

Accessibility Plan

2023 - 2026

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1. General

At Middle East Airlines, we believe that everyone deserves the opportunity to travel and experience the world. That's why we're committed to make our airline inclusive and accessible for all passengers, including passengers with disabilities.

Middle East Airlines supports the vision of Accessible Canada Act (ACA) that aims to realize a barrier-free Canada by 2040. We endorse the adoption of the Resolution A41-15 on Accessibility by ICAO.

Middle East Airlines therefore fully complies with extremely strict standards and the highest standards of air transport: worldwide, with the ICAO (International Civil Aviation Organization), with the IATA (International Air Transport Association), in Europe with the EASA (European Aviation Safety Agency) and local DGCA (Lebanese Aviation Regulations).

2. Accessibility Features

We're proud to offer a range of accessibility features designed to make your travel experience seamless and enjoyable. These include:

- Wheelchair-accessible aircraft with ramps and dedicated wheelchair storage
- Priority check-in and boarding for passengers with disabilities.
- Accessible seating areas on all aircraft

3. Special Assistance

If you have a disability or require special assistance during your travel, please let us know at least 48 hours prior to your flight by contacting our dedicated Support Team at +961 1 629999 or specialsvcs@mea.com.lb. Our team will be happy to assist you with any special requests or accommodations you may require.

During your flight, if you have any concerns or issues, please do not hesitate to contact our cabin crew. They will be happy to assist you and provide any necessary support.

4. Information and Communication Technologies

Middle East Airlines website and mobile app are designed to provide a seamless and accessible travel experience for all passengers, including passengers with disabilities. Our aim is to ensure that every passenger has an equal opportunity to book, manage, and check-in for their flights with ease and independence. We are always working to improve our services to meet the needs of all passengers.

Middle East Airlines is committed to enhance the travel experience for all our passengers, including passengers with disabilities. We are currently on continuous working to improve our website and mobile app to make it more accessible and user-friendly for everyone. This includes updates to improve navigation, readability, and compatibility with assistive technologies. Our goal is to ensure that every passenger has a seamless and enjoyable journey.

5. Communication other than Information and Communication Technologies

MEA Airlines is committed to provide a seamless and inclusive travel experience for all passengers, including passengers with disabilities. To achieve this, the airline has launched a comprehensive training program aiming to provide staff with skills to communicate effectively and sensitively with passengers with disabilities.

The training program will enable staff to learn how to use accessible language, recognize and respect passengers' preferences and needs, and provide tailored assistance to ensure a smooth travel experience.

The airline's goal is to empower its staff to create a welcoming and inclusive environment for all passengers, regardless of their abilities. Consequently, Middle East Airlines will promote a culture of accessibility and inclusivity, which is essential for providing exceptional customer service.

With this training program, MEA Airlines is taking a significant step towards ensuring that all passengers can travel with confidence and independence. The airline's commitment to disability awareness and inclusion is a testament to its dedication to provide a world-class travel experience for all.

6. Procurement of goods, services, and facilities

Middle East Airlines (MEA) is committed to provide a welcoming and inclusive travel experience for all passengers, including those with disabilities. As part of our ongoing efforts to improve accessibility, we have implemented a range of initiatives to enhance the travel experience for passengers with disabilities at the airport and on board.

6.1. Airport Accessibility

At the airport, MEA has taken several steps to make the travel experience more accessible for passengers with disabilities. These include:

- Installing wheelchair-accessible ramps and elevators at our airport terminals
- Providing dedicated wheelchair assistance for passengers with mobility impairments
- Offering accessible restrooms and lounges
- Priority check-in and boarding for passengers with disabilities.

6.2. On board

MEA has also taken steps to ensure that our cabins are accessible and comfortable for passengers with disabilities. These include:

- Designating accessible seating areas for passengers with mobility impairments
- Additional Services.
- Provide special meals and dietary options for passengers with disabilities.
- Offer audio-visual entertainment systems.
- Train cabin crew members to assist passengers with disabilities, including passengers with mobility or visual impairments.

6.3. To further support passengers with disabilities, MEA offers a range of additional services, including:

- Pre-booking wheelchair assistance and special meals
- Providing accessible transportation from the airport to our lounges
- Offering disability-related equipment, such as wheelchairs and oxygen tanks

6.4. Commitment to Accessibility

At MEA, we are committed to provide a welcoming and inclusive travel experience for all passengers, including passengers with disabilities. We believe that every passenger deserves equal access to our services and amenities, and we are continually working to improve and enhance our accessibility offerings.

If you have any specific needs or requirements during your travel with Middle East Airlines, please don't hesitate to contact us in advance. We will do our best to accommodate your needs and ensure a comfortable and enjoyable travel experience.

7. The Design and delivery of programs and services

At Middle East Airlines, we are committed to provide a safe and welcoming travel experience for all passengers, including passengers with disabilities. We recognize the importance of accessibility and are dedicated to continually improve our services to meet the needs of our passengers with disabilities. We are working to ensure that our aircraft, airports, and staff are equipped to provide a comfortable and enjoyable journey for all passengers. Our goal is to create an inclusive and barrier-free environment that allows everyone to travel with confidence and independence.

7.1. At airport

At Beirut Rafic Hariri International Airport (BRHIA), the provision of assistance for passengers with disabilities is managed by Middle East Ground Handling (MEAG).

At outstation airports, the airline assumes responsibility for providing this service by the contracted handling agent.

Passengers with disabilities, are kindly requested to contact Middle East Airlines for special assistance up to 48 hours prior to your departure flight. This will ensure that we can provide passengers with the necessary support and accommodations to make your journey comfortable and convenient.

7.2. During the flight

Flight attendants are committed to provide exceptional care and attention to all passengers, including passengers with disabilities. Flight attendants understand the importance of ensuring comfort and safety during the flight and are dedicated to making every effort to accommodate passengers with disability needs. The team is trained to provide personalized assistance and support to ensure that passengers with disability have a smooth and enjoyable travel experience.

7.3. After the flight

Middle East Airlines is committed to providing a comfortable and enjoyable travel experience for all passengers, including passengers with disabilities. Middle East Airlines value passengers feedback and would like to hear passenger's thoughts on how can improve the services to better meet the needs. Passengers input is crucial in helping to create a more accessible and inclusive environment. Middle East Airlines constantly work to improve the accessibility features and services and appreciate passengers feedback in helping to achieve this goal.

8. CTA Accessibility-related regulations

Middle East Airlines is committed to ensuring a seamless travel experience for all customers, including those with disabilities. Middle East Airlines are dedicated to complying with Canadian regulations and requirements, as outlined in the Air Transportation Regulations under the Canada Transportation Act, to remove transportation barriers and provide accessible services. Our goal is to provide a welcoming and inclusive environment for all passengers, regardless of ability, and we are constantly working to improve our services to meet the needs of our diverse customer base.

Middle East Airlines consistently conducts training programs to enhance its staff's understanding of the support requirements of individuals with disabilities. This includes targeted training for various departments and personnel, such as digital department developers, call center staff, ground staff, assistance subcontractors, flight crews, and after-sales service teams. Each training module is specifically tailored to the respective roles and responsibilities.

9. Consultations

Middle East Airlines gathers feedback on potential challenges from passengers throughout their journey, using various communication channels such as:

- Website
- App
- During interactions with sales consultants
- At the airport
- On the plane

Through these reports, we identify any challenges passengers or staff encounter during their travel, gaining valuable insights that inform our improvement plans.

This qualitative assessment supplements quantitative and statistical analyses, enabling us to better understand expectations and enhance our services.

11. Summary of Improvement and Monitoring Plan

Project	Timeline
Ensure the completion of self-service kiosks with a high level of accessibility	Achieved – Jan 2024
Continuously enhance the overall usability of Middles East Airlines Website (mea.com.lb)	Ongoing – Dec 2024
Ensure all staff complete the specialized training on disabilities to understand the practical tips on how to assist passengers with disabilities.	Ongoing – Jan 2026
Updating guidelines for customer special care and best practices for understanding accessibility	Ongoing Apr 2025
Ensure equipment and items procured by Ground Service Providers for people with disabilities meet accessibility requirements.	Ongoing – June 2025
Strengthen cooperation with airport management to improve customer accessibility and comfort	Ongoing – Jan 2025
Strengthen loading and return mobility equipment operations reliability	Ongoing – Jan 2025
Update the training and awareness module for crews	Ongoing – Dec -2024