

Royal Jordanian Accessibility Plan Progress Report (2025)

General

Royal Jordanian is one of the leading airlines in the Levant/Middle East region and has been in continuous progress to meet and maintain its ultimate vision of being “the Airline of choice and Hub of the Middle East, connecting Jordan and Levant to the world and people across continents” with our modern fleet of aircraft through more than 45 direct destinations and beyond.

Our commitment to diversity and inclusion highlights our vision for a truly inclusive culture, and we are committed to becoming a progressive world-leading employer by protecting and celebrating the people who make us who we are today. Royal Jordanian is committed to continuing to identify and remove barriers in the seven key areas as required by the ACA and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) as outlined in our Accessibility Plan.

To ensure that all accessibility-related complaints and feedback are properly identified, monitored, and handled with priority in accordance with CTA expectations and internal service standards, the Customer Feedback Portal (feedback.rj.com) has been updated to include a dedicated category for “High Priority Handling for Accessibility Complaints (CTA)”.

Royal Jordanian's customer service and call center are available to assist our passengers 24/7.

Feedback may be provided (including anonymously) by contacting Ms. Reham Al Eses, Director of Customer Service. The Customer Relations Department is designated to receive feedback on behalf of Royal Jordanian, and all non-anonymous feedback is acknowledged in the same format in which it is received.

Portal link: <https://feedback.rj.com>

Email address: customer.services@rj.com

Phone number: +962 792000555 / +962 6 5100000

Mailing address: 5th Circle, Moh'd Ali Janah St. Building # 37,

P.O. box: 302 - 11118, Amman- Jordan.

You can ask for alternate formats of the progress report by reaching out to the above contact details.

Summary of Progress to Date

Royal Jordanian's first Accessibility Plan was published in 2023. Our Accessibility Plan included actions over key designated areas of focus that we are committed to achieving between 2023 and December 2025.

In 2025, updates were implemented to further support our objective of creating a barrier-free environment and to continue engaging with persons with disabilities in achieving these objectives.

Contact Information and Feedback Process

Your feedback related to accessibility can be addressed to the Customer Relations team designated by RJ to receive feedback on behalf of RJ at:

Email addresses: customer.services@rj.com / ibesupport@rj.com / rj.callcenter@rj.com

Phone number: +962 792000555 / +962 6 5100000

mailing address: 5thCircle, Mohd Ali Janah St. Building # 37, P.O box:302 - 11118, Amman- Jordan.

And can be submitted anonymously or you may provide your contact information. We will acknowledge receipt of feedback, other than anonymous feedback, in the same way it was received.

Information and Communication Technologies (ICT)

During 2025, Royal Jordanian implemented improvements to enhance the accessibility and usability of its digital platforms, including ongoing updates to digital communication channels and user experience to better support passengers with disabilities. These improvements included enhancements to digital communication workflows and internal systems used to manage passenger interactions, improving accessibility and responsiveness for passengers with disabilities.

Communication (other than ICT)

During 2025, communication practices were reviewed and enhanced to improve accessibility and inclusiveness for passengers with disabilities. Feedback and internal assessments were used to improve clarity, consistency, and accessibility of non-digital communication across different stages of the passenger journey.

Procurement of goods, services, and facilities

Procurement of goods, services, and facilities ensures accessible air travel by sourcing products, services, and technologies that meet accessibility standards for passengers with disabilities. This includes acquiring accessible solutions that support passengers with disabilities.

Procurement teams collaborate with RJ IT and IT vendors to procure technologies that adhere to accessibility guidelines, to improve accessibility of digital services and passenger interaction platforms.

Procurement activities included consideration of accessibility requirements in sourcing equipment and services supporting passengers with disabilities.

During 2025, procurement practices were further aligned with accessibility requirements by integrating accessibility considerations into sourcing decisions and vendor engagement processes.

Training and Awareness Programs

During 2025, training programs were implemented and expanded to enhance staff awareness of accessibility requirements and improve support for passengers with disabilities, including training covering regulatory requirements, communication practices, and safe assistance procedures.

Continuous training programs planned to maintain and enhance accessibility awareness and service quality.

Total number of staff trained during 2025 is 110, in addition to 52 employees who received operational training related to accessibility support.

Training initiatives are continuing throughout 2026, with additional sessions already scheduled to ensure ongoing accessibility awareness and capability

and the continuous enhancement of service quality.

Transportation

Royal Jordanian interacts with passengers across multiple stages of travel, across all stages of the travel journey.

During 2025, Royal Jordanian strengthened collaboration with airport authorities, service providers, and stakeholders to enhance accessibility and improve the overall travel experience for passengers with disabilities.

During 2025, operational coordination across all stages of the travel journey was enhanced to improve the experience of passengers with disabilities.

Accessibility-related support processes were maintained and enhanced to support the safe and consistent movement of passengers with disabilities throughout their journey.

These improvements included enhancements in coordination of passenger assistance and mobility support across different stages of the travel journey, contributing to a more consistent and accessible passenger experience.

Design and delivery of programs and services

During 2025, Royal Jordanian implemented a range of improvements across its accessibility-related services, focusing on enhancing internal processes, coordination, and consistency in service delivery across all stages of the travel journey.

These improvements also included enhancements to the handling of passengers requiring additional support, through improved internal coordination and more consistent application of accessibility-related procedures.

Particular focus was placed on reviewing procedures related to passengers requiring medical assistance during travel. Internal processes governing fitness-to-travel assessments and medical clearance requirements were reviewed and updated to ensure alignment with applicable safety regulations while maintaining accessibility and non-discrimination principles. These updates aimed to ensure that passengers with medical conditions are supported appropriately without unnecessary barriers to travel.

In addition, Royal Jordanian reviewed and enhanced its procedures relating to the carriage and use of personal medical and assistive devices onboard aircraft. This included reviewing safety requirements, documentation processes, and coordination between operational teams to ensure that such devices can be accommodated safely while supporting passenger needs. These efforts contributed to improved clarity, consistency, and efficiency in handling such cases.

Procedures concerning passengers requiring additional medical support during travel, including those requiring oxygen or specialized medical arrangements, were also reviewed during 2025. Enhancements focused on improving coordination between medical, operational, and customer service teams to ensure that passenger needs are met in a timely and consistent manner while maintaining safety compliance.

Royal Jordanian also reviewed its internal handling of passengers requiring specialized arrangements, including stretcher cases and similar situations requiring additional coordination. These reviews aimed to improve advance planning processes, communication between relevant teams, and overall service readiness, ensuring that such cases are handled efficiently and safely.

Support procedures for passengers with sensory impairments, including visual and hearing impairments, were also reviewed and enhanced during 2025. Improvements focused on communication practices, coordination across airport and onboard teams, and ensuring that passengers receive appropriate information and assistance throughout their journey.

Policies and procedures relating to passengers traveling with service animals were also reviewed to ensure continued compliance with applicable regulatory frameworks. Enhancements focused on ensuring clarity in handling procedures, improving coordination, and maintaining a balance between accessibility requirements and safety considerations.

Across all areas, Royal Jordanian continued to strengthen internal coordination between departments, including operations, customer service, and medical teams, to ensure a consistent approach to accessibility. These efforts contributed to improved service delivery, reduced variability in handling cases, and enhanced overall passenger experience.

Furthermore, feedback received through the Customer Relations system was

actively used to identify areas for improvement and to refine accessibility-related procedures. This ensured that enhancements implemented during 2025 were informed by real passenger experiences and aligned with continuous improvement objectives.

Royal Jordanian reviewed and enhanced its policies and procedures relating to passengers traveling with service animals during 2025 to ensure alignment with applicable regulatory requirements. Improvements focused on strengthening documentation handling, operational coordination, and consistency in application across different jurisdictions, while maintaining a balance between accessibility needs and safety considerations.

Built environment

Royal Jordanian aims to continuously improve accessibility across its built environment, including aircraft, airport touchpoints, and passenger-facing environments across the travel journey.

During 2025, Royal Jordanian continued to address accessibility within diverse airport environments by adapting its approach based on operational conditions and working with relevant stakeholders to support accessibility improvements.

During 2025, efforts focused on enhancing accessibility through collaboration with airport authorities and stakeholders, supporting improvements in accessibility-related infrastructure, and advancing internal policies governing accessibility practices.

Royal Jordanian also continued to monitor accessibility performance through internal tracking mechanisms to identify areas for improvement and support ongoing enhancements.

In addition, the airline continued to support initiatives aimed at improving accessibility features within airport environments and aircraft where feasible, in coordination with relevant stakeholders and industry developments.

Provisions of the CTA accessibility-related regulations

Royal Jordanian is subject to subsection 170(1) of the Canada Transportation Act and is required to comply with the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) as applicable to foreign air carriers operating to and from Canada.

Royal Jordanian is subject to Parts 1, 2 and 3 of the Accessible Transportation

for Persons with Disabilities Regulations.

Feedback Information

Royal Jordanian has established a structured process to receive and manage accessibility-related feedback in compliance with the Accessible Canada Act and the Accessible Transportation for Persons with Disabilities Regulations.

For passengers traveling to/from Canada, accessibility-related complaints and requests are submitted through the Feedback Portal under the category “High Priority Handling for Accessibility Complaints (CTA)”. This ensures that such cases are clearly identified, prioritized, and handled with the required level of attention.

All cases are managed through a centralized CRM system, enabling structured tracking, timely follow-up, and continuous improvement. A formal response is provided upon completion of each case review, and feedback is used to identify areas for enhancement in accessibility-related services.

During 2025, Royal Jordanian received feedback relating primarily to accessibility support requests, including assistance for passengers with reduced mobility, coordination of support during multi-segment journeys, and clarity of communication regarding accessibility services.

In response to this feedback, Royal Jordanian implemented improvements focused on enhancing coordination across travel stages, improving clarity of communication provided to passengers, and strengthening internal processes to ensure consistency in service delivery across stations.

Accessibility-related feedback continues to be monitored on an ongoing basis to support compliance with regulatory requirements and to drive continuous improvement in accessibility practices.

Feedback received during 2025 was analyzed and used to support targeted improvements in accessibility-related processes and service consistency.

Examples of Feedback Handling:

A passenger requested wheelchair assistance for an accompanying traveler on an international journey. The request was reviewed and confirmed, and improvements were made to ensure clearer communication of assistance arrangements throughout the journey, including at transit points.

A passenger requested special assistance due to limited mobility for a multi-segment trip. The case was reviewed, and coordination processes were reinforced to ensure that assistance is consistently provided at all stages of travel.

Feedback Process

The Customer Relations team is responsible for receiving and managing accessibility-related feedback.

Feedback may be submitted through the following channels:

- Feedback Portal: <https://feedback.rj.com>
- Email: customer.services@rj.com
- Phone and customer service channels
- Royal Jordanian offices and outstations, Passengers can provide their feedback to RJ's worldwide sales offices. <https://www.rj.com/en/plan-and-book/booking-alternatives/rjoffices>
- Partner channels, including oneworld alliance

All feedback is reviewed, tracked, and addressed in accordance with internal procedures, and is used to support continuous improvement of accessibility-related services.

Consultations

In 2025, consultations were conducted through meetings, feedback sessions, and direct engagement with persons with disabilities to gather input on accessibility challenges and improvement opportunities. Royal Jordanian engaged with multiple stakeholders during 2025, including:

- Jordanian Higher Council for the Rights of Persons with Disabilities.
- Airport International Group (AIG).
- Ground handling stakeholders.
- Multiple meetings were conducted with Jordanian Civil Aviation Commission (CARC) regarding establishing and assisting the new regulation (JCAR Part 211).
- A meeting was conducted at RJ Headquarters regarding the development and implementation of the new regulation (JCAR Part 211) with the customer services section.

Engagement included meetings, feedback sessions, and coordination on

accessibility-related improvements.

Royal Jordanian also conducted direct engagement with passengers with disabilities to identify challenges and improve accessibility practices.

Consultation outcomes were used to inform improvements and support ongoing accessibility enhancements.

For more information on the Accessible Transportation for Persons with Disabilities Regulations, please refer to the CTA website.