

PROGRESS REPORT

Edition : June 2024

1. PROVISIONS OF CTA ACCESSIBILITY - RELATED REGULATIONS

As a French airline, Corsair is subject to European Regulation.

Corsair is committed to respect the provisions of the EC Regulation n° 1107/2006 of the European 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 offers seasonal flights to Canada, Corsair is also subject to Canadian Regulations on accessibility for people with disabilities.

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

The present Progress Report is established in compliance with the Accessible Transportation Planning and Reporting Regulations (ATPRR).

Several improvements were made since the publication of the Multiyear accessibility plan, such as updates of Corsair's website, integration of new aircrafts within our fleet with improved accessibility configurations, the study and development of new internal procedures aimed to improve air transport accessibility. These improvements will be detailed here below.

2. GENERAL

Quality of service is an ongoing commitment for Corsair. Our local representatives are also at your disposal when you arrive at the airport to welcome you and give you any information that you could need.

Feedback on Corsair's accessibility plan, this progress report and any situation or obstacle that may be encountered by people with disabilities can be transmitted to Corsair at the following contact and by one of the options below:

CORSAIR – Attention: Legal director

- By email: accessibilite@corsair.fr
- By phone: from Canada : +18445155665
(Free from a fixed line)
Our team is available every day, from 7:00 AM to 00:00 (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

Customers can also contact Corsair through the social medias:

[Facebook](https://www.facebook.com/CorsairFR): www.facebook.com/CorsairFR

[Twitter](https://twitter.com/CorsairFr): @CorsairFr

[Instagram](https://www.instagram.com/flycorsair) : @flycorsair

An acknowledgement receipt will be provided to the person if they have transmitted their contact details.

Corsair's feedback procedure is available on Corsair's website, via 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 use these means of communication to request Corsair's Multiyear accessibility plan, our progress reports and our Feedback Process in large print format, in Braille, in audio format, or in an electronic format that is compatible with adaptive technology that is intended to assist people with disabilities.

According to ATPRR, we will respond to your request as soon as possible and no later than 45 days if you have requested a document in Braille or in audio format, or within a delay of 15 days if you have requested a document in any other format.

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

Due to organizational reasons, particularly given the fact that Corsair does not have a dedicated counter at airports, Corsair cannot undertake to make a standard feedback form available in paper form at check-in counters at Montreal airport and at sales counters at Paris Orly airport.

However, Corsair will raise its on-site staff's awareness on this matter, in order to inform the passengers with disabilities, when needed, that they can send their feedback by email, phone or post mail, and find all the relevant information on Corsair's website about feedback process, which includes a standard feedback form.

Indeed, with the aim of facilitating the communication of feedbacks by the customers, a standard feedback form has been integrated on Corsair's website, on the following page:

<https://www.flycorsair.com/en-ca/corsair/customer-service>

Anyone wishing to do so can download this form, complete it and send it by email to accessibilite@corsair.fr or through any other means as provided in the feedback process.

As indicated in the Multiyear accessibility plan, Corsair's teams are committed to create, before the end of 2024, a specific section and form accessible on the website to allow the passengers to send their feedback about accessibility online, without having to send an e-mail or post mail.

3. INFORMATION AND COMMUNICATIONS TECHNOLOGIES

→ Monitoring and progress of the improvement measures described in the Multiyear accessibility plan

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

Several updates on the website were made, so that the pages dedicated to information on specific assistance for disabled people and people with reduced mobility become more accessible and perceptible:

- A “Disabled persons or with reduced mobility” tab has been created in the drop-down menu on the home page, under the headings “Before travelling” and “Special request”, in addition to the “Mobility assistance” tab available under the headings “At the airport” and “Priority access”.

- On the page dedicated to detailed information related to specific assistance (<https://www.flycorsair.com/en-ca/passengers-assistance/conditions-carriage-applicable-disabled-persons-and-persons-reduced-mobility>), a link to another page of our website that provide more information was integrated (<https://www.flycorsair.com/en-ca/passengers-assistance>).

Moreover, a telephone helpline for people who are deaf or partially deaf will be implemented within the framework of an agreement with a French specialized company. The person who wishes to use this device will be able to, through a link available on our website, reach a specialist interpreter who can assist with their request. This helpline will be available for people located in France or Canada, but will only be available in French language, on Mondays to Fridays, from 9:00 AM to 9:00 PM (Paris time). The implementation of this helpline is scheduled during the month of June 2024. Corsair’s teams will then search for alternative devices that exist in other languages, such as English.

Finally, as indicated in the Multiyear accessibility plan, the implementation of a software that will be able to correct the defects and guarantee a better accessibility in accordance with French norm RGAA 4.1 is planned for the 2024/2025 financial year.

In this context, an extensive audit of Corsair’s website has been already scheduled for June 2024.

→ Feedback received

Corsair has received several feedbacks from passengers with disabilities regarding the lack of subtitles for certain movies and on-board announcements.

Although most movies available on board are subtitled in French and English, subtitles for some movies are not available as these are not offered by the suppliers. Corsair's ability to improve this service is therefore limited to the constraints of the distributors.

Concerning on-board announcements: even if some commercial announcements are accessible to deaf and hard of hearing people on the screens, other prerecorded announcements are not automatically transcribed onto the screens today.

If a passenger makes the request at least 48 hours before the flight, these on-board announcements can be provided to that passenger on a written document, in accordance with ATPDR.

Corsair's teams are therefore looking into what could be done to integrate subtitles for these on-board announcements, while respecting existing technical constraints, even when passengers do not make specific requests regarding the format of on-board announcements within the required timeframe before the flight.

4. THE BUILT ENVIRONMENT

a) At the airport

→ Monitoring and progress of the improvement measures described in the Multiyear accessibility plan

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

→ Feedback received

Among the feedback received on this subject, some obstacles were noted related to assistance for passengers with disabilities and airport accessibility (for example: lack of availability of airport staff, insufficient number and inappropriate behavior of airport staff, lack of parking spaces near areas reserved for assistance, lack of dedicated seats in the boarding area, numerous technical breakdowns of passenger conveyors).

All this information, which is the responsibility of airport managers, has been passed on to them with the aim of constantly improving the experience of disabled people.

b) On the aircrafts

→ Monitoring and progress of the improvement measures described in the Multiyear accessibility plan

Corsair continues the renewal of its fleet and has received two new A330-900 aircrafts with improved configurations on accessibility for disabled people in March and June 2024.

During the two last quarters of 2024, two more A330-900 aircrafts will also be added to the Corsair fleet.

Corsair's teams are continuing their studies in order to identify possible measures that can be taken to make these on-board wheelchairs more comfortable, while respecting the security requirements imposed in connection with the circulation within the aircraft's aisles.

→ Feedback received

Feedback received from disabled passengers mention several negative remarks about the comfort conditions of the seats (narrow, stiff seats, limited reclining possibilities).

Given the regulatory constraints, it is not possible to adapt aircraft cabins or modify seats.

Nevertheless, in order to offer the best travel conditions to passengers with a disability who have not indicated the nature of their disability at the time of booking, Corsair's teams are looking into the possibility of introducing a procedure whereby, subject to availability, more comfortable seats with wider legroom could be offered as soon as possible, at no extra cost at check-in or on board before departure.

5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

a) Corsair's website

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

A telephone helpline for people who are deaf or partially deaf will be implemented on our website. More details can be found in paragraph 3 above.

Moreover, as indicated in Multiyear accessibility plan, the implementation of a software that will be able to correct the defects and guarantee a better accessibility in accordance with French norm RGAA 4.1 is planned for the 2024/2025 financial year.

In this context, an extensive audit of Corsair's website has been scheduled for June 2014.

b) At the airport

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

Since the configuration of self-service kiosk available at Montreal airport, which are accessible to people with visual or hearing impairment, requires a specific setup, Corsair is continuing its studies on the subject and is working with the various interested parties in order to find a solution acceptable to all.

→ Feedback received

The various obstacles identified during the analysis of the feedback received (lack of dedicated seats in the boarding area, passenger conveyor belt breakdowns, etc.) have been submitted to airport managers in order to reinforce and contribute to the constant improvement of airport accessibility for people with disabilities.

c) Corsair's aircrafts

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

Two new A330-900 aircrafts that present better configurations for accessibility were added to the fleet in March and June 2024.

Before the end of 2024, two additional A330-900 aircrafts will also be added to the fleet.

→ *Feedback received*

Many feedback received from disabled passengers mention several negative remarks on the comfort conditions of the seats (narrow, stiff seats, limited reclining possibilities).

The consideration of these feedback is detailed in paragraph 4.b above.

6. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

a) Before the flight and at the airport

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

Corsair is always studying all the feedback received in order to take any measure aimed to eliminate an obstacle that can be identified.

Some actions have been taken after the reception and analysis of feedback. They are detailed hereinafter.

Furthermore, since May 2024, Aéroport de Paris (ADP) has set up a program to provide better service for disabled passengers and, in particular, to support passengers with invisible disabilities: <https://www.parisaeroport.fr/passagers/preparation-vol/voyager-avec-un-handicap-invisible>

Corsair's staff will receive a formation on this program during the next months.

→ *Feedback received*

After studying the feedback received, several difficulties relating to the organization of boarding operations at the airport were noted, particularly regarding the rules for prioritizing people with disabilities.

Corsair staff who are present at the airport, in the check-in and boarding areas, were reminded of the prioritization rules on this subject.

In addition, according to one feedback, a number of difficulties were encountered at the aircraft door during the transfer of the disabled person to the on-board seat. In fact, a number of shortcomings relating to the handling of the staff in charge of transferring the

person were noted: operations having to be repeated several times, discomfort for the person concerned, irregularities in compliance with safety standards, for example.

These issues have been communicated to the airport staff, as they are their responsibility.

Nevertheless, Corsair is looking into the various training courses that could be put in place for its staff and crews, who may have to intervene during the transfer of a person with reduced mobility, between the on-board seat and his or her wheelchair.

b) On board

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

In order to improve the accessibility of in-flight entertainment and the interfaces offered to passengers, Corsair's teams, in collaboration with technical suppliers, are continuing to research the options and developments that can be put in place, taking into account the various technical constraints that the airline is facing.

c) After the flight

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

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

→ *Feedback received*

Feedback was received from Corsair's teams on board regarding the lack of availability of airport agents in charge of specific assistance on arrival of the aircraft (too few agents and inappropriate attitude).

This feedback has been communicated to the airport managers given that it is their responsibility.

7. COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

→ *Monitoring and progress of the improvement measures described in the Multiyear accessibility plan*

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

→ ***Feedback received***

Feedback received from passengers shows that airport signage is not always clear for people with disabilities.

These points have been submitted to the airport managers as this is their responsibility.

As far as Corsair check-in desks at Paris Orly are concerned, changes will be made to the displays and signage. Signs with adapted pictograms will be installed at check-in counters and queues to better indicate the lanes dedicated to passengers with reduced mobility and disabled passengers. Corsair agents and staff will be available at all times to provide passengers with the best possible assistance should they need it, and to make check-in operations as smooth as possible. These improvements will be completed in July 2024.

8. TRANSPORTATION

→ ***Monitoring and progress of the improvement measures described in the Multiyear accessibility plan***

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

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

→ ***Feedback received***

No feedback on this subject was received.

9. FEEDBACK DETAILS

Since the establishment of Corsair's Multiyear accessibility plan and Feedback process, several feedbacks were received by Corsair. These feedbacks are related to obstacles identified at the airport, before and after a flight, but also on board, within the aircraft.

Indeed, certain obstacles about organization, signage and assistance were noted in the check-in and boarding areas at the airport, both before departure and on arrival of the aircraft.

In addition, sources of improvement have been identified for the comfort and accessibility of seats and on-board services.

For more details on these feedbacks and how they have been taken into account, please refer to the previous sections.

10. CONSULTATIONS

a) Internal consultations

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

b) External consultations

With the aim of continuous improvements, Corsair is continuing its consultations and has expanded them to other organizations, as well as through other means, such as phone exchanges.

The French aviation authority (Direction Générale de l'Aviation Civile – DGAC), and especially the Air Passenger Office, was consulted by Corsair in order to obtain comments from passengers on any obstacles in terms of accessibility.

The DGAC has made a number of recommendations, following the national disability committee and the plan to improve service quality in the air transport sector signed in November 2024 by the French Minister of Transport and actors in the sector, which have been taken into account in the drafting of this report, such as improving training and, more generally, raising staff awareness of how to assist disabled people on board and implementing the program set up by ADP (see article 6.a) above).

A phone consultation has been organized with a former administrator of the organization CAPVISH, who has provided feedback about the difficulties met during his travel, when he was transferred on the on-board seat, at the aircraft door.

Corsair customers' comments are always taken into account, during their exchanges with our staff and our 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.

Through these questionnaires, we are able to identify the comments that can be taken into account for the improvement of our services. Some comments received via these questionnaires have been taken into account as feedback for the establishment of this Progress Report (for instance, feedback about seats and services on board, obstacles identified at the airport).

As indicated in the Multiyear accessibility plan, any customer can submit their comments about an obstacle regarding the accessibility during their journey through the feedback process. We didn't receive any feedback through this process at this time.

All the information collected, through consultations and feedback sent by passengers or employees of Corsair, are always studied by the different competent services according to their responsibilities and area of activity. Such information allow us to better understand passenger expectations and to identify any new actions aimed to improve accessibility and

eliminate any obstacle identified, within the limits of the security measures and requirements imposed by the air transport regulations.

As indicated in the various paragraphs above, the feedback received is studied and forwarded to each department of the company that is competent, in order to seek the actions to be implemented and offer people with special needs a reliable, comfortable and safe experience, while respecting their dignity and well-being.