



Lufthansa Group Accessibility Plan (Canada)

2026-2029



GENERAL

ABOUT LUFTHANSA GROUP

The Lufthansa Group is a globally active aviation company with its main hubs located in central Europe. In 2024, Lufthansa Group’s approximately 101,000 employees welcomed more than 131 million passengers onboard its aircraft. The passenger airline segment of Lufthansa Group comprises Lufthansa German Airlines, Austrian Airlines, Brussels Airlines, Discover, Swiss International Airlines and Edelweiss Air, alongside several other regional and leisure carrier brands. In 2025, the Lufthansa Group welcomed its newest member, ITA Airways, further extending the Group’s reach to Italian destinations. Destinations in Canada include Calgary, Halifax, Montreal, Ottawa, Toronto and Vancouver. Note: Some destinations are operated on a seasonal basis.

EXECUTIVE SUMMARY

The purpose of the Accessible Canada Act (the ACA) is to create a barrier-free Canada by January 1, 2040, through the proactive identification, removal, and prevention of barriers to accessibility wherever Canadians interact with areas of federal jurisdiction. The ACA came into effect on July 11, 2019.

Lufthansa Group, as an air carrier group operating around the world, strongly believes that making travel and all travel-related services accessible to everyone is a necessity. Since our initial Accessibility Plan and subsequent Progress Report, we have continued to advance our commitment to accessible travel — structurally, operationally, and culturally.

A defining milestone in this journey was the formal establishment, in late 2025, of the Lufthansa Group Accessibility Working Group (AWG) — a dedicated, cross-functional governance body with a clear mandate to identify, remove and prevent accessibility barriers across the entire customer journey, spanning all group airlines and functions. The AWG provides the structural foundation for the commitments set out in this updated Plan.

This Accessibility Plan sets out the actions that Lufthansa Group, as a foreign carrier, will take between 2026 and 2029 to identify, remove and prevent barriers for persons with disabilities. Lufthansa Group will use its best efforts to address any such barriers related to its own services and those of external partners, such as airport operators, having effect on Canadian customers.



This Accessibility Plan will be updated on a regular basis, but at least every three years, and corresponding progress reports will be published annually.

Link to ACA: <https://laws-lois.justice.gc.ca/eng/acts/a-0.6/>

General information about accessible travel within Lufthansa Group can be found at <https://www.lufthansa.com/ca/en/travellers-with-special-needs> for Lufthansa German Airlines, or on the respective subpages of our individual carriers operating to/from Canada.

Further information on the accessible travel options of our airport partners in Canada:

- Calgary: <https://www.yyc.com/en-us/accessibility>
- Halifax: <https://halifaxstanfield.ca/travel-planning/accessibility/>
- Montreal: <https://www.admtl.com/en/guide/accessibility/services-facilities>
- Ottawa: <https://yow.ca/en/accessibility>
- Toronto: <https://www.torontopearson.com/en/accessibility>
- Vancouver: <https://www.yvr.ca/en/passengers/accessibility-at-yvr>

ACA SECTION 6, PRINCIPLES

In preparing this Accessibility Plan, we have taken into account the principles set out in section 6 of the ACA:

- all persons must be treated with dignity regardless of their disabilities
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities



ACCESSIBILITY STATEMENT: We change the world, and the world changes us. As of 2025, it is estimated that 1.3 billion people globally — representing 16% of the world’s population, or one in every six people — experience or live with a significant disability. It is the Lufthansa Group’s goal to be a recognized leader in accessible transportation, as everyone deserves the ability to travel with dignity, confidence and independence. We are committed to engaging with the travelling public and the disabled community in order to continuously improve our network, services and travel experience.

FEEDBACK

FEEDBACK PROCESS AND CONTACT INFORMATION

Lufthansa Group understands that creating a barrier-free travel experience requires meaningful involvement from the public and disabled communities. We are committed to listening to and acting on each piece of feedback related to this Plan, our feedback process, progress reports, or any accessibility barrier you may encounter.

Our feedback process is easy and accessible. Simply share your feedback through any of the channels listed below.

To request a copy of the Lufthansa Group’s Accessibility Plan in an alternate format, please contact us using any of the channels below.

Feedback may be submitted to the Lufthansa Group Accessibility Team. Our Accessibility Team will acknowledge receipt of any feedback provided (other than anonymous feedback) and will reply in the same manner as received.

Mailing address

To send feedback about an accessibility barrier or the Accessibility Plan by mail, please send a letter to:

*Deutsche Lufthansa AG
Accessibility Working Group, FRA AQ/PE
Flughafen-Bereich West
D-60546 Frankfurt/Main
Germany*



Phone

To provide feedback, including anonymous feedback about accessibility barriers you are experiencing or on the Accessibility Plan, you can contact us using the following number:

Phone: +1 888 742 1403

Email and Online Form

To send feedback by email about accessibility barriers you are experiencing or about the Accessibility Plan, you can write to Accessibility.LufthansaGroup@dlh.de

Please do not include any confidential information (for example, a social insurance number or payment information) in your feedback.

To submit feedback about barriers you experienced on one of our flights to/from Canada, you can also use one of the forms under: ¹

- For **Lufthansa**: <https://www.lufthansa.com/ca/en/feedback>
- For **Swiss**: <https://www.swiss.com/ca/en/customer-support/contact-us>
- For **Austrian**: <https://www.austrian.com/ca/en/contact>,
- For **Brussels**: <https://www.brusselsairlines.com/ca/en/contact>,
- For **Edelweiss**: <https://www.flyedelweiss.com/ca/en/customer-service/contact-form.html>
- For **Discover**: <https://www.discover-airlines.com/ca/en/my-bookings/manage/customer-service>.

Teletypewriter (TTY)

If you use a TTY, you can share your feedback by calling +1-866-846-4283 from 8:00 a.m. to 10:30 p.m. EST. If you use an operator-assisted relay service, please call our regular telephone numbers instead of the TTY number.

ALTERNATE FORMAT

To request a copy of Lufthansa Group's Accessibility Plan in an alternate format, please contact us via the above-mentioned channels.

¹ Please note that the respective airline form needs to be filled out to ensure proper handling.



CONSULTATIONS

The development and ongoing refinement of this Accessibility Plan is formed by a structured, multi-layered consultation approach. In 2025, Lufthansa Group established the Accessibility Working Group (AWG) as a formal, cross-functional governance body, elevating accessibility from an expert community effort to a structured program with defined accountability, cross-carrier representation and executive sponsorship. The AWG serves as the primary vehicle for integrating diverse stakeholder perspectives into our accessibility strategy and planning.

The consultation approach of the AWG consists of:

- Review and ongoing assessment of customer feedback related to accessibility barriers across Lufthansa Group's services, including feedback received via the channels set out in this plan
- Conducting consultation sessions and individual interviews with persons with disabilities, including engagement with visually impaired advocacy experts to review digital products and services
- Active engagement with a dedicated Accessibility Advisory Committee, bringing together customers and representatives of disability communities to provide direct input into product design and service improvements
- Benchmarking and engaging on a sector-wide level with peer carriers, industry bodies and regulatory authorities, including participation in the IATA Accessibility Working Group (ACCWG) and regular coordination with Air Canada and United Airlines through joint venture forums
- Maintaining a group-wide Community of Experts for Accessible Travel, comprising staff from across carriers and functions, which meets regularly to share experience and align on improvements
- Engaging with communities and organizations that represent the interests of persons with disabilities, in Germany, the European Union and internationally
- Leveraging employee insight, including from staff who identify as persons with disabilities, to inform both operational processes and internal accessibility standards

Lufthansa Group is also a key member of the German Federal Association of the German Air Transport Industry, which meets on a regular basis to discuss ongoing developments in the aviation sector, including accessible travel. Members include: the German Federal Ministry for Digital Affairs and Transport, the German Aviation Authority, the German Airports Association



and representatives of associations for persons with disabilities, such as the Association for the Blind and Visually Impaired, the Federal Association of Senior Citizens, the Association of the Hard of Hearing and Deaf, the Social Association VdK Germany and the Interest Group Self-Determined Living in Germany.

Going forward, the AWG will continue to deepen and broaden its consultation activities, with a particular focus on co-creating solutions with persons with disabilities and strengthening engagement with Canadian disability organizations and advocacy partners.

FOCUS AREAS

Lufthansa Group will use its best efforts to identify, remove and prevent any accessibility barriers within its operations, and where applicable for foreign air carriers in the areas identified in the ACA. It is our ongoing commitment to consult, listen, take responsibility, and remove accessibility barriers wherever we find them.

THE BUILT ENVIRONMENT

Addressing barriers related to the built environment helps us ensure that people using our own offices, buildings, lounges and terminal buildings have barrier-free access. Lufthansa Group continues its efforts to retrofit existing spaces and improve planning for new construction, wherever it is within its own control. We work with our team members and external partners, most notably airport operators and developers, to better understand and address barriers experienced by persons with disabilities.

Barriers identified

- Accessibility is inconsistent in buildings, lounges and terminals across Lufthansa Group's network
- Wayfinding and signage is sometimes complex or difficult to navigate, particularly for passengers with cognitive or sensory impairments

Actions achieved or in progress

- Aspects of physical accessibility are consistently part of the assessment of new infrastructure projects



- Lufthansa Group has retrofitted several existing buildings and facilities to improve accessibility
- At Frankfurt Airport, dedicated accessibility support services have expanded capacity, including additional mobility equipment and improved facilities for passengers with disabilities in transit areas
- Dedicated sensory and quiet zones for passengers with hidden disabilities or neurodivergent needs are being assessed at key hub airports
- Engagement with airport partners in Canada and key European hubs is ongoing, with a focus on consistent accessibility standards across the ground journey

Plans to identify, remove, and prevent barriers

- Further develop and implement group-wide accessibility standards for physical environments to ensure consistent experience across our network locations
- Deepen engagement with external partners, particularly airport operators in Canada and at Lufthansa Group hub airports, to further enhance accessibility in terminal and lounge environments
- Conduct systematic reviews of accessibility at Lufthansa Group locations to identify areas for improvement and track progress over the plan period
- Support the rollout of dedicated accessibility support services and sensory-friendly spaces at additional hub airports in cooperation with airport providers

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

By addressing information and communication technology-related barriers, Lufthansa Group aims to set a high standard for digital accessibility. We are constantly seeking to improve our offerings and keep pace with technological advancements, especially with regard to persons with disabilities. Our actions include plans to identify and resolve barriers found in our websites, mobile applications, telecommunication and computer systems used by both customers and employees.

Barriers identified

- Websites and mobile apps may not always be easy to navigate because of the large volume of information; language used may be too complex and difficult to understand, especially for persons with visual and cognitive impairments



- Websites and mobile apps may not consistently offer alternate methods of communication, and requesting assistance services may be considered complicated
- Chat tools, drop-down menus, selection of options, and online forms are not consistently accessible across all digital touchpoints
- Options to address and obtain confirmation for special assistance requests pre-flight are not yet fully harmonized across all group carriers and digital channels
- Persons with disabilities may require a more streamlined, end-to-end digital experience that captures their needs from the point of booking through to post-flight servicing

Actions achieved or in progress

- Ongoing efforts to improve group websites and applications to enhance accessibility in line with WCAG 2.1 AA guidelines; measures include clear instructions, HTML link buttons compatible with screen readers, image descriptions, browser compatibility, SRT files and automatic captions
- Lufthansa websites for accessible information are being optimized in cooperation with a dedicated UX agency in order to provide access to travel-related information in an easy, clear, and self-directed way for passengers with disabilities of all kinds. Direct feedback from passengers with disabilities is taken into account. Lufthansa Group Accessibility Guidelines based on WCAG 2.1 AA have been established as a corporate digital accessibility reference framework, with a documentation and tools database to support implementation across teams and platforms
- A Digital Accessibility Community, supported by cross-functional working groups, provides structured alignment across group carriers on initiatives, progress tracking, and issue resolution. Persons with lived experience of disability are integrated into this work. Partnerships with disability and advocacy organizations are in place and regular usability lab sessions with affected users are conducted to ground accessibility decisions in real-world experience.
- Online assistance registration forms have been improved to enable passengers to submit all wheelchair and mobility aid requirements in a single submission
- Mobile applications are being reviewed and progressively improved for accessibility
- Collaboration with our interlining and other relevant partners to further enhance system accessibility
- An accessibility dashboard concept is in development to provide group-wide visibility of digital accessibility performance



Plans to identify, remove, and prevent barriers

- Further monitor and improve WCAG 2.1 AA compliance across all group carrier websites and mobile applications, with a defined roadmap to WCAG 2.2 alignment as the standard matures and requirements crystallize
- A structured digital accessibility testing and monitoring framework is operational, combining automated tooling with a dedicated team of manual testers working within a defined, repeatable evaluation process. This framework enables both ongoing compliance monitoring and rapid identification and resolution of newly emerging issues. Including those introduced by content updates, platform changes, or third-party integrations. (e.g. links to external sources)
- Streamline the end-to-end digital experience for passengers with disabilities, including a simplified, group-harmonized booking and pre-flight service request process
- Review further accessible digital tools for pre-travel information, including enhanced content for passengers with cognitive, visual and hearing impairments
- Integrate a universal Passenger with Disability (PWD) identifier into the Lufthansa Group's digital ecosystem (the "Lufthansa Group Travel ID") to enable more consistent, personalized support across all touchpoints
- Adopt universal design principles and best practices as the standard for all new digital development across the group

COMMUNICATION, OTHER THAN ICT

By addressing communication-related barriers, Lufthansa Group will improve the way we interact with passengers and employees. We want to provide information and advertising on our products and services in the most accessible way possible.

Barriers identified

- Documents, newsletters, advertisements and other communications may not always be fully accessible to persons with disabilities
- Alternate options and methods of communication are not consistently highlighted in marketing materials or customer-facing communications
- Primary communication with passengers is predominantly in written form (email, website, mobile apps), which can present challenges for persons with visual impairments
- Communications from external partners, such as travel agents and airport operators, may differ in their accessibility standards



Actions achieved or in progress

- Lufthansa Group has established guidelines and training for staff on interacting with passengers with disabilities, supporting correct communication and consistent service delivery
- The IATA “One Click Away” wheelchair icon has been implemented in the header of all group carrier websites, providing direct access to accessibility information
- Group-wide evaluation underway to harmonize the structure and content of passenger-with-disability information across all carrier websites
- Dedicated accessibility-related content is being developed for the web, including information targeting passengers with hidden disabilities through the Hidden Disabilities Sunflower initiative
- Work underway to introduce accessibility-focused visual content, including testing of safety information in sign language format, across applicable platforms
- Continuous refinement of communication guidelines to produce content that is simple, concise and easy to understand

Plans to identify, remove, and prevent barriers

- Improve customer awareness of the services provided in alternative formats and through alternative channels
- Enhance employee training on accessibility-aware communication, with a focus on customer-facing roles across all group carriers
- Ensure accessibility needs are consistently considered in the development of all marketing, advertising and customer communication materials
- Develop and publish a dedicated social story on group carrier websites to support passengers with autism and cognitive disabilities in preparing for their journey
- Introduce safety videos content in sign language to support passengers with hearing impairments
- Expand accessibility communication standards to external partners, including travel agents and ground service providers



TRANSPORTATION

By addressing transportation-related barriers, Lufthansa Group aims to ensure persons with disabilities have meaningful options for travel and can connect with the people who matter to them. We want to ensure every person is free to make their own choices, with support if they desire, regardless of their disabilities. This includes improving the accessibility of our products and services across the entire passenger journey: arrival and exit of airport buildings, movement between terminals and gates, boarding and de-boarding of aircraft and buses, and the time spent onboard.

Lufthansa Group offers services for passengers with physical, visual, sensory, cognitive and medical needs. Further information on our wide range of assistance services can be found at <https://www.lufthansa.com/ca/en/accessible-travel.html> or related other Lufthansa Group carrier webpages.

Barriers identified

- Some passengers face difficulties during the boarding and de-boarding process, particularly when boarding alongside the general passenger flow
- Passengers with battery-powered mobility devices face challenges in preparing for and managing their device during travel
- Checked-in mobility devices may occasionally be delayed during peak operations, causing significant impact for passengers who depend on them
- Passengers may face difficulties seeking and receiving support from ground and in-flight staff, particularly when their disability is not visible
- On-board food and beverage service may not always be fully accessible in terms of obtaining menu information or accommodating specific dietary requirements linked to a disability
- Service standards for passengers with disabilities are not yet fully harmonized on every journey (e.g. involving interline and other partners)

Actions achieved or in progress

- Lufthansa Group provides comprehensive pre-flight information for passengers with disabilities across all group carrier websites
- Passengers with disabilities are offered assistance services covering the overall journey, including support for airport navigation, pre-boarding and onboard assistance



- Lufthansa Group has installed foldable or retractable armrests on seats across all travel classes to provide better access to and from seats
- Each aircraft provides at least one accessible lavatory and an onboard wheelchair for all long-haul flights (such as every flight to/from Canada)
- All seats allow for cabin attendant call via push button in addition to in-flight entertainment screen-based options, benefiting passengers with visual impairments
- Safety videos and onboard entertainment include subtitles in multiple languages, and selected group aircraft are equipped with safety instruction cards in Braille
- Lufthansa Group has significantly improved its handling processes for assistive devices, including powered wheelchairs and mobility equipment
- IATA service codes (SSR) are consistently used across Lufthansa Group to ensure common service delivery standards, and we use best efforts to increase alignment with all our external partners
- Pre-boarding processes are in place to reduce difficulties faced by passengers with disabilities during the boarding process
- The Hidden Disabilities Sunflower scheme has been introduced across key group carriers and airport touchpoints, enabling passengers with non-visible disabilities to self-identify and receive support discreetly
- A dedicated team of customer service specialists handles accessibility-related claims and requests to ensure specialized, consistent support

Plans to identify, remove, and prevent barriers

- Establish and publish group-wide minimum accessibility standards for cabin and ground services, ensuring a consistent baseline experience for passengers with disabilities across all Lufthansa Group carriers
- Expand the Hidden Disabilities Sunflower initiative to all remaining Lufthansa Group carriers and ground touchpoints
- Develop a centralized, group-wide accessibility servicing structure to provide passengers with a single point of contact for all pre- and post-flight accessibility needs
- Further enhance pre-flight information and communication for passengers with disabilities, tailored to specific disability categories and needs
- Improve the booking flow to enable passengers with disabilities to register their needs at the earliest point of booking, reducing the need for separate follow-up contacts
- Further harmonize service standards for wheelchair, mobility aid and medical equipment handling across all group carriers, including review of policies to ensure continuous compliance with applicable regulations



- Continue to engage at the industry level, including through IATA, alliance partners to advance consistent accessibility standards across the aviation sector
- Strengthen disability awareness and accessibility training for all customer-facing staff across the group, with harmonized standards and regular refresher programs

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Please refer to the Transportation section above for all passenger-related programs and services.

With respect to employee programs and services, all training programs are being reviewed and progressively updated to meet applicable accessibility and digital content standards. Lufthansa Group will continue to develop its approach to employee accessibility through the AWG and its HR functions, with the aim of ensuring that accessibility-related training and support is available to all staff across the group, with a focus on customer-facing personnel.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

We endeavor to ensure our procurement practices address accessibility-related barriers and encourage the use of suppliers who support inclusive and accessible design. Although no systemic barriers in this area have been identified to date, Lufthansa Group will continue to use its best efforts to identify, and if necessary, improve accessibility within its procurement processes. As accessibility standards mature across our operations, we will seek to embed accessibility criteria more consistently into supplier engagement and procurement decisions.

EMPLOYMENT

As a global employer with a varied and diverse employee population, the Lufthansa Group is committed to employing the best qualified candidates while engaging in recruitment and selection practices that are in compliance with all applicable employment laws. It is the policy of the Lufthansa Group to provide equal employment opportunity to all applicants and employees. As an equal opportunity employer, Lufthansa Group utilizes this policy to govern all aspects of recruitment, placement, hiring, training, on-the-job treatment, company-sponsored activities, promotion, transfer, discharge, and all other terms and conditions of employment. Our policy and practice is to recruit, transfer, assign, and compensate employees on the basis of qualifications, merit, and competence. There will be no discrimination in employment practices because of an applicant's or employee's race, religion, color, creed, sex, national origin,



citizenship status, sexual orientation, age, marital status, veteran status, disability, pregnancy, gender identity, or any other category protected by law. Lufthansa Group has in place a long-standing collaborative accommodation policy for both current employees and applicants.

Provisions of CTA accessibility-related Regulations

Lufthansa Group, as a large carrier under Canadian Transportation Agency regulations, must abide by all provisions of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) contained in Part 1, 2 and 7 applicable to foreign carriers.

Details on Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244): <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/index.html>