

MULTIYEAR ACCESSIBILITY PLAN 2023 - 2026

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INTRODUCTION

Like for all its customers, Corsair is committed to provide people who have special needs with a reliable, comfortable, and safe experience that respects their dignity and well-being.

Corsair welcomes on board people with disabilities, provided that the air travel is not contrary to medical prescriptions and flight safety requirements.

In order to take care of people who have special needs and offer them a trip that meets the best possible conditions, a guide containing all the information needed is available on Corsair's website.

Our teams remain available for any question from such passengers.

1. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

As a French Airline, Corsair is submitted to the respect of European Regulation.

Corsair is committed to respect the provisions of the EC Regulation n° 1107/2006 of the Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

Since the airline operates flights between Paris and Montréal, in Canada, during the summer season, Corsair is also submitted to the respect of Canadian Regulations on accessibility, for people with disability.

The present document is established in compliance with the Canadian Accessible Canada Act and Accessible Transportation Planning and Reporting Regulations (ATPRR).

Since the 1st of January 2024, Corsair is also submitted to the respect of provisions (article 5(a) and Part 2) of Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

2. GENERAL

Quality of service is a permanent commitment of our company. Our local representatives are at your disposition when you arrive at the airport to welcome you and give you any information that you could need.

Feedback on this accessibility plan, progress reports and on any situation or obstacle identified by a disabled person in the transport, can be transmitted to Corsair under the following possibilities:

CORSAIR – Attention: Legal director

- By email: accessibilite@corsair.fr
- By phone : from Canada : +18445155665
(Free from a fixed line)
Our team is available all the days, from 07h00 am to 00h00 (Paris time)
- By post mail : CORSAIR, 2 Place de l'Équerre, 94150 Rungis, France
or Cabinet McMillan 1000 Sherbrooke O./W., #2700 Montréal, Québec H3A 3G4

An acknowledgment of receipt shall be sent to the person if he/she has transmitted her/his contact details.

Corsair's feedback procedure is available on Corsair's website, on the page "[Canadian Regulations on Accessible Transportation for Persons with Disabilities](#)" :

<https://www.flycorsair.com/en-ca/Canadian-Regulations-Accessible-Transportation-Persons-Disabilities>

You can also reach us through these means of communication if you want to request Corsair's Multiyear Accessibility Plan, our progress reports and our Feedback Process in large print format, in Braille, in audio format, or on an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

According to ATPRR, we will respond to your request as soon as possible and at the latest within a delay of 45 days if you ask a document in Braille or in audio format, or within a delay of 15 days if you ask a document under any other format.

Improvement measures

Corsair is committed to create during 2024 a specific section and form accessible on the website to allow the passengers to send their feedback about accessibility.

Moreover, Corsair is committed to make available to the passengers a form that can be completed for their feedback on accessibility. That form shall be available at Corsair's counters at Montréal Airport and via the website where it will be possible to download it. This measure is planned to be realized during 2024.

3. INFORMATION AND COMMUNICATIONS TECHNOLOGIES

In 2020 – 2021, Corsair's website has undergone a complete overhaul to provide customers with a new, more ergonomic platform, highlighting the different stages of the journey with tailored content, and making navigation more user-friendly and fluid.

The airline is committed to make the website available for everyone, in particular people with disability, in accordance with French Requirement « *Référentiel Général d'Amélioration de l'Accessibilité* » (RGAA 4.1.) that is established in respect of international standards WCAG.

During summer 2023, an audit of the website was made in order to identify the sources of improvement related to accessibility.

Improvement measures

The staff of Corsair do everything possible every day to make the website accessible and provide the information fluidly and understandably.

New updates of the website shall be implemented in order to respond to the special requests of persons with disability.

The implementation of a software that will permit to correct the defects and guaranty a better accessibility in accordance with French Requirement RGAA 4.1 is planned for the financial year 2024/2025.

4. THE BUILT ENVIRONMENT

a) At the airport

The accessibility of disabled persons at the airport is the responsibility of airport managers.

However, Corsair is willing to offer the best transport experience to all its customers, and as such, collaborates regularly with the airports to which it operates flights in order to improve the passengers' welcome.

Improvement measures

Corsair shall continue to cooperate regularly with airports managers and shall study regularly the feedback received in order to establish any action or measure that could help to eliminate any obstacle, that could be identified.

b) On the aircrafts

Corsair's fleet is composed of 5 A330-900 aircrafts and 4 A330-300 aircrafts.

With regard to cabin accessibility for the disabled persons, all A330-900 aircrafts comply with US DOT standard 14CFR382, which is more restrictive than the CS25 standard.

In application of this standard, Corsair's A330-900 aircrafts allow disabled passengers in particular:

- Access to at least 50% of the seats in each class (removable armrest)
- Access to toilets
- The possibility of storing a wheelchair in the cabin

In addition, each Corsair A330-900 aircraft is equipped with an on-board transfer chair.

Corsair is therefore committed to facilitating access to its aircraft for all types of passengers. However, access to certain seats may be denied to disabled persons and persons with reduced mobility in order to comply with applicable aviation safety requirements. Access restrictions apply to seats near emergency exits.

In addition, evacuation instructions are available in Braille and the safety instructions video is signed.

Improvement measures

A330-300 aircrafts that present certain obstacles for accessibility shall be replaced by A330-900 aircrafts in 2024.

Within the framework of the consultations carried out, as part of the edition of this accessibility plan, it emerged that on-board wheelchairs offered to customers could be improved in terms of comfort, for example. Corsair teams are continuing their studies in order to respond to passenger requests and to identify possible measures that can be taken to make these on-board wheelchairs more satisfactory, while respecting the security requirements imposed in connection with the movement within the aircraft aisles.

5. PROCUREMENT OF GOODS AND SERVICES

a) Corsair's website

The staff of Corsair do everything possible every day to make the website accessible and provide the information fluidly and understandably.

Improvement measures

The implementation of a software that will permit to correct the defects and guaranty a better accessibility in accordance with French Requirement RGAA 4.1 is planned for the financial year 2024/2025.

b) At the airport

Each airport is liable for the implementation of services and information that relates to accessibility for the passengers.

Corsair is still committed to collaborate regularly with the airport in order to support and contribute to any project that is aimed to improve accessibility.

At Montréal Airport, self-service kiosks for passengers' registration are available for persons with visual or hearing impairment.

Improvement measures

Corsair will propose again flights to and from Canada in June 2024 and as such planned to make the access to these kiosks available for Corsair's customers.

c) Corsair's aircrafts

Corsair is willing to improve the quality of its transportation services and offer to the passengers the best experience possible. The renewal of its fleet has begun in 2021 and 2022 with the inclusion of 5 new A330-900 aircrafts.

Improvement measures

By the end of 2024, the fleet shall be mostly composed by A330-900 aircrafts that present better accessibility conditions and respect American requirement US DOT 14CFR382.

6. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

a) Before the flight and at the airport

Persons with a reduced mobility are invited to contact our customer team in order to make a special request of assistance at the time they make their reservation, and at least 48 hours before their departure.

The assistance at the airports of Montréal and Paris shall be assured by the special suppliers designated by the airports managers.

Other specific requests can be made to our customer service: transport of mobility equipment, travel with a dog service etc.

A guide with all the information needed is available on Corsair's website.

It is important to be precise that Corsair may refuse the transport of a disabled person if the security requirements are not met, or if the aircraft doors don't permit the person to access in the aircraft.

Improvement measures

Corsair shall keep study all the feedback received in order to take any measure aimed to eliminate an obstacle that can be identified.

b) On board

Corsair crews are responsible for ensuring the safety and comfort of all passengers. They are available and regularly trained to welcome passengers with disabilities on board and to meet their needs throughout the flight: safety instructions, mobility on board, assistance with meals, etc.

When a passenger with a disability is scheduled on a flight, the crew is informed in advance and receives a preparatory meeting adapted to the passenger's needs.

Corsair nevertheless requires the presence of an accompanying person when the passenger is unable to understand or apply safety measures, or when he or she cannot physically participate in his or her own evacuation.

Improvement measures

Entertainment during the flight: Although personal electronic devices are not currently available on Corsair flights, Corsair teams are constantly working with technical suppliers to find alternatives and develop interfaces to improve system accessibility and navigation for people with disabilities.

c) After the flight

Corsair is daily informed by its representatives at the airport or onboard of any significant event or situation concerning a customer, in particular by sending weekly reports and feedback.

Corsair remains available to receive any complaints or feedback from customers regarding accessibility.

The study of these various feedback and experiences thus enables the company to define the necessary areas for improvement.

Improvement measures

Corsair will continue to seek feedback on this subject to see what improvements are potentially desirable.

7. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

Corsair's ground crews and subcontractors at airports are trained and made aware of the need to support people with disabilities. In addition, best practices are shared in order to improve the day-to-day management of these people.

Improvement measures

Corsair will continue to seek feedback on this subject to see what improvements might be desirable.

8. TRANSPORTATION

Corsair reminds its passengers who need specific assistance during their journey that they must contact Corsair staff at least 48 hours before their flight.

Corsair offers its passengers ground transport services (bus, train, etc.) through third-party companies. In partnership with *Société Nationale des Chemins de Fer* (SNCF), Corsair offers the Train + Air product, which enables passengers to reach Paris Orly airport from several train stations in mainland France.

Rail transport services are governed by the SNCF's general conditions of carriage.

The Train + Air product is accessible to disabled people and people with reduced mobility. To benefit from the Train + Air product, passengers must be able to sit on an SNCF train seat. Disabled persons or persons with reduced mobility must inform the SNCF of their need for assistance at least forty-eight (48) hours in advance and must present themselves at the departure station at least half an hour before the departure of the train. In addition, passengers must be accompanied if their baggage weighs more than 15 kg. Station assistance does not accept luggage exceeding this weight.

People with disabilities or reduced mobility who cannot benefit from the Train + Air product can still travel on SNCF with the "accès plus" product. <https://www.sncf-connect.com/train/services-train/acces-plus>

Improvement measures

Corsair shall regularly study the feedback received in order to take the appropriate measures and actions to eliminate any obstacle that can be identified.

Corsair will collaborate with SNCF to improve the offer Train + Air for the persons with reduced mobility.

9. CONSULTATIONS

a) Internal consultations

The company has made a voluntary commitment to promote pluralism and diversity in recruitment and career management. As part of its policy of integrating people with disabilities, the company is committed to developing the employment of people with disabilities, taking into account the economic situation, the social context and the specific nature of Corsair's businesses.

Corsair is committed to support the integration of each employee and valuing each individual. More than 6% of our employees are disabled.

Our teams are always available to listen to their experiences and to help develop measures for improvement.

Each employee of Corsair can submit any comment or feedback, regarding accessibility in air transport, by sending an email to the point of contact designated for receiving feedback at the address accessibility@corsair.fr

b) External consultations

Corsair works closely with its partners, subcontractors and suppliers, as well as with the airports it serves, to design and develop improvements together.

In the summer of 2023, an audit of the website was carried out by a specialist company, which had developed a digital accessibility solution, to identify sources of improvement in terms of accessibility.

As part of this audit, it was noted that certain pages and components of the website needed to be checked and revised in order to guarantee their accessibility, particularly in relation to the rules applicable in terms of contrast, color, display, HTML structures, etc.

Internal developments were therefore initiated and are still undergoing in order to assess and correct the interactive components and HTML structures of certain parts of the site, as well as the display of forms, in order to make them more accessible.

Alongside these internal developments, the implementation of a software that will permit to correct the defects and guaranty a better accessibility in accordance with French Requirement RGAA 4.1 is planned for the financial year 2024/2025.

As part of the development of this plan, Corsair contacted several organizations representing people with disabilities, such as the *Regroupement pour la concertation des personnes handicapées des Laurentides (RCPHL)*, the *Office des personnes handicapées au Québec* and the Council of Canadians with Disabilities. Surveys were sent to these organizations in order to collect their comments, as well as comments from their members.

With the aim of continuous improvements, Corsair continues the consultations and expanded to other organizations and through other means, like phone exchanges.

Corsair customers' feedback is also taken into account, when they are talking with our staff and customer service at every stage of their journey (before their flight, at the airport, on board and on arrival), and in particular via the satisfaction questionnaires sent to customers after their flight.

Any passenger who wishes to report an obstacle in terms of accessibility during their journey can also do so via the Feedback process.

All the information collected, through consultations, feedback sent by passengers or employees of Corsair, will be studied by the different competent services according to their responsibilities and area of activity. Such information will help to better understand passenger expectations and identify any new action aimed to improve accessibility and eliminate any obstacle identified, within the limits of the security measures and requirements imposed by the air transport regulations.

For instance, following the consultations carried out as part of the edition of this accessibility plan, it emerged that on-board wheelchairs offered to customers could be improved in terms of comfort. Corsair teams are continuing their studies in order to respond to

passenger requests and to identify possible measures that can be taken to make these on-board wheelchairs more satisfactory, while respecting the security requirements imposed in connection with the movement within the aircraft aisles.

This same approach applies to all feedback received by Corsair regarding accessibility, in order to offer people with special needs a reliable, comfortable and safe experience, while respecting their dignity and well-being.