

# LOT POLISH AIRLINES ACCESSIBILITY PLAN PROGRESS REPORT

REPORT NUMBER: 2.0.

DATES: 1.03.2024 – 30.04.2025

REGARDS: LOT POLISH AIRLINES ACCESSIBILITY PLAN (FOR CANADA)

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**LOT Polish Airlines**, 43, Komitetu Obrony Robotników St., 02-146 Warsaw, Poland

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LOT Polish Airlines joint stock company with its head office at 43, Komitetu Obrony Robotników St., 02-146 Warsaw, registered in the Register of Entrepreneurs kept by the District Court for the City of Warsaw XIV-th Commercial Division of the Domestic Court Register under the no. KRS 0000056844. Tax Identification Number NIP 522-000-23-34, and equity capital of PLN 203.214.923,28 (paid up in full)

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## GENERAL

### About LOT Polish Airlines

As mentioned in LOT Polish Airlines (further mentioned as **LOT**) is among one of the twelfth longest existing airlines in the world. We set off on our first flight with passengers in 1929. Today, we are on a mission to become a global air carrier of choice for customers around the world. LOT is also proud of being a founding airline of IATA and a member of the Star Alliance. LOT performs on average about 200 flights a day to over 200 destinations across the globe. Our inflight crews include over 700 world-class pilots and over 1,700 flight crew members.

This Accessibility Plan Progress Report No. 2.0 (further called as APPR) is an information about actions taken by LOT to improve their offer and make it more accessible for passengers with disabilities. General information about accessible travel with LOT Polish Airlines can be found under:

<https://www.lot.com/ca/en/journey/special-services/accessible-lot>

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## Contact Information allowing feedback process

To properly support people with disabilities in their travels and for those working for LOT Polish Airlines, the company's first task is to listen, but also to make sure relevant information is made available to them. Our external and internal contact system for questions and claims is very straight forward. To provide feedback or to submit a claim about any accessibility barriers you are experiencing or regarding our Accessibility Plan, you may contact us by:

**1. Website:**

<https://www.lot.com/ca/en/help-center/contact/forms/cro>

**2. Anonymously via Whiblo app:**

<https://pgl.whiblo.pl/>

**3. Phone:**

Via Contact Centre lines:

For Polish and English languages, our Contact Centre is available for you 24/7 at +48225777755 and +48224917755

**4. Letter to our Accessibility Manager/ Complaints Resolution Official (CRO)**

Complaints Resolution Official  
LOT Polish Airlines  
Komitetu Obrony Robotników 43  
02-146 Warsaw, Poland

**5. E-mail:**

[cro@lot.pl](mailto:cro@lot.pl)

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## 6. Via available LOT social media:

Facebook, WhatsApp, Instagram

LOT will acknowledge feedback (other than anonymous feedback), in the same manner in which it was received.

To request LOT's Accessibility Plan or/and Feedback Process or/and Progress Report in an alternate format, please contact us via any of the above.

## CONSULTATIONS

LOT actively makes an effort to better understand the needs of passengers with disabilities - not only those with mobility limitations and sensory disabilities, but also those who are neurodivergent. Therefore, since October 2023, we have been consistently gathering feedback from passengers with special needs through surveys sent to customers after their flights.

LOT also held meetings with several representatives of various non-governmental organizations working for people with disabilities, such as '*Polska Bez Barrier Foundation*' (July-August 2024) or the *Polish Association of the Deaf*. On 24<sup>th</sup> May 2024 we invited the Polish Ministry of Funds and Regional Policy and the Integration Foundation to cooperate. We have implemented, among others: accessibility audits - which allows us to identify areas of improvement.

During the reporting period of Report 2.0, consultations continued with the aforementioned institutions, as well as new ones. Discussions were held with, among others, the Integracja Foundation (February 2025), the Karkonosze Parliament of People with Disabilities and Seniors

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(March 2025), and the Polish Association of the Deaf (January 2025). LOT also actively participates in conferences and meetings aimed at people with disabilities, including the Accessibility Forum in Poznań (November 2024), meetings of the Accessibility Council (February 2025), the Take Off conference (October 2024), and regular meetings of the Business Accessibility Forum, of which LOT has been a member since the fourth quarter of 2024

LOT also cooperates with our business partners, including our handling agents and airport service providers on an ongoing basis to facilitate every stage of the journey which allows them to be abreast with LOT's accessibility plan.

Our Accessibility Plan takes into consideration the standards, suggestions, feedback, and ideas provided by all relevant stakeholders, in order to meet the needs of customers with accessibility needs as well as industry standards. This Plan is the joint contribution of all entities involved in supporting the process of travel accessibility.

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## Feedback information

In addition, the LOT Polish Airlines website underwent an audit by the Widzialni Foundation, focusing on technical accessibility issues. This included aspects like ensuring the presence of alternative text descriptions for images (alt tags), proper heading hierarchy for screen readers, and appropriate use of HTML attributes.

The Widzialni Foundation ([www.widzialni.org](http://www.widzialni.org)), established in 2009, works to combat digital and social exclusion. Their mission is to provide all citizens with free and equal access to online resources regardless of age, disability, financial situation, or personal hardware and software limitations.

The most recent audit report was prepared in March 2024, and LOT Polish Airlines renewed the partial accessibility certificate in April 2024. LOT works closely with the Widzialni Foundation and their developers through weekly consultations to further improve website accessibility. In the fourth quarter of 2024, LOT became a member of BAF - Business Accessibility Forum - as the first transportation company. The Business Accessibility Forum is a platform bringing together organizations focused on increasing the accessibility of goods and services for all internet users.

LOT also continues its cooperation with the Ministry of Family, Labour and Social Policy, and as a result, a new subpage has been created regarding content related to travel for people with disabilities, and the MEDIF form has been refreshed, making it simpler, clearer, and more responsive to the current needs of passengers. The publication took place on March 10, 2025 and has been published on our website.

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Between 1.03.2024 – 30.04.2025 we received 174 customer surveys related to flights to/from Canada from passengers with disabilities. 10,3% of these surveys provided only positive feedback however 75,9 provided mixed negative or neutral feedback. The main problems described in the surveys concerned special assistance issue, changing seats when the aircraft has to be replaced by another type. The feedback received helped LOT to draw the attention of its partner companies to improving the quality of special assistance services at the airport, as well as to increasing vigilance and empathy towards such passengers. Additionally, we have also introduced further improvements aimed at preventing seat changes for passengers with disabilities in the event of an aircraft type change. Handling agents must be more vigilant in this regard and ensure that any seat change meets the passenger's needs.

## PROGRESS REPORT NO. 2.0

This APPR represents changes in areas on which LOT has focused in their Accessibility Plan and Feedback Process. Please notice the details below.

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## Provisions of CTA accessibility regulations

LOT Polish Airlines under Canadian Transportation Agency regulations must obey all provisions of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) contained in its parts applicable to foreign air carriers. More on Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) can be obtained under: <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/>

## Built environment

Information given in Accessibility Plan and Feedback Process (further on mentioned as **APFP**): By addressing barriers relating to the built environment, we want to make sure that anyone using our offices, buildings, and terminal facilities has a barrier-free access to them. LOT understands challenges which people with disabilities face when moving around buildings, such as offices or airport halls. The company's goal is both to create barrier free areas needed for more accessible travel, which will be implemented in the coming years. The process will include cooperating with airport administrators in order to adapt the areas from the moment a customer parks their car to being seated on a LOT aircraft.

### Barriers identified

- Lack of smaller and lower door handles at the entrance door to the office building.

### Actions achieved or in progress

LOT complies with applicable law regardless its place of business. Among the other measurements implemented we have provided working time of a maximum 35 hours a week of computer screen

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work and introduced remote work for people who need it. We constantly adapt to the needs of people with disabilities who work in our company. Accessible toilets have been built to meet the needs of employees with disabilities and desks and armchairs adapted to the needs of employees with spine problems are available. Additionally, LOT notices and supports employees with temporary disabilities. LOT provides suitable support for the duration of their treatment and rehabilitation services for such employees.

### Planned actions

- Changing or adding handles adapted to the needs of wheelchair users.
- Further ongoing adaptation to the individual needs of people with disabilities.

**LOT reports:** LOT Polish Airlines is still examining the needs related to further adaptation of the building. In 2024, the recruitment process for new employees and collaborators did not include individuals with disabilities that would necessitate changes to the equipment of our headquarters.

Recently, HR Business Partners have indicated that there are plans to hire more individuals with disabilities in the future. The building administration informs that a gradual change of the building's infrastructure – the headquarters – is possible in terms of accessibility, in accordance with the workplace of individuals with disabilities.

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## Information and Communications Technologies

Information given in APFP:

### Barriers identified

- Navigating the website to find information about the rights of passengers with disabilities and to find contact details is not very intuitive and might be problematic for people with disabilities.
- Flight Information is available by telephone and in text form, but information about irregularities is accessible in text form only, which is difficult for visually impaired passengers.
- Requesting assistance services via website may be considered complicated.

### Actions already achieved or in progress

The webpage providing information related to the accessibility of services for individuals with disabilities has been completely redesigned to be simpler to navigate and easier to understand. The content has been expanded with broader definitions, descriptions of specific services, and tips related to flight preparation. The content was prepared based on feedback from surveys and passenger complaints, which often stemmed from passengers' lack of knowledge and/or a lack of awareness about what LOT can and cannot offer regarding assistance for passengers with disabilities at the airport or on board. The contact page has been relocated to a more prominent position on the main page, making it more visible to passengers.

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Information about irregularities is also provided verbally through telephone contact with the passenger if they do not respond to the email (text) information.

The special assistance form on the website has been modified to better meet passengers' needs and be more intuitive for them. We are focusing on presenting the range of such services rather than specific disabilities, considering that passengers with different disabilities may require different forms of support. The MEDIF form has also been changed and simplified.

### Planned actions

- Preparation of the website and mobile application for the entry into force of the European Accessibility Act (by the end of June 2025). Regular workshops and audits help us catalog the digital services that should be accessible to all passengers, especially those with visual or hearing impairments.
- An additional refresh of information related to passengers with disabilities for travel agencies and agents to ensure that all booking channels have the same knowledge and awareness for appropriate and comprehensive passenger service.
- Work on improvements is also underway regarding the work of cabin crew members. This includes building awareness, strengthening empathy, and addressing their needs and the situations they may encounter.

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## Communication (other than ICT)

Information given in APFP:

### Barriers identified

- Missing sign language translation of safety video.
- Lack of other forms of communication for hearing- impaired passengers at the airport (other than sign language translators available).
- Documents, newsletters, advertisements and other communication may not always be accessible for vision-impaired people.

### Actions achieved or in progress

- LOT has prepared a translation (in cooperation with the *Polish Association of the Deaf*) of its safety video used in Dreamliners, both, into Polish Sign Language and International Sign Language.

### Planned actions

- Safety videos in sign language are now available on aircraft equipped with passenger screens. They are available in two language versions - Polish Sign Language and International Sign.

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- There are plans to prepare similar materials related to other types of aircraft. These will be available for download or viewing before the flight.
- Research is being conducted on the possibility of introducing Polish Sign Language for call center services.

### LOT reports:

- LOT has introduced a translation (in cooperation with the *Polish Association of the Deaf*) of its safety video used in Dreamliners, both, in Polish Sign Language and International Sign Language, and continues to communicate with Warsaw Chopin Airport on the topic of to making it easier for people with visual impairments to access up-to-date information about the airport or to move around the airport.
- LOT evaluates the idea of introducing a service which would allow persons with hearing impairments who contact LOT to engage in simultaneous dialogue and obtain the same level of immediate assistance as is available through LOT's 24-hour call centre, to perform functions such as making a reservation or altering an existing reservation.

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## Transportation

Information given in APFP:

### Barriers identified

- Pre-flight information is not always accessible in the same range for people with different disabilities.
- The in-flight entertainment system does not offer the same range of options for people with disabilities as for all other passengers.
- There may be difficulties in obtaining ground handling staff's assistance.
- It may be difficult for wheelchair users to use the service of airline agents due to the height of tables/desktops used at airports.

### Planned actions

- Enhance efforts to provide better and more accessible pre-flight information to persons with disabilities, including training programs for agents and ground handling staff.
- Continue to make the in-flight entertainment system more accessible.

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- Continue to cooperate with airport authorities to provide more accessible ways to provide assistance for people with disabilities.

**LOT reports:** The 15below service has been launched, which enhances email communication regarding accessible pre-flight information, including flight statuses, gate numbers, or any potential changes or planned flight delays.

Work is underway to verify the needs of individuals with disabilities regarding the service and use of in-flight entertainment, as well as to verify the possibility of introducing accommodations related to cooperation with companies providing content for in-flight entertainment.

The website contains additional information on how to prepare for a flight, including how to contact special assistance. It is required to check the information on the website of the departure, transfer, and arrival airports, as these services may vary from airport to airport.

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## Procurement of Goods and Services

Information given in APFP:

LOT has not identified any barriers of accessibility in the area of procurement of goods and services. Any supplier, business partner or beyond business support of external services take place without any prejudice or discrimination. In addition, LOT ensures that each of the company's contractors shows the values that LOT follows - including the principles of diversity, inclusion and non-discrimination.

Notwithstanding the foregoing, LOT will monitor this field and if any barrier is identified, it will be taken into consideration while updating this Plan.

**LOT reports** that information given in APFP are still applicable.

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## Design and delivery of programs and services

With regard to the DESIGN of programs and services, please refer to *Transportation* section.

With regard to the DELIVERY of programmes and services, please refer to *Communication* sections.

### TRAININGS

Information given in APFP:

LOT believes that training is the best form of spreading knowledge and awareness, also in regard to applicable legal provisions and principles. The target groups of these training sessions include in particular cabin crew and ground handling staff. Training for cabin crew personnel is conducted by the Flight Crew Training Office, while training for ground handling staff and other company divisions is conducted by a dedicated trainer, the company's contact person for passengers with special needs, Accessibility Officer. Training plans for the future indicate further training sessions held by Accessibility Officer as well as Compliance and Regulation Office.

**LOT reports** that they continue to train cabin crew personnel and ground handling staff. Compliance and Regulation Office training is still in process of preparation.

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