

ROYAL JORDANIAN
Accessibility Plan (2026–2029)

General

Royal Jordanian is one of the leading airlines in the Levant and Middle East region and remains committed to providing safe, accessible, and inclusive air transportation for all passengers.

Royal Jordanian's vision is to be the airline of choice and the preferred gateway connecting Jordan and the Levant to the world through the delivery of safe, reliable, and customer-focused services.

Royal Jordanian is committed to fostering a culture of diversity, equity, and inclusion and recognizes that accessibility is fundamental to providing safe, dignified, and inclusive air transportation for all passengers. We are committed to identifying, removing, and preventing barriers affecting persons with disabilities in accordance with the Accessible Canada Act (ACA), the Accessible Transportation Planning and Reporting Regulations (ATPRR), and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

This Accessibility Plan establishes Royal Jordanian's accessibility commitments for the period 2026–2029 and builds upon the accessibility initiatives undertaken under our previous Accessibility Plan. Accessibility is an ongoing commitment that forms an integral part of Royal Jordanian's customer service philosophy and operational planning. Throughout the implementation of this Plan, Royal Jordanian will continue reviewing its policies, procedures and services to improve accessibility, strengthen inclusive practices and enhance the travel experience for passengers with disabilities.

Royal Jordanian recognizes that accessibility is a shared responsibility across the organization. Through collaboration among the responsible departments and ongoing engagement with persons with disabilities and other stakeholders, the airline will continue identifying opportunities to remove barriers and promote accessible air transportation wherever reasonably practicable.

Contact Information

The person designated by Royal Jordanian to receive accessibility-related feedback and requests for alternate formats of this Accessibility Plan, the Accessibility Feedback Process and Progress Reports is:

Director – Customer Service

Royal Jordanian welcomes accessibility-related feedback from passengers, employees, and members of the public.

Accessibility feedback may be submitted anonymously or together with the sender's contact details. Where contact information is provided, Royal Jordanian will acknowledge receipt of the feedback in the same format in which it was received and will review the matter in accordance with its internal accessibility feedback procedures.

Accessibility-related feedback assists Royal Jordanian in identifying barriers, improving services, reviewing existing policies, and enhancing future accessibility initiatives.

Contact Methods

Accessibility Feedback Portal

<https://feedback.rj.com>

Email

customer.services@rj.com

Note: Passengers should include their date of travel (day/month/year), last name, first name, and booking reference in the subject line.

e.g. After assistance services 20/OCT/2026, Mathew, John, ZLK45S

In your email, please include your phone number if we need more information.

Telephone

+962 792000551

+962 6 5100000

Mailing Address

5th Circle

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Alternate Formats

Royal Jordanian will provide this Accessibility Plan, the Accessibility Feedback Process, and Progress Reports in alternate formats upon request, in accordance with applicable Canadian accessibility legislation.

Requests for alternate formats may be submitted using any of the contact methods listed above.

Introduction

Royal Jordanian published its first Accessibility Plan in 2023 in accordance with the Accessible Canada Act and has continued implementing accessibility initiatives across its operations while monitoring opportunities to improve accessibility for passengers with disabilities.

Since the publication of the first Accessibility Plan, Royal Jordanian has continued reviewing its policies, procedures and services to identify, remove and prevent accessibility barriers and to enhance the travel experience for passengers with disabilities.

This Accessibility Plan establishes Royal Jordanian's accessibility commitments for the period **2026–2029** and builds upon the progress achieved under the previous planning period.

The Plan addresses the priority areas established under the Accessible Canada Act and reflects Royal Jordanian's commitment to continuously improving accessibility through policy development, operational improvements, consultation with persons with disabilities, accessibility awareness, and ongoing review.

Throughout the implementation of this Accessibility Plan, Royal Jordanian will continue to:

- review accessibility-related policies and procedures;
- identify opportunities to improve accessibility throughout the passenger journey;
- consult with people with disabilities and organizations representing people with disabilities, where reasonably practicable;

- monitor accessibility-related feedback and identify opportunities for continuous improvement;
- publish Progress Reports in accordance with the Accessible Canada Act; and
- review and update its Accessibility Plan in accordance with applicable legislative requirements.

Royal Jordanian recognizes that accessibility is an ongoing process requiring continuous collaboration across the organization. The airline remains committed to reviewing its accessibility initiatives throughout the implementation period and making improvements wherever reasonably practicable to promote equal access to its services.

Employment

Royal Jordanian is proud of its diverse workforce and remains committed to providing an inclusive, respectful, and accessible workplace for all employees and applicants, including persons with disabilities.

Royal Jordanian recognizes that accessibility begins with its employees. The airline is committed to fostering a workplace culture that promotes equal opportunity, dignity, inclusion, and respect throughout the employment lifecycle.

During the implementation of this Accessibility Plan, Royal Jordanian will continue reviewing its employment-related policies, practices, and procedures to identify and remove barriers that may affect employees and applicants with disabilities.

2026–2029 Accessibility Objectives

No.	Accessibility Objective	Target Completion Period	Status
1	Enhance accessibility through regular dialogue with employees, supporting the identification of barriers and the development of more inclusive workplace practices, where deemed applicable.	2026	☐ Planned ☒ Ongoing

No.	Accessibility Objective	Target Completion Period	Status
2	Review and improve selection practices to identify and reduce accessibility barriers that may affect job applicants, where deemed applicable	2027	☐ Planned ☒ Ongoing
3	Review recruitment and onboarding processes to improve accessibility for applicants and newly hired employees with disabilities, where deemed applicable.	2028	☐ Planned ☒ Ongoing
4	Deliver accessibility awareness and disability inclusion training to recruiters to strengthen inclusive hiring practices and workplace accessibility.	2029	☒ Planned ☐ Ongoing

Royal Jordanian recognizes that accessibility within the workplace is an ongoing commitment and will continue evaluating opportunities to strengthen inclusive employment practices throughout the implementation of this Accessibility Plan.

Information and Communication Technologies (ICT)

- Royal Jordanian recognizes that accessible digital technologies are essential to ensuring that passengers with disabilities can independently access information, communicate with the airline, and manage their travel throughout the passenger journey.
- Information and services are provided through a variety of digital platforms, including the Royal Jordanian website, mobile-responsive website, online booking and check-in services, customer notifications, emails, SMS messages, and other electronic communication channels.

- During the implementation of this Accessibility Plan, Royal Jordanian will continue reviewing opportunities to improve the accessibility of its digital platforms and technologies and to enhance the user experience for passengers with disabilities.

2026–2029 Accessibility Objectives

No.	Accessibility Objective	Target Completion Period	Status
1	Review and improve accessibility of the Royal Jordanian website.	2026-2029	☐ Planned ☒ Ongoing
2	Review and improve accessibility of the mobile-responsive website.	2026-2029	☐ Planned ☒ Ongoing
3	Review and improve accessibility of online booking and check-in services.	2026-2029	☐ Planned ☒ Ongoing
4	Review and improve self-service KIOSK application	2026-2029	☐ Planned ☒ Ongoing
5	Assess customer-facing technologies against applicable accessibility standards.	2026-2029	☐ Planned ☒ Ongoing

Royal Jordanian will continue reviewing applicable accessibility standards and implementing improvements, where appropriate, to enhance the accessibility, usability and functionality of its digital services.

Communication (Other than ICT)

Royal Jordanian recognizes that accessible communication extends beyond digital technologies and is committed to ensuring that important information is communicated in a clear, understandable, and accessible manner.

During the implementation of this Accessibility Plan, Royal Jordanian will continue reviewing its communication methods to identify opportunities to improve accessibility across customer communications and public information.

2026–2029 Accessibility Objectives

No.	Accessibility Objective	Target Completion Period	Status
1	Improve accessibility of Customer Service feedback and complaint channels, including providing accessible options for passengers with disabilities to submit feedback and receive assistance.	2026-2029	☐ Planned ☒ Ongoing
2	Increase accessibility awareness across Royal Jordanian's travel journey through awareness campaigns and communication materials aimed at supporting passengers with disabilities and informing them of the accessibility services and facilities available throughout their travel experience.	2026-2029	☐ Planned ☒ Ongoing
3	Providing accessible options for passengers with disabilities, including accessible online feedback, alternative communication methods, and appropriate support for passengers using Video Relay Service (VRS), TTY, or sign-language communication.	2026-2029	☐ Planned ☒ Ongoing

Royal Jordanian will continue reviewing its communication practices to ensure that accessibility information is presented in a manner that supports passengers with different accessibility needs.

Procurement of Goods, Services and Facilities

Royal Jordanian recognizes that procurement plays an important role in supporting accessibility by incorporating accessibility considerations into the acquisition of goods, services, technologies and facilities, where appropriate.

During the implementation of this Accessibility Plan, Royal Jordanian will continue considering accessibility requirements when procuring customer-facing technologies, operational equipment and services that may affect passengers with disabilities.

2026–2029 Accessibility Objectives

No.	Accessibility Objective	Target Completion Period	Status
1	Review and incorporate accessibility considerations into procurement procedures where appropriate.	2026-2029	☐ Planned ☒ Ongoing
2	Consider accessibility requirements in relevant procurement activities.	2026-2029	☐ Planned ☒ Ongoing
3	Consider accessibility requirements when evaluating relevant suppliers and service providers.	2026-2029	☐ Planned ☒ Ongoing

Royal Jordanian will continue reviewing its procurement practices to identify opportunities for strengthening accessibility considerations throughout its procurement activities and will work with relevant departments to support the procurement of goods and services that contribute to an accessible travel experience.

Design and Delivery of Programs and Services

Royal Jordanian is committed to designing and delivering its programs and services in a manner that promotes accessibility, dignity, independence, integration and equal opportunity for passengers with disabilities.

Accessibility considerations will continue to be incorporated into the development, implementation and periodic review of customer service policies, operational procedures and passenger assistance programs throughout the implementation of this Accessibility Plan.

Royal Jordanian recognizes that accessibility requirements continue to evolve. Accordingly, the airline will continue reviewing its accessibility-related policies and procedures to ensure they remain aligned with applicable legislative requirements, operational needs and industry's best practices.

2026–2029 Accessibility Objectives

No.	Accessibility Objective	Target Completion	Status
1	Improve the Accessibility Feedback Portal to provide a more accessible, user-friendly, and dedicated feedback experience.	2026-2029	☐ Planned ☒ Ongoing
2	Improve accessibility throughout the passenger journey where possible.	2026-2029	☐ Planned ☒ Ongoing
3	Review policies relating to passengers requiring special assistance.	2026-2029	☐ Planned ☒ Ongoing
4	Improve accessibility information provided to passengers.	2026-2029	☐ Planned ☒ Ongoing

Royal Jordanian will continue working collaboratively with airport operators, ground handling companies and other service providers to improve accessibility throughout the passenger journey wherever operationally feasible.

Detailed operational procedures relating to passenger assistance, medical clearance, mobility devices, assistive equipment, service animals and other accessibility-related services are maintained separately within Royal Jordanian's operational manuals and undergo ongoing reviews.

Transportation

Royal Jordanian recognizes that accessibility extends throughout the entire passenger journey, from booking and check-in to boarding, the in-flight experience, arrival and onward travel.

Royal Jordanian is committed to continuously improving the accessibility of its transportation services by identifying and removing barriers affecting passengers with disabilities and by strengthening coordination among the operational stakeholders involved in delivering accessible air transportation.

No.	Accessibility Objective	Target Completion Period	Status
1	Improve coordination with airport authorities, airport operators, and ground handling providers.	2026-2029	☐ Planned ☒ Ongoing
2	Improve transportation and handling of mobility devices.	2026-2029	☐ Planned ☒ Ongoing
3	Review passenger assistance procedures.	2026-2029	☐ Planned ☒ Ongoing
4	Identify accessibility improvements across the passenger journey.	2026-2029	☐ Planned ☒ Ongoing
5	Review the condition, availability and future requirements of equipment supporting the movement, boarding and deplaning of passengers with disabilities and reduced mobility.	2026-2029	☐ Planned ☒ Ongoing

No.	Accessibility Objective	Target Completion Period	Status
6	Support the continued availability and improvement of accessible communication resources and call-for-service arrangements at relevant airport passenger touchpoints.	2026-2029	☐ Planned ☒ Ongoing

Royal Jordanian will continue collaborating with airport authorities, aircraft manufacturers, ground handling companies, airport operators, and other service providers to support the development and implementation of accessibility improvements wherever reasonably practicable.

Particular consideration will continue to be given to improving the safe transportation of mobility devices, enhancing passenger assistance throughout the travel journey, and promoting consistent accessibility practices across the network.

Royal Jordanian recognizes that accessibility is a shared responsibility among all parties involved in the passenger journey and will continue supporting collaborative initiatives that improve accessibility for passengers with disabilities.

Royal Jordanian will continue reviewing and implementing the accessibility requirements applicable to air carriers under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). The airline will review relevant policies, procedures and operational practices relating to accessible transportation and passenger assistance and will address identified accessibility barriers and opportunities for improvement, where reasonably practicable.

Built Environment

Royal Jordanian recognizes that an accessible built environment contributes significantly to providing an inclusive and dignified travel experience for passengers with disabilities.

The airline will continue reviewing accessibility considerations relating to airport facilities, passenger service areas and operational infrastructure used throughout the passenger journey.

Recognizing that airport infrastructure differs throughout Royal Jordanian's network and that many airport facilities are owned and operated by third parties, the airline will continue collaborating with airport authorities, service providers and other stakeholders to identify opportunities for improving accessibility wherever reasonably practicable.

2026–2029 Accessibility Objectives

No.	Accessibility Objective	Target Completion Period	Status
1	Review accessibility of passenger service areas under Royal Jordanian's control.	2026–2029	☐ Planned ☒ Ongoing
2	Identify opportunities to improve accessibility of passenger facilities.	2026–2029	☐ Planned ☒ Ongoing
3	Support accessibility improvements with airport operators where appropriate.	2026–2029	☐ Planned ☒ Ongoing
4	Review the condition, availability, and future requirements of equipment supporting the boarding and deplaning of passengers with disabilities.	2026–2029	☐ Planned ☒ Ongoing

Royal Jordanian will continue monitoring opportunities to improve accessibility within the built environment while recognizing that many accessibility improvements depend upon airport operators and other third-party infrastructure providers.

Where improvements fall within Royal Jordanian's control, the airline will continue identifying opportunities to remove barriers and improve accessibility for passengers with disabilities.

Consultation

Royal Jordanian recognizes that meaningful consultation with persons with disabilities and organizations representing persons with disabilities is essential to identifying, removing and preventing accessibility barriers and to improving accessibility throughout the passenger journey.

During the implementation of this Accessibility Plan, Royal Jordanian will engage, where reasonably practicable, with persons with disabilities, organizations representing persons with disabilities and other relevant stakeholders to obtain feedback on accessibility matters and identify opportunities for improvement.

Consultation activities may include engagement with:

- organizations representing persons with disabilities;
- passengers with disabilities;
- accessibility advocates;
- airport authorities;
- ground handling service providers;
- regulatory authorities; and
- other stakeholders involved in accessible transportation.

2026–2029 Planned Consultation Activities

Planned Consultation Activity	Organization / Stakeholders	Expected Timeframe	Status
Consultations with the Higher Council for the Rights of Persons with Disabilities (HCD) regarding accessibility requirements and opportunities to improve the accessibility of Royal Jordanian's Head Office and the environment provided to persons with disabilities.	Higher Council for the Rights of Persons with Disabilities (HCD)	2027–2029	Planned
Engagement with passengers with disabilities and organizations representing		2027–2029	Planned

Planned Consultation Activity	Organization / Stakeholders	Expected Timeframe	Status
persons with disabilities to identify accessibility barriers, improve the passenger experience, and increase accessibility awareness across Royal Jordanian's travel journey.	Passengers with Disabilities and Organizations Representing Persons with Disabilities		
Consultation on accessibility requirements and inclusive customer experience best practices.	Accessible Jordan organization and other relevant stakeholders	2027–2029	Planned

Royal Jordanian will consider the outcome of consultations when reviewing accessibility initiatives, identifying accessibility barriers, preparing annual Progress Reports and updating future Accessibility Plans.

Feedback Process

Royal Jordanian maintains an accessibility feedback process through which passengers, employees and members of the public may provide feedback regarding accessibility barriers, this Accessibility Plan and Royal Jordanian's accessibility services.

The Feedback Process allows feedback to be submitted anonymously through the available communication channels and provides for acknowledgement and consideration of feedback in accordance with Royal Jordanian's applicable procedures.

The full description of Royal Jordanian's Accessibility Feedback Process is available on the Company's website feedback.rj.com.

Accessibility-related feedback may be submitted through the following channels:

- Accessibility Feedback Portal;
- email;
- telephone;
- mail;
- Royal Jordanian sales offices; and

- other customer communication channels, where applicable.

Accessibility-related feedback is managed through Royal Jordanian's centralized Customer Relations process and, where appropriate, is referred to the responsible business unit for review and appropriate action.

Royal Jordanian will continue monitoring accessibility-related feedback throughout the implementation period of this Accessibility Plan to:

- identify recurring accessibility barriers;
- monitor trends relating to accessibility issues;
- evaluate opportunities for service improvements;
- support the preparation of annual Progress Reports; and
- assist in the development of future Accessibility Plans.

Royal Jordanian recognizes that accessibility feedback is an important component of its continuous improvement process and remains committed to reviewing accessibility-related feedback on an ongoing basis.

Accessibility Governance

Royal Jordanian recognizes that achieving and maintaining accessibility requires coordinated efforts across the organization. Accessibility is a shared responsibility and forms part of the airline's commitment to providing safe, inclusive and accessible air transportation.

Corporate Legal Affairs will serve as the corporate coordinator for accessibility governance and regulatory compliance under the Accessible Canada Act and will coordinate the implementation and reporting of this Accessibility Plan.

The departments responsible for the respective priority areas remain responsible for implementing the accessibility initiatives within their areas of responsibility, monitoring progress and providing information required for Progress Reports and future Accessibility Plans.

Royal Jordanian will continue promoting collaboration among the responsible departments to identify accessibility barriers, monitor implementation progress, and support continuous improvement throughout the implementation period of this Accessibility Plan.

Implementation, Monitoring and Review

Royal Jordanian recognizes that accessibility is an ongoing process requiring continuous evaluation and improvement.

Throughout the implementation period of this Accessibility Plan, the airline will monitor the progress of accessibility initiatives, review accessibility-related feedback, assess implementation status, and identify opportunities to improve accessibility across its operations.

Progress will be reviewed on an ongoing basis through collaboration among the departments responsible, with periodic reporting.

Where necessary, Royal Jordanian will adjust implementation priorities to address newly identified accessibility barriers, operational developments, legislative changes, or feedback received from persons with disabilities.

Annual Progress Reports

Royal Jordanian will prepare and publish Progress Reports in accordance with the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations.

Each Progress Report will summarize actions taken during the reporting period, describe progress achieved toward implementing the commitments contained in this Accessibility Plan, summarize accessibility-related feedback received and identify future areas of focus.

Progress Reports will also consider information obtained through consultations with persons with disabilities, accessibility-related feedback and internal reviews conducted by the responsible departments.

Conclusion

Royal Jordanian remains committed to identifying, removing and preventing accessibility barriers while fostering an inclusive travel experience for all passengers.

Accessibility is an ongoing journey that requires continuous collaboration across the organization, meaningful engagement with persons with disabilities and regular review of policies, procedures and services.

Through the implementation of this Accessibility Plan, Royal Jordanian will continue strengthening accessibility across its operations, promoting inclusive customer service and improving the travel experience for passengers with disabilities.

The airline will continue monitoring progress, considering accessibility-related feedback and updating its accessibility initiatives to reflect evolving legislation, operational developments, and industry best practices.

Royal Jordanian recognizes that accessibility is fundamental to providing equitable access to air transportation and remains committed to building a more accessible and inclusive future for all.