

AIR INDIA

Accessibility Plan and Feedback Process for Canada

2026 – 2028

June 1, 2026

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1. General

1.1 Executive Summary

Air India is India's flagship carrier airline, owned by Air India Limited, a Tata Group enterprise. The airline operates a fleet of Airbus and Boeing aircraft serving approximately 87 domestic and international destinations, including the Canadian cities of Toronto and Vancouver. Air India employs over 24,000 employees worldwide, with employees also based in Canada across two locations.

This updated Accessibility Plan covers the three-year period from 2026 to 2028. It builds on Air India's inaugural Accessibility Plan published on January 5, 2024 (revised April 30, 2024) and incorporates progress and learnings from the 2024 and 2025 Progress Reports. Air India has made meaningful progress since the initial plan, including significant digital accessibility improvements to its website, expanded staff training, revised service animal policies, and strengthened consultation processes with organisations of persons with disabilities (OPDs) and civil society organisations (CSOs).

This plan sets out Air India's commitments for the 2026–2028 cycle, informed by two years of implementation experience, passenger feedback, and ongoing consultation with OPDs including passengers with disabilities and persons with reduced mobility (PRM). Air India is committed to delivering on these commitments and to publishing annual progress reports in 2027 and 2028.

1.2 Provisions of CTA Accessibility-Related Regulations

Air India is subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) (ATPDR). Air India is committed to complying with all applicable provisions under the ATPDR, the [Accessible Transportation Planning and Reporting Regulations \(ATPRR, SOR/2021-243\)](#), and the [Accessible Canada Act \(S.C. 2019, c. 10\)](#).

1.3 Feedback and Contact Information

Air India welcomes feedback on this Accessibility Plan and on any barriers encountered by passengers or employees. All feedback will be forwarded to the Customer Experience Team, who will involve other departments as required. Feedback may be submitted anonymously via phone or mail. Air India will acknowledge all feedback in the same format in which it is received.

Phone

+1-888-634-1407 (Toll-free in Canada, available 24x7)

Email

digital.accessibility@airindia.com

Mail

Customer Experience Team, Air India Block 2, Vatika One on One Sector 16, Gurugram 122007, India

1.4 Alternative Format

This Accessibility Plan is available in alternative formats including print, large print, and electronic format with digital accessibility compliance for use by all assistive technology users. Requests may be submitted via the contact information above.

2. Information and Communication Technologies (ICT)

2.1 Digital Accessibility

Air India is committed to providing digital accessibility to all its customers, including compliance with the Web Content Accessibility Guidelines (WCAG 2.2) at Level AA. Air India's website (airindia.com) is confirmed WCAG 2.2 AA compliant. Air India continues its partnership with Level Access (our digital accessibility vendor/agency), which conducts periodic web accessibility audits/assessments to monitor and detect WCAG 2.2 AA accessibility standards compatibility issues across Air India's digital properties.

2.2 Website

Air India's website is accessible in English with content appropriate for the Canadian market, enabling passengers to book trips and request special assistance. In 2025, several critical

accessibility issues identified through Level Access scanning were resolved, including clearer button and link labels, video captions for recorded content, descriptive alt text for images, improved table structure, consistent screen reader labels, and enhanced page layout for compatibility with assistive technologies.

Action / Commitment	Timeline
Maintain WCAG 2.2 AA compliance through ongoing Level Access assessments and remediation of identified issues	Ongoing (2026–2028)
Ensure new website content and features are assessed for accessibility before release	Ongoing (2026–2028)

2.3 Mobile Application

Air India's mobile app is designed to enable passengers to make travel arrangements independently. In 2025, the app received Dynamic Type Support, improved Dark Mode design, and enhanced Voiceover and screen reader compatibility.

In 2025, several critical accessibility issues identified through Level Access scanning were resolved such as,

- i. **Dynamic Text Sizing** – Over 400 UI components now support Dynamic Type, allowing users with visual impairments to adjust text size system-wide while maintaining app usability.
- ii. **Custom Accessibility Framework** – We've developed a proprietary solution that intelligently scales content across 12 different size categories (from extra-small to accessibility5), balancing readability with layout integrity.
- iii. **Consistent Accessible Components** – Reusable UI elements (phone input, alerts, drop downs, pickers) built with accessibility-first design principles ensure a predictable experience across all app features.
- iv. **Enhanced Visual Contrast** – Strategic contrast adjustments in key interfaces improve readability for users with visual impairments.

A formal WCAG 2.2 AA compliance assessment by Level Access is currently underway; Currently, Air India does not represent the mobile app WCAG 2.2 AA compliant and will remediate findings once the audit/assessment report is received.

Action / Commitment	Timeline
Receive Level Access WCAG 2.2 AA assessment report for the mobile app and remediate identified issues	2026
Continue Voiceover and screen reader enhancements for the mobile app, subject to completion of the Level Access assessment	2027
Achieve and confirm WCAG 2.2 AA compliance for the mobile app	2028

2.4 Social Media

Air India maintains active engagement through Facebook, X (formerly Twitter), LinkedIn, and Instagram. The Customer Service Team is trained to identify and route queries from passengers with disabilities and PRM to appropriate support channels. Air India's Social Media Team monitors and addresses passenger feedback and suggestions received through social media within 24 hours.

2.5 Telephone Call Centres

Air India's toll-free Canadian number (+1-888-634-1407) is available 24x7. The operators receive guidance and training to assist passengers requiring special assistance, and are supported by the Customer Service and Support Team's New Hire Training programme which includes a dedicated module on accessibility and disability inclusion.

Air India continues to monitor and improve the accessibility of its telephone support and the availability of contact information at airindia.com/in/en/contact-us/customer-support-portal.html

3. Communication (Other than ICT)

Air India cabin crew and ground staff are notified about the special assistance needs of passengers with diverse disabilities including those with hidden disabilities and trained to provide courtesy and in-flight support as per their requirement.

Action / Commitment	Timeline
Continue behavioural and Disability, Equity & Inclusion (D&EI) training for all customer-facing staff and back-office staff.	Ongoing (2026–2028)

Action / Commitment	Timeline
Disseminate updated communication guidance to cabin crew as procedures or regulations change	As required

4. Transportation

Air India has a wide variety of accessibility-related interactions with customers throughout their journey, from booking and check-in through boarding, in-flight service, and deboarding. Air India's priority is to provide accessible and safe air travel through harmonious coordination with stakeholders and service providers.

Since the 2024 plan, Air India has revised its Tariff to clarify guidelines for accepting service animals on its flights, improved practices for the safe handling of mobility aids and assistive devices, and enhanced cabin crew training on accessibility features including lavatories, inflight entertainment systems, boarding and deboarding and emergency procedures.

Action / Commitment	Timeline
Continue to improve practices for the safe handling of mobility aids and assistive devices	Ongoing (2026–2028)
Implement tracking of wheelchair service requests and fulfilment for Canadian routes, to identify and address gaps	2027–2028
Achieve reliable, measurable wheelchair service fulfilment for passengers who request the service on Canadian routes and equipment audit to check the wheelchairs are good to use	2028
Continue to improve cabin crew training on accessibility features and boarding/deboarding procedures including emergency procedures	Ongoing (2026–2028)

5. Procurement of Goods, Services, and Facilities

Air India works closely with third-party ground handlers at Canadian airports to facilitate the journey of passengers with disabilities and PRM. Services include wheelchair assistance, priority boarding, aisle chairs on board, adapted safety information, and in-flight medical equipment. Air

India offers special seating arrangements and extra legroom seating where available, noting that safety requirements restrict certain seats, such as emergency exit rows, from passengers who require specific assistance.

Action / Commitment	Timeline
Continue working with ground handlers at Canadian airports to improve the consistency of accessibility services	Ongoing (2026–2028)
Continue accessibility review and improvement of self-service kiosks	Ongoing (2026–2028)

6. Design and Delivery of Programs and Services

Air India provides PRM (Persons with Reduced Mobility) training to staff across all functions.

Air India’s teams complete PRM (Persons with Reduced Mobility) training as part of the Safety and Emergency Procedures Manual (AI/CST/SEPM/001 PART-03 SECTION-3.5) and Ground Handling Procedures Manual. There are specific training modules which cover:

- Awareness of barriers faced by persons with disabilities
- A range of disability types including hidden and less visible disabilities, visual impairment, hearing impairment, and intellectual disabilities
- Communication and interpersonal skills for supporting passengers with disabilities
- Health and safety procedures
- Assistive support for passengers using wheelchairs, stretchers, and guide dogs, and those living with autism

Further, Air India’s Customer Service and Support Team undergoes a New Hire Training Program when they join that includes a module on accessibility and disability inclusion. As part of this, wheelchair assistance is provided in accordance with established policies and procedures, ensuring consistency and reliability along with mobility aid guidelines.

Air India uses internal digital tools and its customer support portal to collect and analyse feedback from passengers, including passengers with disabilities and PRM.

Action / Commitment	Timeline
Continue annual persons with disabilities (DE&I) and PRM training for customer-facing staff	Ongoing (2026–2028)
Continue to use customer feedback to identify barriers and inform improvements to programs and services to scale up accessibility requirements across disabilities types	Ongoing (2026–2028)

7. Built Environment

Air India operates to and from Canadian airports where built environment accessibility is primarily the responsibility of airport authorities. Air India ensures that its own lounge facilities provide an accessible built environment, including separate accessible All Gender washroom facilities with ramp access, bigger cubicle size, grab bars, panic buttons and other accessibility features for passengers using wheelchairs and other assistive devices.

Action / Commitment	Timeline
Continue to review and improve accessibility in Air India lounge and waiting areas at Canadian airports	Ongoing (2026–2028)
Work with airport authorities to identify and address built environment barriers where Air India has influence	Ongoing (2026–2028)

8. Employment

Air India currently employs over 24,000 employees worldwide. Air India is committed to GEDSI-gender, equality, diversity, and social inclusion, and aims to create a healthy, accessible, safe and rewarding work environment that respects employees' unique contributions.

The Inter-Departmental Working Group on Accessibility, comprising heads from Legal, IT, Customer Experience, Airport Operations, and E-Commerce, continues to provide leadership, guidance, and accountability for the implementation of this plan, referred to here as the

Accessibility Team. The Accessibility Team at Air India's head office in Gurugram leads day-to-day coordination and engagement with OPDs.

Action / Commitment	Timeline
Maintain the Inter-Departmental Working Group on Accessibility and continue to meet regularly	Ongoing (2026–2028)
Continue to prioritise training and support for all staff on accessibility, and GEDSI	Ongoing (2026–2028)

9. Consultations

Air India has consulted in the past with OPDs since the initial plan, working with Enable India, Sustainable Outcomes, Transcendent Knowledge Society, and Youth4jobs throughout the 2024–2025 cycle.

In preparing this updated plan, Air India has primarily consulted with [Samarthyam Centre for Universal Accessibility](#) as a new partner — a recognised organisation with proven expertise of working in the transportation sector for past 35 years. They have immense experience of working with the civil aviation departments, airlines and passengers with diverse disabilities to bridge the gap, conduct universal accessibility compliance & audits, DE&I training, inclusive design advisory, to ensure compliance with Indian and global standards.

Consultations for this plan focused on reviewing progress made during the prior cycle, identifying remaining barriers, and setting priorities for 2026–2028. Air India remains committed to the principle of 'nothing about us without us' now read as “nothing without us” in the development and implementation of its accessibility commitments.

Action / Commitment	Timeline
Continue regular consultations with Samarthyam Centre for Universal Accessibility	Ongoing (2026–2028)
Work towards in-person user testing at key passenger touchpoints with disability organisation partners	2026–2028
Consult with persons with disabilities in the development of the 2029 Accessibility Plan	2028

10. Feedback Process

Air India has established feedback channels across phone, email, mail, airport offices, and cabin crew. The Inter-Departmental Working Group monitors and holds teams accountable for acting on all accessibility-related feedback. Anonymous feedback is accepted via phone and mail. Air India acknowledges all feedback in the same format in which it is received.

Air India continues to strengthen its systems to identify, sort, and process accessibility-related feedback from all sources, and to improve response times.

Action / Commitment	Timeline
Continue to strengthen feedback processing systems to identify and route accessibility-related feedback	Ongoing (2026–2028)
Continue to train Ground Handler Staff at Canadian airports on receiving and routing accessibility feedback	Ongoing (2026–2028)
Report on feedback received and actions taken in annual progress reports	2027, 2028

11. Conclusion

At Air India, we remain committed to removing barriers and advancing accessibility with dignity and safety in air travel and employment. We will continue to collaborate with all stakeholders within the aviation ecosystem and to listen to our customers and employees.

Air India will publish Progress Reports in 2027 and 2028 reporting on the implementation of this plan. An updated Accessibility Plan will be published by June 1, 2029.

Air India Limited

June 1, 2026