

Accessibility plan progress report

This report outlines the progress we have made during the first year of Qatar Airways Accessibility Plan.

Qatar Airways welcomes all feedback from its customers and stakeholders. To request a copy of our Accessibility Plan or Feedback Process Document in an alternate format, or to provide feedback on accessibility, please contact us through any of these channels:

Channel	Contact information	Description
Phone	+974 4144 5555	To request a copy of, or to provide feedback on, the accessibility plan
Phone	Rencie Silva	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance
Web form	Rencie Silva	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance
Email address	rpsilva@qatarairways.com.qa	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance
Mail address	Qatar Airways Customer Care P.O. Box 22550 Doha, Qatar	To provide feedback on accessibility on Qatar Airways, or a concern regarding disability assistance

Consultations

We developed our Accessibility Plan based on feedback from customers with disabilities, from internal consultations with our employees, and from external consultations with our partners. The consultations have helped us identify different types of barriers to access and prioritize our actions.

Qatar Airways will continue to encourage individuals with disabilities to raise concerns about the barriers they face and respond to questions regarding how to minimize those barriers.

Design/delivery of programmes and services

Qatar Airways is continuously working to ensure that our delivery of programmes and services is just as inclusive and accessible as our work environment.

As noted in our Accessibility Plan, with the information gathered from consultations, and feedback from our customers, we have been focused on how we build accessibility into our services. In our Accessibility Plan, we explain that our relevant team has been developing and implementing employee trainings to ensure all staff are well-equipped to execute our updated processes for accessibility.

Procurement of goods, services, and facilities

Qatar Airways is committed to procuring our goods, services, and facilities from suppliers that comply with accessibility regulations, and ensuring that any goods procured are accessible. As stated in our Accessibility Plan, we encourage our suppliers to be compliant with the Accessible Canada Act (ACA) and will continue to do so.

Qatar Airways will continue to update its facilities to deliver improved service to customers with disabilities by procuring and installing inclusive devices. .

Communication, other than ICT

As noted in our Accessibility Plan, Qatar Airways has an established process for communicating travel information to customers with disabilities. At the time of booking, customers with disabilities have the option to request the help of a Special Assistance. Qatar Airways can help with medical or special-assistance related items needed by the customer. Additionally, any accessibility needs are recorded and transmitted to the relevant staff, cabin crew and on ground crew.

Qatar Airways will keep working to improve the delivery of our services.

Information and Communication Technologies (ICT)

Qatar Airways is determined to set its web accessibility standards high; therefore, we are dedicated to ensuring our sites continue to meet all current laws and guidelines – including the W3C WCAG 2.0 guidelines – and creating a usable experience for all customers. We will continue to educate our staff through training sessions with different partners in relation to inclusive services.

Qatar Airways will continue to conduct external testing of its digital communications, and use customer feedback to identify and remove barriers related to information and communication technologies.

Transportation

Qatar Airways will continue to ensure that all its transportation services used to and from terminals comply with the Canadian Transportation Act and will seek feedback from customers to improve its services.

Built environment

Qatar Airways aims to maintain a well-established system of providing mobility assistance to customers with disabilities at their request. Qatar Airways will also keep identifying ongoing actions to minimize barriers in its built environment, specifically when it comes to installing wheelchair lifts and accessible facilities at airports across the Qatar Airways network.

Conclusion

Qatar Airways' aim is to solidify itself as an industry leader in innovation and accessibility. We take a proactive approach to incorporating accessibility by default and by design. In this progress report, we have identified areas of development and targets for improved accessibility. We plan to continue addressing present and future barriers to accessibility by focusing on these areas, listening to feedback, and making ongoing changes to our operations. This report will be updated from time to time to ensure that we are always aligned with accessibility requirements.