Aer Lingus

Accessible Transportation Planning and Reporting Regulation

Progress Report

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1 GENERAL

Aer Lingus has documented an accessibility customer journey. Opportunities for improvement and new initiatives identified will contribute the creation of an Accessibility Customer Strategy. Aer Lingus is currently consulting the OpenDoors Organization for guidance and direction on the roadmap for this strategy and further prioritised goals.

Aer Lingus is carrying out a detailed accessibility audit of its digital assets with a view to identifying any improvements that can be made to the customer experience.

Aer Lingus is collaborating with the airlines within our group IAG (International Airlines Group) to leverage best practice and new initiatives to improve accessibility and remove barriers.

1.1 FEEDBACK PROCESS

If you wish to contact Aer Lingus to discuss any aspects of this plan, to provide feedback or to request an alternate format of the plan or the feedback process, please contact our Customer Relations team on any of the communications channels below, whether it is sent anonymously or not.

Email: Cta.accessibility@aerlingus.com

Chat: Our Virtual Assistance Erin in available 24/7 on Facebook Messenger and WhatsApp.

Social Media; Aer Lingus can be contacted on X between 7am and 10pm Irish time.

Tel.: (516) 622-4228 open 24 hours, 7 days or toll free on (877) 351-6882

Post: Accessibility Officer, Customer Experience Team, Aer Lingus, Level 2 Shamrock House, Dublin Airport, Co Dublin, K67 A2N5, Ireland.

For customers with feedback relating to services provided by Dublin Airport, please contact the airport directly here: https://www.dublinairport.com/contact-us/passenger-special-assistance

For customers with feedback relating to services provided by Toronto Pearson, please contact the airport directly here: https://torontopearson.freshdesk.com/support/tickets/new

1.2 FEEDBACK RESPONSE

After collecting a customer's feedback from different sources, trained Aer Lingus employees will assess, acknowledge and reply. The expected response time to specific questions may vary depending on the scope of the feedback.

We will take received feedback into consideration when publishing our progress reports and implementing the accessibility plan.

Aer Lingus is currently testing and assessing the suitability of AI tools to improve customer service and to assist Aer Lingus in complying with our regulatory obligations.

2 PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

The Accessible Transportation for Persons with Disabilities Regulations (ATPDR) made under ss.170(1) of the Canada Transportation Act apply to Aer Lingus flights to and from Canada.

As a large foreign carrier, Aer Lingus is subject to requirements in Parts 1 and 2 of this regulation for all flights operated to, from and within Canada.

3 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

3.1 PLANNED INITIATIVES

Barrier	Desired Outcome	Target Date	Status
Special assistance forms	Improved accessibility	Q4 2023 Revised to Q4 2024	Complete
Calendar content	Address challenges for keyboard users on some of the website calendars.	Q4 2023 Revised to Q4 2024	Complete
Flight search results page	Improvement to voice recognition and users of screen magnification	Q4 2023 Revised to Q4 2024	Complete
Flight payment page	Improvement to the payment page for customers using screen readers	Q4 2023 Revised to Q4 2024	Complete
Special assistance information web page	Redesign content layout	Q4 2025	See below

All special assistance requests are centrally managed on a single form which can be easily accessed by customers here https://www.aerlingus.com/app/support/forms/special-assistance-form .

Special assistance requests that meet operational and safety requirements are confirmed automatically via email.

Aer Lingus is currently carrying out a detailed accessibility audit of digital services with a view to identifying any improvements that can be made to the customer experience.

Aer Lingus has commenced a redesign of the special assistance web page, taking into considering the recommendations of the IATA 'One Click Away Best Practices'. The objective is to realign the information on services available and how to book assistance in a consistent and simplified layout. Aer Lingus gathered feedback from web users in 2024 and will engage with organisations representing customers with disabilities during the redesign process.

4 COMMUNICATION, OTHER THAN ICT

Barrier	Desired Outcome	Target Date	Status
Menus	Provide menus in accessible format as standard when menus are published	Q4 2023	Complete
Video relay service	Improve service assistance for customers with hearing or speech disabilities. Explore options and consult prior to any planned implementation.	Q1 2024	Complete
Information video	Create information video with signing and add this to the website and IFE	Q4 2025	In progress
Communication	Increase awareness on communication methods	2025-2026	Ongoing

Awareness and Training Sessions

Aer Lingus hosted multiple awareness sessions with customer facing employees presented by the Hidden Disabilities Sunflower programme in January 2025. The objective was to improve awareness on how to recognise the sunflower symbol and the most appropriate methods of communication. Aer Lingus will host additional sessions with representative organisation throughout 2025 and 2026.

Menus

Business class menus are now available in an accessible PDF format on the Aer Lingus website. The food offering in our economy class cabin is available on an accessible format on the website. Further user testing with NVDA Screen Reader (SR) on Chrome + Edge through our initial engagement with Vision Ireland has identified further improvements which are in progress.

WiFi is available onboard, and for customers who avail of it can peruse the menu independently on their own devices or with the assistance of our crew.

Voice relay service

Aer Lingus has partnered with SignLive UK to offer Irish Sign Language and British Sign Language interpretive services to customers via our Customer Contact Centre.

PRM Assist mobile app

Aer Lingus has partnered with PRM Assist, a third-party that provides an app for customers departing from Dublin Airport and for airport and airline staff. More information is available HERE. This is a phased project with phase 1 now complete. Details of the customer's special assistance requirements are shared with the service provider at Dublin Airport via the PRM Assist app. The app also enables customers to manage their special assistance requirements and to receive real-time wait times on their assistance. This gives the service provider greater advance visibility on assistance requests and enables more efficient resource planning and improved customer experience at the airport.

5 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Barrier	Desired Outcome	Target Date	Status
Embed accessibility in the procurement process	Review and analysis of current procurement policy to determine any non-compliance with accessibility goals	Continuous	Ongoing
	Include accessibility into procurement templates, similar to company documentation	Q4 2023	Ongoing

Aer Lingus procurement is governed and coordinated centrally within the IAG Group (International Airlines Group).

For new and renewing contracts for ground handling companies and airports in North America, IAG requires an Accessibility Self-Assessment Document to be completed. The document includes questions relating to training, facilitation, equipment and community engagement. The responses form part of the RFP and selection process for accessibility services for Aer Lingus customers.

Risk assessments are performed as part of the procurement process for new products or services that may impact the accessibility of Aer Lingus services. The assessment will verify compliance with applicable legislation and best practice.

6 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Barrier	Desired Outcome	Target Date	Status
Consultation	Review training to identify any further improvements	Q4 2024	In progress

An internal Accessibility Steering Group was established in Aer Lingus in August 2023 with representatives from all business areas including employees with physical and hidden disabilities. The purpose of the steering group is to give guidance and direction to the company on all matters relating to customer accessibility including regulatory changes, new initiatives, and feedback monitoring. The group also reviews and updates disability awareness training and training for employees in customer facing roles (Cabin Crew, Ground Operations, Customer Contact Centre). Our cabin crew recurrent training programme has already been revised and delivered in Q2 2024 with other roll outs planned for Q4.

Aer Lingus engages with Open Doors Organization on an ongoing basis. Open Doors is a non-profit organisation that provides training consultation and guidance on international legislation. They review and advise on improvements on the Aer Lingus training programmes.

Open Doors is also providing specialist training in wheelchair stowage and handling. Content from this course is integrated into loading and handling training for Aer Lingus employees at Dublin.

Aer Lingus will engage with representatives of the Irish Wheelchair Association of Ireland to produce a training video for employees responsible for handling and loading mobility devices.

Aer Lingus is undertaking a comprehensive audit of accessibility of services across all of its digital assets. Accessibility is built into the design of new projects for applicable services at design stage.

Aer Lingus is working with hidden/non-visible disability organisations in 2025 and 2026 to build awareness and amend policies and training where applicable. Further information is available in CONSULTATIONS.

7 TRANSPORTATION

Aer Lingus operate scheduled flights to/from Toronto Pearson Airport. Aer Lingus continues to review the proposed improvements planned in Toronto Pearson including improvements at curb-side for accessible seating and parking, and designated pathways. Their Accessibility Plan is available HERE

Dublin Airport has recently improved the visibility of the curb-side drop off zones at the entrance to each terminal and has improved dedicated car parking spaces and a pre-booking process. Visibility of the drop off zones is available in an information video on this page: https://www.dublinairport.com/accessibility/preparing-for-your-journey

Information on parking is available here: https://www.dublinairport.com/car-parks/reduced-mobility

8 BUILT ENVIRONMENT

Barrier	Desired Outcome	Target Date	Status
Lavatory call bells	Include call bells in the design specification as standard for all future aircraft ordered after	Q2 2023	Complete
Seat map	Update seat maps to included clearer indication of the location of lavatories on aircraft	Q4 2023	Complete
Availability of subtitled content on inflight entertainment	Increase volume of content with closed captions and subtitles with a new content service provider	Q1 2026	In process
Inflight entertainment features	Improve access to content with new technology and interface	2025-2026	Ongoing

In Flight Entertainment Improvements

Aer Lingus aims to increase content with closed captioning in 2026.

Aer Lingus has commenced operating flights on A321XLR aircraft to Toronto. This aircraft has a new inflight entertainment interface with features including colour correction and colour inversion for customers with low vision, see https://www.aerlingus.com/experience/our-aircraft/airbus-a321XLR/#/tab-0-airbus-a321xlr-business-cabin. We expect this interface will also be available on A321LR fleet in Q4 2026.

9 FEEDBACK INFORMATION

All feedback received electronically generates an automatic case number by email to the customer. All customers who submitted feedback described in this section received a written response, and or a telephone call.

Arrivals- Dublin Airport

Complaints (2) relating to the wait time on a flight from Toronto Pearson Airport

Arrivals- Toronto Pearson

Complaint (1) relating to the delayed delivery of a mobility device. It was delivered to the wrong area on arrival which incurred a delay for the customer

Dietary

Complaint (1) gluten free meal pre-booked but not provided on the flight. Customer was offered a goodwill gesture.

Delayed Mobility Device

Complaint (1) a walking frame aid was not correctly loaded at Toronto Pearson. It was forwarded the following day and delivered by courier to the customer's chosen address.

Complaints (2) still in process at the time of publication of this report.

10 CONSULTATIONS

Barrier	Desired Outcomes	Target Date	Status
Absence of a regular, formalised consultation process	Formalise our consultation process with disability groups	Q3 2023	Complete
Lack of awareness and confidence engaging customers with non-visible disabilities	Improved awareness and experience for customers	2025-2026	Ongoing

Consultation Process

Aer Lingus is consulting with disability groups on a regular basis.

Consultation & Engagement

Aer Lingus continues to engage Open Doors Organisation to consult on regulation, initiatives and training.

Open Doors has supported Aer Lingus in consulting with disability groups on:

- In Fight Entertainment features improvements for hard or hearing/deaf customers (Feb 2025)
- Cabin interior/comfort improvements for business cabin (Jan 2025)
- ATPRR 2025 Progress Report review
- Mobility device stowage training (Feb 2025)

Non-Visible Disabilities Training and Awareness Campaign

Aer Lingus has hosted a number of internal events to promote awareness, encourage employee engagement and update/refresh training content for customer facing employees.

Events include:

- Hidden Disabilities Sunflower Awareness (Jan 2025)
- The Alzheimer's Society of Ireland (Jun 2025)
- The Multiple Sclerosis Society of Ireland (Q3 2025)
- Chrones and Colitis Ireland (Q4 2025)
- As I Am, Ireland’s Autism Charity (Q1 2026)

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on all matters relating to customer accessibility including regulatory changes, new initiatives, and feedback monitoring.

Aer Lingus is also engaged with a third-party service provider, Vially, to carry out technology audit and service assessment.