



Accessibility Plan & Feedback Process

About Neos

Neos, an Italian airline that is part of Alpitour World, was established in 2001 with the goal of providing the market with high quality air services.

On 7 March 2002, Neos obtained an Air Operator's Certificate and a license to transport passengers and cargo.

Neos operational bases are Milan Malpensa, Verona, Bologna and Rome. From these bases and from numerous airports worldwide, Neos offers year-round flights to different destinations worldwide.

Neos flies to the Caribbean, Africa, America, Canada, China, Kazakhstan, India, the Middle East, Northern Europe, the Indian Ocean and Atlantic Islands, as well as the most popular tourist spots in the Mediterranean.

Neos operates scheduled flights to more than 50 destinations, as well as on demand flight for large organizations and sports associations with customized flight options.

The aircraft used to operate the short- to medium-haul network are the Boeing 737-8 MAX and the Boeing 737-800 NG, with a capacity to seat 186 passengers in one class.

The aircraft used to operate the long-haul network are the Boeing 787-9 Dreamliners, which can hold 355 passengers in two classes: 28 in Premium class and 327 in Economy class, including 36 Economy Extra Plus seats and 18 Economy Extra.

General

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.

Stated the above, we are committed to the inclusion of employees, customers and others of diverse abilities, and to treating everyone in a way that allows them to maintain their dignity and independence.

We have prepared our Plan as contemplated by the Accessible Canada Act and taking our obligations under the Canada Transportation Act into account. We will be guided by these in the implementation of our Plan.



Achievements

Neos's achievements in administering a committed accessibility in aviation include:

- We are permanent member of the Italian Civil Aviation Disability Advisory Board, which comprises airlines as well as various disability associations, travel agents and major airports.
- We are also permanent member of the working sub-groups established by the Italian Civil Aviation Authority with the aim to enhance the procedures and practices on particular areas such as the carriage of assistance dogs and electric mobility aids.
- We developed, together with IATA and other parties, the "One Click Away" pilot project with the aim to provide easy access to necessary information for travelers with disabilities just "one click away" from the homepage of our website. The project was later published by IATA as "One Click Away" Best practices document in September 2023.
- We work with international industry and accessible organizations, mobility aid manufacturers to develop safe solutions that reduce barriers to air transportation. These include International Air Transport Association (IATA), Italian Civil Aviation Authority (ENAC), mobility aids manufacturers, and disability organizations.

Feedback and Contact

Neos understands that in order to create a barrier free travel experience, the involvement and feedback by the general public and disabled communities is vital to achieve our commitment.

Everyone can provide accessibility feedback (including feedback on this plan) or request an alternate format of our Accessibility Plan or description of our feedback process via any of the below options. We will acknowledge your feedback in the same format you utilize. You can also submit anonymous feedback.

Neos designated point of contact to provide feedback on our ATPRR is **Simone Bovi** – Ground Services Manager. If anyone would like to contact Neos to discuss the ATPRR plan, then please contact us via:

E-mail:

customercare@neosair.it

Simone.Bovi@neosair.it

Address:

Customer Care

Neos Spa

Via della Chiesa 68

21019 Somma Lombardo (VA) - ITALY



All feedback will be meaningfully considered and will be reviewed and maintained in accordance with our applicable internal and external policies, including our Privacy policy.

Alternate Format

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

Provisions of CTA accessibility-related regulations

Neos S.p.A is subject to Parts 1, 2, and 3 of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

For preparing its Accessibility Plan, Neos considered that:

- 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.

Consultations

Neos works closely with various organizations and experts to ensure that it meets the needs of all passengers and to develop, design, enhance and implement the accessibility projects. Information from various touchpoints (Neos website, at the airport, on board, customer satisfaction surveys, interviews, etc.) are the primary sources of customer feedback collection. The information is used to identify and contribute to a better understanding of the customer's expectations and implement improvement plans based on a qualitative evaluation and more quantitative and statistical analyses.

As part of preparing the ATPRR document, Neos consulted with different accessibility groups including Open Doors Organization via discussions and meetings.

We also consulted persons with disabilities in different ways such as advisory panels, air travel customers, and direct testing, adding to our understanding of their journeys. In direct testing,



all aspects of our customer journey – from booking to end of travel – were experienced and reported on over several months by persons with different types of disabilities, including people with limited vision, hearing, or mobility, various cognitive disabilities, or neurodiversity or mental health issues.

Neos is also a key member of the Italian Civil Aviation Disability Advisory Board, which meets on a regular basis to discuss ongoing developments in the aviation sector, including accessible travel options. Such Board comprises airlines as well as various disability associations, travel agents and major airports.

What we will do next

We are committed to further consultations and to actively seeking feedback from the public, our customers, different organizations, and our employees to establish further improvements.

We aim within a medium-term period to explore different areas for enhancement:

- enhancing our customer feedback channels and actively soliciting feedback to elevate the customer experience.
- engaging with communities and organizations who collectively represent the interests of people who identify as persons with disabilities Canada, Italy, EU and around the world.

Design and Delivery of Programs and Services

Neos has several policies and processes in place to facilitate our customer's travels throughout these phases.

Identified Barriers

- Need to enhance the training for our employees and third-party service providers to enhance the general awareness of disabilities (e.g., communication methods)
- Need to improve the accessibility of Neos' website ensuring information made available in an electronic format is compatible with adaptive technology.

Actions achieved and ongoing

- Founding member of the project "One Click Away" (ref. to **Achievements** Section) later published by IATA as Best Practices.
- All our aircrafts are equipped with an aisle wheelchair that can be used to move the passenger from his/her seat to the toilet if required.



- Our aircraft toilets are equipped with handrail support to facilitate its use by passengers with reduced mobility (only some mid-cabin toilets on B787 aircraft).
- Active participation to the regular meetings held by the Italian Civil Aviation Disability Advisory Board to discuss different matters related to disability in aviation.
- Active participation on the Sub-Groups meetings held by the Italian Civil Aviation Disability Advisory Board in the field of service animals and mobility aids.

Plans to identify, remove, and prevent barriers

Medium-term

- Significant initial and recurrent accessibility training to our third parties service providers and customer-facing employees.
- Accessibility training to all employees who make decisions or develop policies or procedures related to accessibility.
- Specific procedures for the acceptance and handling of postural support equipment in passenger cabin, including child restraint devices (as per ICAO Doc. 10049).

Long term

- Analyze accessibility compliance results and assess for potential policy improvements.
- Further engage on an industry-wide level to increase initiatives to improve air travels for passengers with disabilities.

Transportation

Neos is working with all the stakeholders in order to enhance its ground and in-flight procedures as well as the safe transportation of mobility aids.

Identified Barriers

- Safely transporting mobility aids
- Standardizing acceptance procedures of service dogs
- Facilitating advance, dignified and safe boarding for customers with disabilities, including quicker and simpler transfers from mobility aids to and from aircraft seats.

Actions achieved and ongoing

- Introduction of "Electric Mobility Aid Loading Form" with the aim to enhance the safety and improve awareness of the staff involved in the handling of electric mobility aids.
- Revision of processes for the evaluation and acceptance of mobility aids in order to provide better standards and comprehensive feedback to our customers.



- Continue to implement practices to improve the safe handling of mobility aids during transportation by keeping them fixed and isolated from baggage wherever possible.

Plans to identify, remove, and prevent barriers

Medium-term

- Improve our process to allow the safe stowing of foldable manual wheelchairs in the cabin.
- Implement, where feasible, new guidance published by IATA's Mobility Aids Action Group for airlines and handling agents on the safe and coordinated transport of mobility aids and improve the travel experience for customers traveling with mobility aids.
- Engage with organizations with expertise in training and certification of service dogs to broaden the availability of certification for service dogs.
- Assess effectiveness of safely transporting mobility aids fixed and isolated from baggage, wherever possible, and identify further possible improvements.

Long term

- Engage with airport authorities to improve our customers experience at Canadian airports and to participate more proactively to local decision-making processes.
- Improve, where feasible, the efficiency and availability of preboarding processes and transfer methods for customers with disabilities.
- Assess and implement new on-board equipment to help the lifting of people with reduced mobility from their own wheelchair to aircraft seat.
- Enhance the implementation of disability related procedures by our third-party contractors at the airports and include dedicated controls within our monitoring system.

Built Environment

Identifying barriers to the built environment helps us to ensure that people using our offices, buildings, lounges, and airport buildings have barrier-free access. We will work with airport operators, to better understand and address barriers experienced by people with disabilities.

Identified Barriers

- Accessibility is inconsistent in buildings, lounges and terminals across Neos's network airports.
- Airport signage is complex or difficult to understand.



Plans to identify, remove, and prevent barriers

Long-term

- Engage and work closely with airport authorities to assess and develop possible improvements to the process of mobility or guidance assistance at the airports.
- Intensify engagement with external partners, primarily airline operators, to further enhance accessibility at airport locations.
- Review through our monitoring system the accessibility in every Neos'airport to determine where improvements are needed.

Employment

Neos is committed to employing the best qualified candidates while engaging in recruitment and selection practices that are in compliance with all applicable employment laws.

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, disability, pregnancy, gender identity, or any other category protected by law.

Information and Communication Technologies (ICT)

Neos is constantly seeking to improve our offerings and keep pace with technology advancements in our society, especially with regard to persons with disabilities.

Our actions include plans to identify and resolve barriers found in our websites, mobile applications, and telecommunication and computer systems used by customers and our employees.

Identified Barriers

- Websites may not offer alternate methods of communication and requesting assistance services may be considered complicated.
- Websites 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 sensory impairments.

Actions achieved and ongoing



- Continue the integration of accessibility into every stage of the website's development cycle, including design review, development, quality assurance, integrated testing, production, user testing, and issue handling.
- Continue to simplify our processes and use language that is concise and easy to understand.
- Work to enhance user experience for website and app for customers using assistive technology and/or neurodivergent customers, focusing on customer experience.
- Add a digital accessibility statement on website, indicating best combinations of browsers/screen readers, and establish a simple feedback mechanism for digital accessibility issues on the website or the app.

Communication (other than ICT)

By addressing communication-related barriers, Neos 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.

Identified Barriers

- We have not made travel agents sufficiently aware of accessibility policies and service offering for customers with disabilities.
- We need to improve the awareness of our Call Center personnel on our processes for customers with disabilities.

Actions achieved and ongoing

- Improve communication that take into account the need of customers with disabilities in a variety of ways, including through accessibility services on our website and our Call Center, providing alternate forms of documents, and making accessible gate and boarding announcements.
- Implement specific training for our Call Center and travel agents to improve communication with passengers with disabilities
- Assess and analyze how to improve the communication of accessibility-related information provided during booking to our employees and other service providers at each stage of the travel journey.
- Ensure accessibility needs receive consideration in the development of marketing and advertising materials

Procurement of Goods, Services, and Facilities

Neos has multiple suppliers within its network, including third-parties which deal with passengers with disabilities.



We endeavor to ensure our procurement practices address accessibility procurement barriers and encourage the use of suppliers who are part of our supplier diversity program.

Neos also offers a range of procurement goods, services and facilities to ensure that passengers with disabilities can travel comfortably and safely.

These include wheelchair assistance at the airports and on-board, assistance during boarding and deboarding of the aircraft, priority boarding and special seating arrangements.

On-board aisle wheelchairs are available for passenger requiring assistance to/from the toilets.

Identified Barriers

- Existing procurement practices and suppliers may not consistently meet accessibility requirements.

Plans to identify, remove, and prevent barriers

- Improve our procurement policies, processes and tools to improve accessibility.
- Assess and analyze new opportunities to include accessibility requirements in requests for proposals and contracts.

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