

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, Our Customer / Passengers Feedback Portal "**feedback.rj.com**" has been updated to include a dedicated tab for **High Priority Handling for Accessibility Complaints (CTA)**.

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

You can provide your feedback (Feedback can be provided anonymously) by contacting **Ms. Reham Al Eses (Director of customer service)** designated by RJ, and we will acknowledge your feedback in the same format you utilize.

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

Email address: customer.services@rj.com

Phone number: +962 792000555 / +962 6 5100000

Mailing address: 5th Circle, Mohd 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 we applied the needed updates to this plan, and where these actions support our objective to create a barrier-free environment and to continue to engage with people with disabilities in the journey to achieve them.

Contact Information and Feedback Process

Your feedback related to accessibility can be addressed to Ms. Reham Al Eses (Director of customer service) 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)

Information communication is provided digitally via website and mobile technology, such as, notifications, emails, social media posts, e-shots, SMS.

As for offline marketing, radio, TV and outdoor advertisements are utilized as communication tools.

Employment

Royal Jordanian is proud of its' diverse workforce and is committed to providing an inclusive and supportive work environment for all people, including those with specific needs and differing abilities.

To support the success of our accessibility initiatives, we have assigned a special team responsible for executing our accessibility plan for our customers.

Information and Communication Technology (ICT) Accessibility

Information communication is provided digitally via website and mobile technology, such as, notifications, emails, social media posts, e-shots, SMS. As for offline marketing, radio, TV and outdoor advertisements are utilized as communication tools.

Ensuring that airline websites, apps, and kiosks are accessible to all passengers is essential.

Procurement teams collaborate with RJ IT and IT vendors to procure technologies that adhere to accessibility guidelines, making it easier for travelers to book flights, check-in, and receive information.

Sign-language translation service available at RJ airport touchpoints using tablets connected to a third-party provider, including:

- Business class check-in counters
- Departure check-in counters
- Sales office
- Duty Manager office
- Transit CIP lounge
- Baggage services counters

Procurement of goods, services, and facilities

Procurement of goods, services, and facilities. Procurement ensures accessible air travel by sourcing products, services, and technologies that meet accessibility standards for passengers with disabilities. This could involve acquiring accessible Equipment and selecting assistive devices and services.

Examples:

Procurement involves acquiring assistive devices and services that enhance the travel experience for passengers with disabilities. This could range from boarding ramps and wheelchairs to communication tools for those with hearing impairments.

Training and Awareness Programs

Procurement also plays a role in sourcing training programs for airline and airport staff. These programs help employees understand the needs of passengers with disabilities and provide appropriate assistance, creating a more welcoming environment for all travelers.

PRM-related training programs conducted covering:

1. Regulatory Compliance & Passenger Rights
2. Accessibility Principles & Respectful Service
3. Communication & Interaction Standards
4. PRM Identification & Acceptance Procedures
5. Safe Physical Assistance
6. Mobility Aid Handling
7. Special Equipment & Medical Devices
8. Seating & Cabin Safety Requirements
9. Support Persons & Service Animals
10. Boarding, Arrival & Transit Assistance
11. Emergency & Safety Procedures
12. Training Governance & Compliance Oversight

Continuous training programs planned to maintain and enhance operational competency.

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

Training initiatives are continuing throughout 2026, with additional sessions already scheduled to ensure ongoing competency development and the continuous enhancement of service quality.

Accessible Ground Transportation

Procurement teams work with transportation providers, such as shuttle services, to ensure that the vehicles they offer are accessible to passengers with disabilities. This includes vehicles equipped with ramps, lifts, and appropriate seating arrangements.

Ground Handling Equipment: Procurement teams source ground handling equipment, such as passenger lifts and boarding ramps, that enable passengers with mobility challenges to embark and disembark from aircraft safely. This equipment needs to meet accessibility standards and be readily available for use at airports.

Assistance Services: Procurement involves securing assistance services for passengers with disabilities. This includes wheelchairs and guiding visually impaired passengers.

- Check-in & Airport Processing
 - Dedicated check-in counters and priority lanes for PRM passengers to reduce waiting time.
 - Facilitation through designated immigration counters for PRMs.
 - Escort service from the aircraft to the baggage services area.
- Meet & Assist Services
 - Free Meet & Assist service provided by Royal Jordanian.
 - Escort service from check-in counters to the boarding gate.
- Boarding & Departure Assistance
 - Priority boarding for PRM passengers.
 - Assistance using wheelchairs and Ambu lifts when required.

Contracting Ground Handling Companies: Procurement teams collaborate with ground handling companies to ensure that their services align with accessibility requirements. This involves contracting companies that have a track record of providing excellent service to passengers with disabilities and that have trained staff members who understand the unique needs of these passengers.

- Parking Facilities
 - Designated PRM parking areas established based on accessibility standards.
- Terminal Accessibility
 - Tactile flooring installed at:
 - Terminal sliding doors
 - Escalators
 - Elevators
 - Lower-height immigration counters for PRM accessibility.

In summary, procurement is intricately involved in ensuring accessible air travel by sourcing and acquiring a range of products and services that cater to passengers with disabilities

Design and delivery of programs and services

***Medical certificates for fitness to travel:**

A medical certificate is a written statement from the passenger's physician saying that the passenger can complete the flight without requiring extraordinary medical care during the flight.

To be valid, a medical certificate under must be dated within 10 days of the scheduled date of the passenger's initial departing flight, and to be approved by the Medical Department/advisor of Royal Jordanian.

As a carrier, it may be required that a passenger with a medical certificate undergo additional medical review if there is a legitimate medical reason for believing that there has been a significant adverse change in the passenger's condition since the issuance of the medical certificate or that the certificate significantly understates the passenger's risk to the health of other persons on the flight.

If the results of this medical review demonstrate that the passenger, notwithstanding the medical certificate, is likely to be unable to complete the flight without requiring extraordinary medical assistance (e.g., the passenger has apparent significant difficulty in breathing, appears to be in substantial pain, etc.) or would pose a direct threat to the health or safety of other persons on the flight, an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence to ascertain the nature , duration and severity of disease.

***Medical Clearance is required for:**

1. Who requires a stretcher on board.
2. Who needs medical oxygen during the flight.
3. Whose medical condition poses reasonable doubt concerning the ability to complete flight safety procedures without being provided extraordinary medical assistance during the flight.
4. If passenger has a communicable disease or condition that could pose a direct threat to the health or safety of others on the flight.
5. Who, because of certain diseases or disability may have or develop an unusual behavior or physical condition, which may endanger or be a

potential hazard to the safety of the flight, health, or materially affect the comfort of other passengers or crew.

6. It would require medical attention and/or special equipment to maintain their health during the flight.
7. Who have undergone recent complicated surgeries.
8. Passenger with complicated fracture.
9. Passenger with temporary loss of sight or hearing.
10. Intellectual disability/cerebral palsy
11. Traveling with a battery-powered respirator or ventilator, or Portable Oxygen Concentrator (POCs) where medical clearance is necessary.
12. Passengers have both severe vision and hearing impairment.

Medical Clearance Issuing Procedure

1. Passengers with certain medical conditions that require individual attention are required to submit their recent updated medical reports/certificate from the treating responsible doctor in addition to RJ Medical Information Sheet "MEDIF".
2. RJ Medical Information Sheet "MEDIF" must be filled completely by Passenger treating physician along with the recent diagnosis report 10 days prior to departure along with a recent medical report.
3. RJ Medical Information Sheet "MEDIF" shall be presented to Royal Jordanian Medical Advisor to obtain a Medical Clearance/Approval.

Notes:

Royal Jordanian can deny transportation to passengers needing medical clearance, unless they meet the requirements of Royal Jordanian

In all cases, Royal Jordanian doctor (or a designated official representative) will make this assessment and provide a written statement to the person within ten (10) calendar days of the refusal of transportation.

To obtain such clearance, medical information must be provided and transmitted when seats are requested on the flight of another airline. Additionally, when an airline receiving a request for travel has reasonable grounds for doubt

about the passenger's disability, such airline shall require medical information for clearance purposes.

The booking airline reservations office is responsible for coordinating the replies obtained from all carrying airlines, and for finalizing the entire transaction.

If the passenger accepts all the conditions and charges, the airline booking shall finalize the transaction with the office in contact with the passenger

If the passenger does not accept, or if any modifications are required to existing arrangements, the booking airline shall be responsible for appropriate action.

***Safety Assistant-Escort:**

RJ must not require that a passenger with a disability travel with another person as a condition of being provided with air transportation, except as follows:

1. Generally, passengers who cannot reach an emergency exit without assistance in reasonable time shall be escorted. Escort shall be physically and mentally able and willing to evacuate the disabled passenger in case of an emergency.
2. Royal Jordanian may require a passenger with a disability in one of the following categories to travel with a safety assistant as a condition of being provided air transportation, if you determine that a safety assistant is essential for safety:
 - a. A passenger traveling in a stretcher or incubator. The safety assistant for such a person must be capable of attending to the passenger's in-flight medical needs.
 - b. A passenger who, because of a mental disability, is unable to comprehend or respond appropriately to safety instructions from carrier personnel, including the safety briefing required by FAA, 14 CFR Part 382, or the safety regulations of Jordanian government, as applicable.
 - c. A passenger with a mobility impairment so severe that the person is unable to physically assist in his or her own evacuation of the aircraft
 - d. A passenger who has both severe hearing and severe vision impairments, if the passenger cannot establish some means of communication with RJ personnel that is adequate both to permit transmission of the safety briefing required by FAA, 14 CFR Part 382, and the safety regulations of a Jordanian government, as applicable,

and to enable the passenger to assist in his or her own evacuation of the aircraft in the event of an emergency.

Notes:

Escorts will be given seats immediately adjacent to the passenger they are escorting.

Any differences of opinion among participating airlines about the need for our qualification of an escort must be resolved by the medical section concerned.

***PRM limitations**

There is no restriction on the number of passengers with disabilities that can be carried, except where required for safety reasons or if applicable government safety regulations limit such numbers.

***PRM seat assignment**

PRM shall not normally be restricted to any cabin or seating areas. They shall not be allocated; neither occupy seats where their presence could:

1. Impede the emergency evacuation of aircraft.
2. Impede access to the emergency exits.
3. Impede crews in their duties
4. Obstruct access to emergency equipment

Pre-reserved Seating

Pre-reserved seating is open 240 days and up to 36 hours prior to departure on RJ operating flights up to 60% of aircraft capacity. There are certain seats that are restricted for the use of mothers traveling with infants, stretchers, unaccompanied minors.

In case of schedule changes that involve airplane or in case of seat map change, your preserved seats will be reallocated to the location initially reserved. However, as airplane seat layouts may differ, no guarantees are offered to re-allocating your pre-reserved seating to the same row/location.

Pre-reserved seats (if no airplane or seat map changes occur) are held until the minimum check-in time per Airport/cabin-of-travel/route. Seats are cancelled if Passengers do not Check-in MIN 60 MINS on US flights and 45 MINS on other

flights prior to scheduled departure For passengers with a disability traveling with another passenger that is assisting them in-flight as a safety or care attendant, seats may be arranged side-by-side.

If you are traveling with a fixed or immobilized leg, it is preferable to notify us as early as possible so that we can pre-reserve the most appropriate left or right aisle or window seat for your comfort.

Emergency Exit Seats

In the interest of safety, emergency exit seats and emergency exit locations should not be occupied by passengers that are unable to carry out emergency procedures when required to do so by cabin attendants.

Children/infants/ pregnant/senior citizen/passengers-with-disabilities and passengers accompanying children/infants are not permitted to be seated at emergency exits seats or emergency exit location.

Bulkhead seats

An advance seat assignment may be arranged for any passenger traveling with a disability; please identify your seating preference when you make your reservation or at check-in.

On the day of departure, Passengers with a fixed or immobilized leg may identify their request for bulkhead seats, left or right aisle seats, to be give priority for them over other passengers that are not accompanied with infants.

***Wheelchair**

We have wheelchairs available for use at airport locations.

Request this service when making reservations or upon arrival at the airport notify one of our passenger services personnel that you require a wheelchair for transportation to the departure gate.

Wheelchair for Ramp (WCHR) - Passenger can walk but requires wheelchair for distance to/from departure gate

Wheelchair for Stairs (WCHS) - Sometimes stairways are used for boarding instead of jetways and loading bridges. If you are unable to ascend or descend steps, let us know, and we will provide an alternative boarding method.

Wheelchair for Cabin (WCHC) - Passengers need wheelchair to/from cabin seat and lounge (WCHC)

Wheelchair Handling

1. Royal Jordanian aircraft are equipped with specially designed wheelchairs for mobility-impaired customers referred to as “Aisle Wheelchairs” that can be used to assist disabled passengers in boarding, moving to/from the lavatory and deplaning an airplane.
2. Passengers requiring an onboard wheelchair to be used in flight should request this service from reservation at least 48 hours prior to departure.
3. Royal Jordanian shall endeavor to make available at all stations, wheelchairs for boarding/disembarking purposes and within airport facilities, before departure, during intermediate stops and on arrival.
4. Passengers who intend to check in their own wheelchair shall be given the option of using a station/airport wheelchair. If the passengers prefer to use their own wheelchair within the airport, they should be permitted to use it up to the aircraft door

Fleet updated during 2024 and 2025 with replacement and renewal of units.

Medical Lifts (Ambulifts)

- Existing medical lifts are currently in operation.
- Additional medical lifts planned to enhance PRM handling capability.

Note:

These special wheelchairs (Aisle Wheelchairs) cannot be used outside aircraft, but arrangements can be made for an airport chair at disembarkation or any connecting point.

Our flight attendants are trained to assist you with operating this wheelchair to and from airplane lavatories, but they will not provide any assistance inside the lavatory or lift and carry you.

- Terminal Support Staffing
 - Meet & Assist staffing levels increased by 33% in 2025 compared to 2024, with a further increase of approximately 5% in 2026, reflecting continuous enhancement of PRM service support capacity.

Transportation and Stowage of Personal Wheelchairs

1. Storage facilities for passengers traveling with their own wheelchairs are not available in the cabin of Royal Jordanian aircraft. Therefore, the wheelchair or assistive device will be loaded in the baggage compartments with priority over other cargo and baggage, where it is easily accessible for timely return to the passenger.
2. Royal Jordanian accept stowage of the following types of personal wheelchairs, mobility aids and other assistive devices in the cargo compartment if these items fit in the baggage compartment and are in consistent with FAA, PHMSA, TSA or applicable foreign government requirements concerning security, safety, and hazardous materials with respect to the stowage of items in the baggage compartment need be transported:
 - Folding, collapsible, and non-folding manual wheelchairs
 - Electric/battery-powered wheelchairs provided that spillable batteries can be disconnected and packed in compliance with IATA
 - Dangerous Goods Manual and FAA or PHMSA (Pipeline and Hazardous Materials Safety Administration) and TSA (Transportation Security Administration) safety and security regulations. (Refer to Passenger Handling Manual section 2.5.5 - Handling of Power-Driven Wheelchairs as Checked Baggage).
3. Royal Jordanian shall provide for the checking and timely return of passengers' wheelchairs, other mobility aids, and other assistive devices as close as possible to the door of the aircraft, so that passengers may use their own equipment to the extent possible, except:
 - a. Where this practice would be inconsistent with Local regulations governing transportation security or the transportation of hazardous materials
 - b. When the passenger requests the return of the items to the baggage claim area instead of at the door of the aircraft.

***Personal electronic respiratory assistive devices**

1. Portable Oxygen Concentrators (POCs)
2. Continuous Positive Airway Pressure Devices (CPAP)
3. Respirators/Ventilators
4. Oxygen Services Supplied by Royal Jordanian

The above FAA-approved personal electronic respiratory assistive devices are allowed to be carried and used in cabin provided that:

1. Passengers have sufficient battery supply to last for 1.5 times the flight duration. The extra batteries carried onboard must be packed in accordance with safety regulations (Positive and Negative Terminals of the battery must not be in contact and should be stored in separate plastic bags).
2. Having a manufacturer label stating that it complies with applicable FAA requirements for portable electronic medical devices.

Portable Oxygen Concentrators (POCs):

A Portable Oxygen Concentrator (POC) is a portable device used to provide oxygen therapy to a patient at substantially concentration than the level of ambient air. It makes it easy for the patient to travel freely.

Passengers who require using POCs onboard need medical approval from the RJ Medical department/advisor before traveling.

Portable Oxygen Concentrators such as those mentioned below are approved for air travel and used in the aircraft cabin by the FAA:

- AirSep LifeStyle - RTCA sticker required
- AirSep FreeStyle
- AirSep Free Style 5
- AirSep FOCUS
- Inogen One
- Inogen G2
- Inogen One G3
- Invo Labs LifeChoice Activeox
- Oxlife Independence
- Precision Medical EasyPluse
- SeQual Eclipse models 1, 2 and 3

Regulations forbid the carriage of personal oxygen units that contain compressed or liquid oxygen, as they are classified as Hazardous Materials.

Travel Requirements and Restrictions

To travel using a POC, passengers must have a signed, written statement from physicians clarifying their need for this item. This written statement must be always kept with him/her during their journey.

Prior to boarding, the passenger must present the Physician's written statement to an airline representative to ensure:

1. The passenger can operate the POC and recognize and respond appropriately to its alarm.
2. Understanding the phases of flight (taxi, take-off, landing) during which the POC will be operable.
3. Passenger has an ample supply of fully charged batteries to power the POC for no less than 150% of flight duration and ground connection time where POC use is planned (per manufacturer's recommendation) for unanticipated delays.

Onboard Usage

1. RJ does not have spare batteries available for passenger usage.
2. Passengers must ensure that all extra batteries are properly protected from short circuiting by packaging the batteries, so they do not contact metal objects including the terminals or other batteries.

Continuous Positive Airway Pressure Devices (CPAP):

- The use of this machine does not require medical clearance.

Respirators/Ventilators:

- These devices provide breathing support for people who cannot breathe by themselves. Passengers requiring the use of this machine in certain circumstances shall obtain prior medical clearance through the RJ Medical Centre and RJ medical advisor and shall be escorted properly by specialized medical team. All these procedures must be arranged in good sufficient time prior to travel (72 hours at least).

Oxygen Services Supplied by Royal Jordanian:

- If a passenger requires oxygen during the flight for medical reasons, a 72- hours' notice prior to departure is necessary and a medical clearance should be obtained from RJ medical advisor.
- Only Royal Jordanian approved cylinders may be used. Royal Jordanian oxygen service is provided in-flight only.
- As per FAA, CAA regulations, carriage of personal oxygen containers is not permitted, as compressed and liquid oxygen are classified as "Dangerous Goods."

Note: RJ Aircraft are not equipped with:

1. Priority Space Stowage: for stowing any personal wheelchairs, mobility aids, etc.
2. Refrigerators/chillers: For the storage of medication (insulin, etc.). Cabin crew may provide passengers with a plastic bag and ice or iced water for chilling of any medication on passenger's own responsibility.

***Stretcher case**

- Limitations:
 1. A maximum of two stretcher cases will be accepted per flight.
 2. RJ has ONE stretcher case that fits on Embraer aircraft. Therefore, only one stretcher case on 24 hours basis shall be accepted
 3. Stretcher cases transiting QAIA should not be accepted if transit time between connecting flights exceeds 90 minutes.

Stretcher Case Reservation and notification

Stretcher cases will not be confirmed until the following conditions are met:

- 48 hours Advance notice.
- Medical clearance MEDIF is duly completed and approved by RJ medical advisor.
- Confirmation by the passenger that medical assistance and transportation from airport is arranged upon arrival at destination.
- Stretcher case should be accompanied by safety assistant that should be capable of attending to the passenger's in-flight medical needs.

***Sensory impairment- Deaf and Blind**

1. Passenger who are either visually impaired (BLND) or hearing impaired (DEAF) are not required to travel with safety assistance, however, they are usually accompanied by an escort or their service animals (Guide Dog or Assistance Dog)
2. Passengers with both severe vision and hearing impairment are required to:
 - Provide a 48-hour Advance notification prior to flight departure to meet the required services they need.
 - Travel with safety assistance
3. For groups of 10 or more advance notification is required 72 hours prior to flight departure for passengers that are visually impaired (BLND) and hearing impaired (DEAF) to meet the required services, they need.

Visually Impaired

Passenger that is visually impaired and needs assistance advance notification is preferred so that we can notify all concerned to meet and assist you and to make advance seat reservations for you and any companions.

Please make your reservations at least 48 hours prior to departure.

However, should you arrive at the airport without a reservation within normal check-in times, please notify our ground staff and they will assist at check-in and up to the gate. On board You may alert our cabin crew so they can give you any assistance you need such as:

- Stowing your luggage or identifying items on the Passenger Service Aircraft Unit.
- Providing you with Brill briefing or vocal safety briefings and helping you when leaving the aircraft on landing.
- Opening packages.
- Identifying food.
- Assistance to/from the restroom.

Please note we are unable to provide:

- Medical services or administration of medication
- Assistance with eating
- Assistance within the restroom.

If you need help finding the gate for a connection, the baggage claim areas, or checking the status of your connecting flight, one of our representatives can assist you.

If you are traveling with your animal service (service dog) we will carry it free of charge on any flight that does not exceed 8 hours flight time and provide all Health documentation and compliance with Veterinary regulations. For more information, please refer to Service Animals.

Hearing Impaired

Passenger that is hearing-impaired and needs assistance advance notification is preferred so that we can notify all concerned to meet and assist you and to make advance seat reservations for you and any companions. Please make your reservations at least 48 hours prior to departure.

However, should you arrive at the airport without a reservation within normal check-in times, please notify our check-in agents to ensure gate agents can inform you of important announcements or in case of schedule or gate/stand changes. On board, you may alert our cabin crew so they can keep you informed of any updates regarding flight information.

If you are traveling with your animal service (service dog) we will carry it free of charge on any flight that does not exceed 8 hours flight time and provide all Health documentation and compliance with Veterinary regulations. For more information, please refer to Service Animals.

***Service animals**

Service animals accompanying passengers with disabilities are accepted on board Royal Jordanian flights free-of charge.

- Only dogs are permitted to be carried as service animals on board Royal Jordanian flights; unusual service animals (e.g. snakes, other reptiles, ferrets, rodents and spiders) are not permitted to be carried as service animals
- Service animal transportation shall not be denied on the basis that its carriage may offend or annoy the airline personnel or persons traveling on the aircraft.
- The total number of Services Animals (Dogs) traveling with a single passenger with disability are two only.

Acceptance policy

1. Service animals are permitted on all RJ flights in passengers' cabin to accompany the passenger with a disability at any seat in which the passenger sits, provided that:
 - The dog is harnessed and leashed.

- The dog's veterinary and health certificates are checked for compliance with destination country regulations.
- The dog's transportation complies with the destination country regulations needed to permit the legal transportation of the passenger's service animal.
- The dog does not obstruct an aisle or other area that must remain unobstructed to facilitate an emergency evacuation.
- The dog remains under or near their master's seat at all times.
- If the dog cannot be accommodated at the seat location of the passenger with a disability who is using the animal, the passenger shall be offered the opportunity to move with the animal to another seat location in the same class of service, if present on the aircraft, where the animal can be accommodated, as an alternative to requiring that the animal travel in the cargo hold.

For flights exceeding 8 hours flight time or longer, the passenger shall provide:

- a. Documentation that the animal will not need to relieve itself on the flight, or
 - b. The animal can relieve itself in a way that does not create a health or sanitation issue on the flight.
 - c. Completed hardcopy or electronic version of the Department's "U.S Department of Transportation Service Animal Air Transportation Form" as a condition of Transportation".
2. The following shall be accepted as evidence that the animal is a service animal:
- Identification cards, other written documentation, presence of harnesses, tags, or,
 - Credible verbal assurances of a qualified individual with a disability using the animal.
 - For US flights only, complete and submit "U.S Department of Transportation Service Air Transportation Form", developed by DOT, attesting to the animal's training and good behavior, and certifying the animal's good health.
3. If a passenger seeks to travel with an animal that is used as an emotional support or psychiatric service animal, the following shall be required to be provided by the passenger to accept the animal for transportation in the cabin: Current

documentation (i.e., no older than one year from the date of the passenger's scheduled initial flight) on the letterhead of a licensed mental health professional (e.g., psychiatrist, psychologist, licensed clinical social worker) stating the following:

- The passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders - Fourth Edition (DSM IV).
- The passenger needs emotional support or psychiatric service animal as accommodation for air travel and/or for activity at the passenger's destination.
- The individual providing the assessment is a licensed mental health professional, and the passenger is under his or her professional care.
- The date and type of the mental health professional's license and the state or other jurisdiction in which it was issued.

Service animal will not be confirmed until the following conditions are met:

- 48 hours Advance notice.
- Submit valid medical certificate.
- Approval granted by RJ Medical Advisor

Transportation

At Royal Jordanian we have a wide variety of accessibility-related interactions with our customers throughout their journey. They review information on our website, book reservations, engage at the check-in counter and the gate, get on and off one or more of our aircraft, and travel with us or with other airlines.

We are focused on working with manufacturers and all stakeholders in order safely and feasible to make new aircraft increasingly accessible, including improving the safe transportation of mobility aids such as:

- Efficiency and comfort of mobility and guidance assistance through airports.
- Facilitating advance, and safe boarding for customers with disabilities.
- Providing additional assistance with storing luggage in overhead bins.
- Safely transporting mobility aids.

- Standardizing acceptance process of service dogs, including owner-trained service dogs.

Built environment

Royal Jordanian aims to constantly improve our built environment, which includes our aircrafts, the signage at our gates, and the means of checking in, checking bags, boarding, and disembarking to ensure accessibility for all of our customers. Royal Jordanian operates in airports with various resources and methods of planning for accessibility. Each airport layout is unique, which results in different accessibility barriers across the world.

A- Mobility Devices

- Royal Jordanian published this information in our website under Disability and Medical Assistance. For more information, [click here](#).
- An internal policy is published and available in the royal Jordanian System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested
- Installing wheelchair lifts at airports across our system, where lifts are needed due to airport infrastructure.

B- Actions to improve our environment

- Installing accessible kiosks. Royal Jordanian will be working to complete accessible kiosks installation across the network.
- Tracking metrics. Proactively tracking airport station metrics to determine how stations are succeeding in meeting accessibility needs, particularly when it comes to the handling of mobility devices.
- Aircraft accessibility. Supporting the continued study and development of safe and feasible aircraft accessibility features.

Provisions of the CTA accessibility-related regulations

Royal Jordanian is subject to regulations under subsection 170 (1) of the Canada Transportation Act. This includes the Accessible Transportation for Person with Disabilities Regulations (ATPDR), and the Air Transportation Regulations. The Accessibility Plan is not all encompassing, and we may be engaged in activities beyond those highlighted here.

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 applicable regulations, including the Accessible Canada Act and the Accessible Transportation for Persons with Disabilities Regulations.

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

Once a qualifying case is submitted, it is automatically marked as high priority, and an acknowledgment email with a reference number is issued. The Customer Relations team then reviews and investigates each case, including assessing any potential gaps in accessibility service delivery.

All cases are managed through a centralized CRM system, which enables structured tracking, timely follow-up, and continuous service improvement. Upon completion of the investigation, a formal response is provided to the passenger, followed by a satisfaction survey to evaluate the handling and outcome.

Royal Jordanian confirms that the implementation of this process has been completed successfully, with no operational barriers encountered.

All accessibility-related cases are continuously monitored to ensure compliance with applicable regulations and to support ongoing improvements in service delivery.

Examples of Feedback Handling:

A passenger requested wheelchair assistance for an accompanying traveler on an international journey. The request was reviewed and confirmed, and the passenger was provided with guidance on how to access the service throughout the journey, including at transit points.

A passenger requested special assistance due to limited mobility for a multi-segment trip. The airline confirmed that wheelchair services were arranged at all relevant stages of travel and provided clear instructions on how to access assistance at each airport.”

Step 1: Designate a person or position to receive feedback

Customer Relations Team is responsible for receiving passengers' feedback.

Step 2: Establish a feedback process

Through Portal: <https://feedback.rj.com>, a dedicated tab for “**High Priority Handling for Accessibility Complaints (CTA)**” where passengers can directly submit feedback

in person: Passengers can provide feedback by visiting RJ headquarters then submit their feedback through the portal.

via email: customer.services@rj.com

Outstation offices: Passengers can provide their feedback to RJ's worldwide sales offices. <https://www.rj.com/en/plan-and-book/booking-alternatives/rjoffices>

Civil Aviation: It is mandatory to submit feedback to the airline before approaching Civil Aviation.

oneworld alliance: Feedback received from oneworld partner airlines on behalf of passengers traveling with RJ.

Consultations

External Consultation

Stakeholder Engagement & Feedback

- Multiple meetings conducted with:
 - 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 in RJ Headquarters regarding the establishing and assisting in the new regulation (JCAR Part 211) with the customer services section.
- Direct engagement sessions held with passengers with different disabilities to:
 - Identify operational challenges during travel.
 - Collect feedback to improve accessibility services.
- Improvements implemented in coordination with AIG based on received feedback.

Royal Jordanian consulted **The Scent of Colors Project organization for visual disabilities**

RJ contacted the owner of the organization, accessibility plan URL was provided, and group of visual impaired users provided the feedback as follows:

Accessibility Information: This was done by providing information about accessible routes, transportation options, and landmarks through accessible formats like braille maps or audio guides.

For more information about the Canadian Regulations for Accessible Transportation for Persons with Disabilities, please visit CTA's website.