ACCESSIBILITY PLAN AND FEEDBACK PROCESS

June 1, 2026



ITA AIRWAYS

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General

Introduction

ITA Airways is Italy's flagship airline. It is 59% owned by the Italian Ministry of Economy and Finance and 41% by Deutsche Lufthansa AG. ITA Airways provides passenger and cargo air transport services, ensuring high-quality connectivity for Italy both to international destinations, supporting tourism and foreign trade, and within the country, also by leveraging integrated mobility.

Through the extensive digitalisation of processes designed to ensure the best possible experience and personalised services, the airline places customer service at the heart of its strategy. Sustainability is one of the guiding principles of ITA Airways' Business Plan and encompasses the environmental, social and governance (ESG) dimensions.

Sustainability is one of the guiding principles of ITA Airways' Business Plan and encompasses the environmental, social and governance (ESG) dimensions. Key initiatives include renewing the fleet with next-generation aircraft, which reduce fuel consumption and related CO_2 emissions by up to 25% compared with previous-generation aircraft; increasing its focus on its people; and progressively integrating sustainability principles into internal processes.

ITA Airways is a member of Star Alliance, the world's largest airline alliance, offering customers a seamless and integrated travel experience through its global network of member airlines.

Accessibility is ITA Airways' daily commitment. The Company is dedicated to ensuring an accessible and barrier-free travel experience for all passengers. We offer dedicated services and innovative solutions for people with disabilities or reduced mobility, ensuring safety and peace of mind at every stage of the journey. ITA Airways' staff are constantly kept up to date through ongoing training conducted by industry specialists.

ITA Airways operates between Italy (Rome Fiumicino) and Canada (Toronto Pearson) frequently using the A330-900neo, a versatile and innovative wide-body aircraft equipped with next-generation engines and a modern design, which offers a relaxing in-flight experience and the highest level of onboard comfort.

Feedback Process and Contact Information

To provide feedback, including anonymous feedback, about accessibility barriers you are experiencing or about the Accessibility Plan, or to request a copy of this Accessibility Plan or a description of the feedback process in an alternative format, you can contact us using any of the following options:

Telephone: +18667257077 (after language selection, menu option 4 for medical assistance or assistance to passengers with reduced mobility)

Email: specialassistance@ita-airways.com

Mail: ITA Airways, Customer Information Assistance Office – Coordinator of the Special Assistance Team, Via Alberto Nassetti 2, 00054 Fiumicino (RM), Italy

ITA Airways will acknowledge your feedback through the same method you used to contact us.

Information and communication technologies (ICT)

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 harmonised 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

- The IATA "One Click Away" wheelchair icon has been implemented in the header of ITA Airways websites, providing direct access to accessibility information.
- Accessibility Mode has been developed to enable passengers with visual and motor impairments to use the Inflight Entertainment system with full independence. Starting mid-June 2026, ITA Airways introduced this feature on A330-900 and A321neo aircraft equipped with the CENTRIC Rave Aerospace entertainment system. The new system has the following features:

    1. For passengers with cognitive impairments or neurodivergence:
        - large buttons;
        - streamlined navigation paths;
        - fewer steps to launch content;
        - choice between text-based and icon-based navigation.
    2. Support for low vision and color blindness:
        - high contrast;
        - more legible text;
        - larger touch areas.
    3. Always-accessible functions:
        - flight attendant call;
        - accessibility settings.

- A list of in-cabin postural aids compatible with ITA Airways aircraft seats is available on the dedicated page in the website.
- Website www.ita-airways.com is functionally maintained by the Lufthansa Group's Digital Hangar department, which handles its design and development including all technical aspects regarding accessibility.
- Ongoing efforts to improve ITA Airways website 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.

- ITA Airways website for accessible information is being optimised in cooperation with a dedicated UX agency (provided by Lufthansa Group) 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 also considered. 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.
- 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

- CENTRIC RAVE Aerospace entertainment system releases for the remainder of the fleet.
- ITA Airways is cooperating with ENAC (the Italian Civil Aviation Authority) to develop an online form for passengers with disabilities who require special assistance when travelling. The form will allow passengers to notify ITA Airways in advance of the type of assistance required and, where applicable, that they will be accompanied by a guide or assistance dog (SVAN), which may travel free of charge with its handler.
- 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 crystallise.
- 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-harmonised 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, personalised 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

Barriers identified

- In some instances, there is a need to clarify and ensure a shared understanding of how assistance requests are handled, so that the process remains visible at every stage of the journey. Passengers perceive the service as more effective when staff adopt an empathetic and attentive approach tailored to their specific needs.
- For elderly or vulnerable passengers, as well as those with invisible disabilities or language barriers, more proactive communication can help make the experience more reassuring.
- Some feedback highlights the need to better explain how to access the service, such as identifying contact points, dedicated call buttons, assistance lounges, or confirmation channels.
- Information regarding seating, mobility aids, batteries, medical devices, baggage, and eligibility for free assistance could be improved through simpler, more accessible messaging.

Actions achieved or in progress

- ComuniCARE training course for frontline staff: developed in October 2025 with a team of expert trainers and psychologists, this course provides dedicated training on effective communication with passengers with autism and disabilities. It aims to foster greater awareness, enhance customer experience, and enable staff to respond with empathy to the needs of all our passengers.
- CAA, Comunicazione, Aumentativa, Alternativa (Augmentative and Alternative Communication): visual aids and concise text to support communication with passengers with autism and other disabilities during critical moments onboard. In the short term, expert trainers and psychologists will deliver a dedicated training session to cabin crew to support the effective use of these tools on board.
- The new Safety Briefing Card has been developed by ITA Airways and ENAC in collaboration with Italy's National Federation of Institutions for the Blind: now available in Italian and English across the next-generation fleet (Airbus 321Neo, A350, A330 Neo, A320 Neo, and A220). This specialised booklet combines Braille, large print, tactile raised graphics, and high contrast elements, giving visually impaired passengers direct and clear access to safety protocols and emergency evacuation procedures.

Plans to identify, remove, and prevent barriers

- Hidden Disabilities Sunflower Program: global initiative that supports people with non-visible disabilities, including autism, attention deficit hyperactivity disorder (ADHD). For affected guests, traveling through the airport or on board can be particularly challenging, with stress, noise, time pressure. The Sunflower symbol (lanyard) offers affected individuals a discreet, voluntary way to indicate that they have an invisible disability and may need understanding, time, space, or additional assistance in certain situations. This is about ensuring guests feel understood, supported, and cared for throughout their journey.

Procurement of goods, services and facilities

Barriers identified

- ITA Airways recognizes that mobility aids are essential to passengers' daily lives; it is crucial to prevent any damage or loss during travel and, should such incidents occur, to handle them promptly. It is important to have a local provider ready to assist passengers with their related needs.

Actions achieved or in progress

- For the handling of damage, delayed delivery, and/or loss of mobility aids belonging to passengers with reduced mobility or disabilities, for itineraries to and from Canada, ITA Airways has entered into an agreement with a local provider in Fiumicino Airport, in compliance with local regulatory requirements.
- ITA Airways is finalising a contract for Toronto Airport with a local provider certified by the Canadian Authorities.

Plans to identify, remove, and prevent barriers

- Enhancing Passenger Accessibility Solutions: planned acquisition for the Airbus A320neo fleet (available from 2028) of the full Passenger with Reduced Mobility (PRM) lavatory package, including a support handle, an additional flight attendant call button, a dedicated brightness switch, a ramp for PRM lavatory access, and a transfer seat.
- Monitoring of the local provider performance for any improvement if needed.

Design and delivery of programs and services

Barriers identified

- Experiences highlight the importance of ensuring continuity of assistance, particularly upon arrival, during transfers, and for connecting flights.
- Waiting times for wheelchairs, escort services, lifting equipment, or airside assistance are recurring issues that require monitoring.
- Operational management could place greater emphasis on distinguishing between mobility impairments, invisible disabilities, and needs for temporary assistance.
- In some cases, greater flexibility is required, for instance for passengers who can walk short distances but still need support over longer distances or at critical moments.
- Staying close to companions or family members is a key factor for passenger comfort and peace of mind.
- Seat allocation and the handling of personal aids, medical devices, and wheelchairs require careful organisation to ensure a more consistent experience.

Actions achieved or in progress

- Accessibility on board is ITA Airways' daily commitment. The Company is dedicated to ensuring an accessible and barrier-free travel experience for all passengers. We offer dedicated services and innovative solutions for people with disabilities or reduced mobility, ensuring safety and peace of mind at every stage of the journey. ITA Airways staff are constantly kept up to date through ongoing training conducted by industry specialists.
- ITA Airways provides comprehensive pre-flight information for passengers with disabilities in its own website.
- Passengers may request assistance when booking to a specialised team dedicated entirely to supporting them in organising their trip.
- Passengers with disabilities are offered assistance services covering the overall journey, including support for airport navigation, pre-boarding and onboard assistance.
- IATA service codes (SSR) are consistently used across ITA Airways to ensure common service delivery standards, and we use best efforts to increase alignment with all our external partners.
- The maximum wheelchair dimensions by aircraft type is available on the website.
- Pre-boarding processes are in place to reduce difficulties faced by passengers with disabilities during the boarding process.
- At the gate, during boarding, passengers who have requested assistance are among the first to board.
- ITA Airways allows passengers to carry their own oxygen tank/oxygen therapy equipment for medical use free of charge, subject to certain conditions.
- Customer service specialists handles accessibility-related claims and requests to ensure specialised, consistent support.

- As part of its commitment to accessibility and inclusion, ITA Airways has developed the Autism Program, a structured service designed to support autistic passengers and their families:

    1. In June 2022, ITA Airways inaugurated the Autism Program; it was designed in partnership with ANGSA (National Association of Parents of People with Autism) and in synergy with ENAC (Italian Civil Aviation Authority). The program includes a familiarisation session in the ITA Airways commercial flight simulator, allowing passengers to become familiar with the travel experience before departure; during the familiarisation sessions, ITA Airways cabin crew demonstrate safety procedures and explain the different phases of the journey. Taxiing sounds, cabin announcements and captain communications are reproduced to simulate a real flight experience, helping participants gain confidence and familiarity with air travel;

    2. For the time of the actual journey, ITA Airways has designed a personalised service that will accompany the customer throughout their experience: from the booking process to airport assistance and in flight, up to arrival at their destination. All services offered through the Autism Program are extended to the family members of ITA Airways employees, promoting an inclusive travel experience both for customers and for the ITA Airways community;

    3. ITA Airways currently provides the services included in Autism Program at a network of participating Italian airports, as well as at selected international and intercontinental destinations and has been working to make it available at more international and intercontinental destinations where dedicated support measures are available.

- ITA Airways published on its website maps reporting dedicated information and services for assistance to Passengers with Disabilities and Reduced Mobility (PWD/PRM) in Fiumicino Airport and other Italian stations such as Milan Linate and Genoa.

Plans to identify, remove, and prevent barriers

- ITA Airways is planning to publish on its own website new informative maps for assistance to Passengers with Disabilities and Reduced Mobility (PWD/PRM) in further Italian stations, such as Reggio Calabria, Palermo and Bari (all are expected in the near term).

- As part of its ongoing commitment to Universal Access, ITA Airways is exploring opportunities to progressively expand the availability of Autism Program services across additional international and intercontinental airports, with the objective of extending dedicated support to a broader network of destinations and further enhancing the accessibility of the travel experience.

Transportation

Barriers identified

- Moving between terminals, gates, buses, waiting areas, and aircraft can be challenging for passengers with reduced mobility, especially when covering long distances.
- The need for various intermediate steps—such as using buses, vans, or lifting equipment, or changing assistance staff—can make the experience less seamless and more tiring.
- Feedback highlights concerns regarding waiting times during transfers, particularly when lifting equipment or connecting flights are involved.
- For transfers with tight schedules, coordination between assistance services, gate staff, and connecting flight operations is crucial to minimising passenger uncertainty.
- The availability of dedicated vehicles and staff appears to be a key factor in ensuring faster, more comfortable transfers.
- Staying close to companions or family members during transfers can help reduce distress and feelings of disorientation.
- Stairs, boarding bridges, long walking distances, and the lack of rapid transit options between terminals and gates are factors to consider when designing a more accessible experience.

Actions achieved or in progress

- At Rome Fiumicino Airport (FCO), Aeroporti di Roma (ADR) is the designated service provider for assistance to Passengers with Disabilities and Reduced Mobility (PWD/PRM). ITA Airways works in close partnership with ADR to ensure the effective delivery of these services:

1. Further strengthening measures to ensure the careful and secure transport of mobility devices throughout the travel journey;
2. Enhancing operational practices aimed at protecting mobility equipment and reducing the risk of damage during handling and transit;
3. Expanding the use of a dedicated post-travel feedback survey to better understand the experiences and satisfaction levels of customers with disabilities;
4. Using customer feedback from passengers who have identified accessibility needs to help shape future service enhancements.

Plans to identify, remove, and prevent barriers

- Assess the effectiveness of the secure transportation of mobility aids when secured and kept separate from baggage, where feasible, and identify further opportunities for improvement.
- Review and evaluate potential enhancements to the process for handling cases involving damaged, delayed, or missing mobility aids.
- Assess opportunities to reduce waiting times and minimize the number of transfers involved in providing mobility and guidance assistance at airports.
- Promote greater customer independence while continuing to deliver support tailored to individual needs and preferences.
- Enhance, where feasible, the efficiency and availability of pre-boarding procedures and transfer solutions for customers with disabilities.

The built environment

Barriers identified

- Mobility and guidance assistance through airports.
- Additional accessibility features designed to facilitate independent and comfortable airport navigation, especially across long distances or in environments that may cause sensory or information overload.
- Dedicated waiting areas could be further improved in terms of comfort, accessibility, available amenities, and communication while waiting.

Actions achieved or in progress

- At Rome Fiumicino Airport (FCO), Aeroporti di Roma (ADR) is the official ground handling service provider responsible for delivering assistance to Passengers with Disabilities and Reduced Mobility (PWD/PRM). ITA Airways and ADR maintain a close and longstanding collaboration. Over the years, several familiarisation sessions and operational meetings have been organised between ITA Airways Special Assistance Team (Contact Center) and ADR Assistance personnel to ensure a consistent and high-quality service experience for passengers requiring special assistance.
- At Rome Fiumicino Airport (FCO), ADR provides the following services:
    1. Reserved Parking: dedicated parking spaces are available free of charge within the airport parking facilities for passengers holding a valid disabled parking permit;
    2. Specialised Vehicles: ambulifts and specially equipped vehicles are used to ensure safe, comfortable, and seamless boarding and disembarkation procedures;
    3. Train-to-Airport Connection: assistance is coordinated directly with Rete Ferroviaria Italiana (RFI), enabling passengers to be escorted smoothly from the railway station to the airport terminals;
    4. Passengers with Disabilities and Reduced Mobility (PWD/PRM) Assistance Points: passengers can request assistance at designated contact points located in external airport areas (via the yellow assistance totems), at dedicated check-in desks, or at the Assistance Lounges (Sala Amica) before passing through security controls.
- ITA Airways 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 ITA Airways flight to/from Canada).

Plans to identify, remove, and prevent barriers

- Collaborate with airport authorities to assess current processes for receiving mobility or wayfinding assistance at the airport and identify opportunities for improvement.
- Collaborate with airport authorities to identify opportunities for improving independent navigation and accessibility across the airport environment.

Employment

ITA Airways adopts a policy based on equal opportunity and is committed to creating a work environment that respects and values the characteristics and specificities of each person, ensuring fair treatment for all. ITA Airways does not allow any direct or indirect discrimination related to the age, gender, sexual orientation and gender identity, disability, health status, race or ethnic origin, nationality, political opinions, or religious beliefs of its stakeholders.

Provisions of CTA accessibility-related regulations

ITA Airways qualifies as a "large carrier" for the purpose of the Accessible Transportation for Persons with Disabilities Regulations ("ATPDR"). Paragraph 5(1)(a) and the provisions of Part 2 – Service Requirements Applicable to Carriers, of the ATPDR apply to ITA Airways' flights to and from Canada.

Consultations

ITA Airways develops its accessibility initiatives through continuous dialogue with institutional bodies, industry organisations, disability associations, and passenger representatives. Consultation activities include collaboration with the Ministry for Disabilities, including registration with the National Digital Data Platform (PDND) to enable the recognition of eligibility for dedicated services. The Company also actively participates in ENAC's Permanent Technical Working Groups on Accessibility and Passenger Assistance, which bring together public institutions and key stakeholders involved in accessible mobility. The development of the online assistance form is an example of how feedback and improvement opportunities identified through regular discussions with ENAC and other institutional stakeholders are translated into concrete actions. In particular, the initiative addresses the recurrent issue of missing assistance pre-notifications by enabling passengers to communicate their assistance needs in advance, thereby supporting better coordination with airport operators and service providers. Participants include International Air Transport Association (IATA), Assaeroporti, airport operators, airlines and disability advocacy organisations such as ANGSA (National Association of Parents of People with Autism), FAND (Italian Federation for Disability Rights), FISH (Italian Federation for the Rights of Persons with Disabilities and Families), including UICI (Italian Union of the Blind and Visually Impaired) and ENS (Italian National Association of the Deaf) contributing their expertise and perspectives to the development of more accessible and inclusive air travel services. These consultations provide valuable insights that help shape and continuously improve accessibility policies, services, and passenger support initiatives.

ITA Airways considers insights gathered through surveys and stakeholder consultations, including initiatives conducted by organisations such as the European Disability Forum (EDF). These findings, together with customer feedback from Passengers with Disabilities and Reduced Mobility (PWD/PRM), are regularly reviewed and discussed within the monthly PRM Accessibility Working Group, which brings together representatives from Digital, Customer Center, Ground Procedures, Engineering and other relevant functions. This cross-functional forum enables the identification of accessibility barriers, the development of coordinated solutions, and the continuous improvement of services across the entire customer journey.

To ensure that Passengers with Disabilities and Reduced Mobility (PWD/PRM) receive a consistently high standard of assistance throughout their journey, ITA Airways continuously monitors the quality of the dedicated support services provided. This assessment is carried out through a specific Customer Satisfaction Survey sent to passengers who have requested special assistance three days after their flight. In the last year, approximately 5,000 Passengers with Disabilities and Reduced Mobility (PWD/PRM) participated in the survey, providing valuable feedback on their travel experience. Responses are collected using a 5-point rating scale and measure key dimensions of the service, including the overall quality of the special assistance received, the courtesy of ground staff, the courtesy of cabin crew, the adequacy of personnel training, the suitability of onboard equipment, the clarity of information provided throughout the journey, and the level of comfort experienced on board. Survey results are systematically monitored to identify improvement opportunities, support service enhancements, and ensure that the assistance provided continues to meet the needs and expectations of passengers requiring dedicated support.

Survey findings are reviewed on a regular basis by a dedicated cross-functional governance body responsible for monitoring customer feedback, addressing emerging issues, and overseeing the implementation of improvement actions. Insights gathered from Passengers with Disabilities and Reduced Mobility (PWD/PRM) are analysed alongside broader customer experience feedback to identify priority areas for intervention and track the effectiveness of corrective measures over time. Through this process, ITA Airways identified the need to further strengthen the information provided to passengers requiring special assistance. As a result, dedicated pre-flight communications are being implemented, together with enhancements to the online information available to Passengers with Disabilities and Reduced Mobility (PWD/PRM), with the aim of improving awareness, reassurance, and journey preparation.

In addition, ITA Airways publishes an annual Service Charter aimed at providing passengers with clear, relevant, and accessible information throughout their travel experience, including details on the services offered, quality commitments, and passengers' rights. As part of these commitments, ITA Airways also sets a specific customer satisfaction target for passengers requiring special assistance and monitors performance against this objective on an annual basis as part of its ongoing service quality programme.