travel with their emotional support dogs to/from Canada. This request can be addressed to the KLM contact centers and the line for special requests KLM Cares.

9. Feedback information

KLM values feedback from its passengers and uses it to drive continuous improvement in accessibility services. Passengers can provide feedback through various channels, including online forms, social media, email, and post-flight surveys. This ensures that all passengers have an opportunity to share their experiences and suggestions. KLM has dedicated teams that analyze feedback to identify common issues and trends. These teams work to address individual concerns and implement broader improvements based on the insights gained from passenger feedback.

In 2024-2025, KLM collected valuable feedback from passengers, including those with disabilities, through a variety of methods to enhance its services and accessibility. Passengers with disabilities highlighted the need for improved pre-travel support and clearer information on special services. KLM responded by providing detailed information on its website and through customer service channels, ensuring passengers could easily access the assistance they needed.

KLM collected this feedback through various channels, including customer surveys, feedback forms, customer interviews, and social media monitoring.

These methods allowed KLM to gather comprehensive insights from a diverse range of passengers, ensuring that their feedback was accurately represented and addressed.

The feedback emphasized the importance of empathetic and responsive assistance from staff. KLM invests in extensive staff training programs to ensure that employees are well-equipped to provide compassionate and effective support to passengers with disabilities. Additionally, modifications to the aircraft, such as wider aisles and accessible lavatories, were praised for making travel more comfortable and convenient. Mobility assistance from check-in to destination was another critical area of feedback. KLM enhances its mobility assistance services, offering seamless support throughout the travel journey.

These efforts reflect KLM's commitment to creating an inclusive and welcoming environment for all passengers, ensuring that everyone can travel with confidence and ease.

10. Consultations

KLM's Accessibility roadmap is developed by a group of subject matter experts who gather and analyze feedback from various sources to identify and address accessibility barriers. Information is collected from customer satisfaction surveys, interviews, and other touchpoints such as the KLM website and airport experiences. This feedback is used to understand customer expectations and develop improvement plans. KLM maintains relationships with organizations representing people with disabilities and regularly participates in meetings with stakeholders from various departments. These collaborations help design and implement effective improvement project plans.

11. 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 (DELIVERED)

	Continue airport improvement studies with better adapted counters	End of 2024 (DELIVERED)
	Strengthen cooperation with the airport operator for better accessibility and comfort of customers	During 2024 (CONTINUOUS)
Digital	Evolution of the "Contact Us" section	End of 2023 (DELIVERED)
	Store and manage data of Passengers with Disabilities	Q3 of 2024 (in progress)
	Improve the information and content of Assistance and Health	2025 (CONTINUOUS)
	Improve the online (special assistance) reservation process	Q4 2025 (in progress)
Customer Experience	Enrich the relationship with organizations representing people with disabilities	2025 (CONTINUOUS)
	Review and update the Customer Journey (Passengers with Disabilities)	Early 2024 (DELIVERED)
In-flight & Ground service	Review and improve the Commercial Crew Training and Awareness Module	2025 (in progress)