

LOT POLISH AIRLINES ACCESSIBILITY PLAN 2.0

LOT Polish Airlines, 43, Komitetu Obrony Robotników St., 02-146 Warsaw, Poland

☎ +48 22 606 78 72 ✉ kontakt@lot.pl 🌐 lot.com

LOT Polish Airlines joint stock company with its head office at 43, Komitetu Obrony Robotników St., 02-146 Warsaw, registered in the Register of Entrepreneurs kept by the District Court for the City of Warsaw XIV-th Commercial Division of the Domestic Court Register under the no. KRS 0000056844. Tax Identification Number NIP 522-000-23-34, and equity capital of PLN 203.214.923,28 (paid up in full)

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GENERAL

About LOT Polish Airlines

LOT Polish Airlines (hereafter referred to as LOT) ranks among the 12 oldest airlines in the world. Our journey began in 1929 with our first passenger flight. Today, we proudly fulfill our mission as a global air carrier. We are honored to be one of the founding members of IATA and a part of the Star Alliance network.

On average, we operate around 200 flights daily to scheduled destinations, with our route network currently exceeding 200 locations—and continuously expanding to meet the needs of our passengers. Our team consists of more than 700 highly skilled pilots and over 1,600 cabin crew members, all trained to handle even the most challenging conditions—ensuring the highest standards of safety and comfort.

We are proud to have been awarded the prestigious Skytrax Four-Star Airline Certification, a testament to our commitment to quality and passenger experience. LOT Polish Airlines also proudly operates four business lounges, with three situated at Warsaw Airport and one at Chicago ORD.

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LOT Accessibility Commitment

As an air carrier operating flights to and from Canada, LOT is subject to the regulations of the Canadian Transportation Agency (CTA), including the Accessible Canada Act (ACA). Consequently, LOT is required to develop an Accessibility Plan aimed at enhancing the quality and accessibility of our air transport services for passengers with disabilities. Our commitment extends beyond Canadian routes—we strive to ensure accessibility for all passengers, regardless of their destination.

This plan outlines LOT's objectives for the next three years and focuses on identifying, removing, and preventing accessibility barriers. We will achieve these goals in collaboration with our business partners, including airports and service agents.

The LOT Accessibility Plan will be reviewed and updated regularly, at least once every three years. For general information on accessible travel with LOT Polish Airlines, please visit:

<https://www.lot.com/ca/en/journey/special-services/accessible-lot>

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ACA Section 6 Principles

While preparing our Accessibility Plan, in its every step we took below principals as a guide and included them in our Plan:

1. all persons must be treated with dignity regardless of their disabilities;
2. 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;
3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. 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;
6. 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.

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Accessibility Statement

At LOT Polish Airlines, our standard is to ensure a perfect travel experience for all of our customers. With a deep commitment to inclusivity, we developed the "Accessible travel" initiative — a comprehensive program designed to make air travel seamless and stress-free. Through this program, we have simplified the process for requesting airport assistance, transporting personal wheelchairs and/or other assistive devices, and welcoming service or guide dogs on board.

We believe that true accessibility goes beyond logistics. Therefore, we place a strong emphasis on building awareness among both our passengers and employees regarding the rights of people with disabilities. By actively promoting inclusive behaviors and best practices, we ensure that every passenger feels genuinely cared for, respected, and—most importantly—fully prepared for their journey. Our goal is to empower our travelers with the information and support they need to fly with confidence.

This dedication to excellence extends to our internal culture as well. We are committed to ensuring that every individual working with or for LOT can achieve their full potential, regardless of any physical or systemic barriers. We actively support the integration of people with disabilities within our workforce by ensuring our offices are fully accessible and our workspaces are tailored to their specific needs.

By keeping our standards aligned with the latest Polish and international guidelines, LOT Polish Airlines continues to lead the way in creating a welcoming environment for everyone, both in the air and on the ground.

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CONSULTATIONS

LOT Polish Airlines actively collects feedback from passengers using our services, including those with disabilities. Through a survey system, we send passengers a link to complete a questionnaire after their flight, asking about their experience both onboard our aircraft and at airports. Over the past three years of operating this system, we have gathered more than 400 surveys from passengers who identify as persons with disabilities and travel on routes to/from Canada. Each survey is reviewed individually, and when necessary, the passenger receives a response and appropriate action is implemented based on their feedback.

Claims from passengers with disabilities traveling to/from Canada are also submitted via a dedicated complaint form, which is available on our website in the Canadian version here: <https://www.lot.com/ca/en/help-center/contact/forms/cro>. This ensures a quick response to inquiries or requests and allows us to identify areas that need improvement. Passengers receive a reply within 10 business days. Claims can also be submitted by writing to us via ~~written~~ channels such as WhatsApp, Messenger, Instagram DM, LinkedIn, or by leaving comments under posts on our social media (Facebook, Instagram, YouTube, TikTok, LinkedIn), or calling our hotline. Additionally, we have launched a contact form for questions, suggestions, or complaints related to digital accessibility (<https://www.lot.com/pl/en/journey/special-services/accessible-lot/accessibility-passenger-rights>), in line with LOT's obligations under the European Accessibility Act and the Polish Accessibility Act introduced in June 2025.

LOT Polish Airlines also conducts consultations through a broad campaign promoting accessibility on our flights, which includes participation in Polish and international events on this subject and

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supporting people with disabilities, such as the Accessibility Forum in Poznań (17-18th November 2025), the Transport Accessibility Forum in Kraków (7th October 2025), conferences and discussion panels on the European Accessibility Act and the Polish Accessibility Act, meetings at the ministerial level in Poland and the European Union, as well as cooperation with the Business Accessibility Forum (of which LOT is a member), Widzialni Foundation in Poland, the Open Doors Foundation in the USA, and Airlines International Representation in Europe. As part of the “LOT for Education” project, we also engage with universities and associations, including the University of the Third Age in Warsaw. We also gather feedback through various thematic media activities, using interviews, podcasts, and reports to discuss accessibility, raise awareness, and inform about the carrier’s initiatives in this area.

Preparing the Accessibility Plan, we consulted ACA requirements with many units in LOT, including, among others, the HR Office, Flight Crew Training Office, Product Office, Communication and Marketing Office, Data Protection Officer, Ground Staff, Compliance and Regulation Office. Each of these units, within their competences, analysed current and planned activities aimed at making traveling even more accessible for passengers with disabilities. This pPlan is therefore the joint work of all entities involved in supporting the process of travel accessibility for all. Moreover, preparing this Accessibility Plan, LOT used reports and audits’ results from external organizations that evaluate the company in terms of the solutions it has introduced to facilitate access to aviation services. The company has engaged with communities and organizations who collectively represent the interests of persons with disabilities.

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Contact Information, allowing the feedback process

At LOT, we believe that the foundation for effectively supporting travelers and employees with disabilities is listening to their voices. That's why our consultation and complaint submission process is designed to be straightforward and accessible. Please send your feedback to our Accessibility and Inclusive Design Expert – Maciej Błażewicz. If you'd like to share feedback or report any accessibility challenges you've encountered—or provide input on our Accessibility Plan—you can reach us through the following channels:

1. Website:

<https://www.lot.com/ca/en/help-center/contact/forms/cro>

<https://www.lot.com/pl/en/help-center/contact/forms/accessibility-feedback>

2. By phone:

Via Contact Centre lines:

For Polish and English languages, our Contact Centre is available for you 24/7 at +48225777755 and +48224917755

3. By letter to our Accessibility Manager:

Mr Maciej Błażewicz (CXO)
LOT Polish Airlines
Komitetu Obrony Robotników 43
02-146 Warsaw, Poland

4. By e-mail:

cro@lot.pl

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5. Via LOT social media:

Facebook, Instagram, LinkedIn, WhatsApp.

You can use the contact information listed above to ask for a copy of our Accessibility Plan and our feedback process description in the following alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

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FOCUS AREAS

The built environment

Removing barriers in the built environment is essential to ensure that everyone can access our office spaces and airport facilities without obstacles. LOT recognizes the challenges that people with disabilities often encounter when navigating buildings such as offices or airport terminals. Our long-term goal is to work closely with airport authorities to make passenger areas as accessible as possible—from parking lots in front of the terminal to the boarding gates.

It is important to note that LOT Polish Airlines is not responsible for the accessibility of airport terminal buildings unless the spaces are owned by the airline. However, we pay close attention to passenger feedback regarding terminal accessibility and actively engage with airport management to advocate for improvements and necessary changes.

For details on the accessibility of LOT's office buildings, please refer to the "Employment" section.

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Information and Communications Technologies

In line with the European Accessibility Act and the Polish Accessibility Act, LOT Polish Airlines continuously improves the Lot.com website and the mobile application. Both digital services already meet the vast majority of WCAG 2.0 requirements, and the remaining elements that have not yet been implemented are included in the improvement roadmap scheduled for completion by the end of the second and third quarters of 2026. At the same time, LOT has already obtained the accessibility certificate from the Widzialni Foundation for its website, and cooperation with the Business Accessibility Forum not only helps us understand accessibility and its value for every passenger but also enables the exchange of experiences across business and various sectors to provide passengers and digital service users with the best possible solutions.

Barriers identified

- There is no active keyword search tool, which can make navigation and information retrieval difficult for passengers who are not very proficient online.
- Passengers are not always aware of how to request services that assist them in case of disability.
- Some content is still not fully compliant with WCAG 2.0 standards, which means that not all elements are correctly read by screen readers for visually impaired users.
- Communication with passengers can be challenging when they book tickets through intermediaries who do not provide accurate contact details, leaving the airline unable to establish direct contact with the passenger.
- Passengers using AI chatbots to obtain information do not always receive content based on Lot.com but rather from other websites, which may intentionally provide misleading information.

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Actions achieved or in progress

We continuously improve our website and mobile application to ensure that all key elements and functionalities comply with WCAG 2.0 Level A and AA standards. We are developing procedures to obtain contact details for all passengers in case direct communication is needed, bypassing intermediaries. We promote awareness of accessibility, special assistance services, and related topics in public spaces through conferences, symposiums, media activities, and the ongoing development of our website. Its content is prepared according to SEO principles to ensure proper positioning in search engines and to be utilized by AI chatbots. We also conduct regular training for Contact Center staff, frontline passenger service teams (including travel agencies and sales agents), and Cabin Crew on traveling with passengers with disabilities. We have also added essential information to our in-flight magazine, *Kaleidoscope*.

Accessibility procedures have been created and implemented for individuals who, due to disability, cannot submit a written complaint or make a paid date change via the hotline. Reservations containing medical entries (such as MEDIF forms, wheelchair transport, or assistance dogs) are monitored daily to enable staff to respond quickly and contact passengers when necessary, ensuring smooth communication.

At least two days before travel, passengers with a special assistance request in their booking receive a dedicated email with information about accessibility services they can order free of charge, along with links to essential resources to help them prepare for their journey and airport stay.

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Planned actions

- Further actions regarding WCAG 2.0 compliance at levels A and AA standards on the website and mobile application.
- Continued simplification of the website in line with the plain language principle.
- Work on improving the Contact Center hotline and written communication channels to ensure faster real-time passenger service.
- Preparation of a dedicated individual email with important information for passengers with a DPNA remark, to ensure they know when they should travel with an accompanying person and what assistance the cabin crew provides.
- Distribution of leaflets at Polish airports promoting accessibility services among passengers.

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Communication (other than ICT)

Barriers identified

- Inaccessibility of certain visual assets in advertising campaigns.
- Lack of accessibility for specific in-flight entertainment (IFE) features offered on long-haul routes.
- Absence of sign language interpretation and reduced communication accessibility for individuals who communicate exclusively through sign language.

Actions achieved or in progress

Safety videos featuring Polish or International Sign Language interpretation may be displayed on long-haul flights. We are currently updating the alternative text (alt-text) for graphics and images in our online advertising campaigns to ensure they are accessible to screen readers; furthermore, awareness of the need for such solutions has significantly increased among our email marketing teams. Additionally, captions are being integrated into materials published across our social media platforms.

Planned actions

- Enhancing the accessibility of In-Flight Entertainment (IFE) and its core features.
- Exploring technological solutions for passengers who communicate exclusively through sign language; this initiative is expected to be facilitated by the rollout of onboard Wi-Fi services, currently scheduled for 2026.

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Transportation

Barriers identified

- Challenges in accommodating large service dogs (significantly exceeding 8 kg) on fully booked flights when an additional seat has not been purchased by the passenger.
- High volume of complaints regarding the quality and delivery of special assistance services at Toronto Pearson International Airport (YYZ).
- Limited range of CPAP models approved for carriage and a lack of passenger awareness regarding battery regulations (classification as dangerous goods).
- Difficulties in accessing clear information and specifications regarding batteries used in electric wheelchairs.
- Lack of awareness among airport personnel regarding appropriate protocols for providing assistance to passengers with disabilities within the terminal area.

Actions achieved or in progress

LOT is developing a streamlined and more cost-effective procedure for purchasing an additional seat for passengers traveling with a service dog. Active promotion of this new option is also planned to ensure passengers are aware of this comfort-enhancing solution. Specific service guidelines have been issued to the special assistance provider at Toronto Airport (YYZ) to ensure that our service standards are strictly met and that our passengers receive the care they expect.

While LOT is not currently a formal member of the "Sunflower – Hidden Disabilities" program, awareness of the initiative is widely communicated to both cabin crew and ground personnel to ensure they can recognize and provide appropriate support to passengers using the program. LOT

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maintains regular coordination meetings with assistance providers and the "Polish Airports" (PPL) management regarding ground staff operations at Warsaw Airport. These consultations aim to continuously streamline and improve the quality of assistance provided to our passengers.

Planned actions

- Further informational initiatives regarding CPAP devices and battery regulations, alongside promoting the use of the 'extra seat' service for passengers traveling with larger service dogs.

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Procurement of Goods and Services

Barriers identified

- Absence of a standardized procedure for adequately communicating the presence of passengers with peanut allergies on board.
- In-flight payment terminals may be inaccessible to passengers with visual impairments.

Actions achieved or in progress

Developing and implementing a procedure that links the notification of a passenger with a peanut allergy to appropriate onboard communication. In accordance with the European Accessibility Act (EAA), current payment terminals may remain in use until 2030.

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Employment

LOT employs people with various types and different levels of disabilities and adapts their jobs and working conditions to their needs. LOT Compliance Policy presents the principle of equal treatment of all employees, regardless of any characteristic, regardless of their differences. Every day, the company conducts its activities with respect for these differences, providing support to each employee. The Company expects an ethical attitude and cooperation from all its employees and business partners. The Company also conducts regular opinion surveys among all employees and implements proposed solutions - across multiple operational areas.

For LOT, it is important to provide each employee with full dignity, respect, and maximum independence by adapting the working space to the employee.

Barriers identified

- Minor architectural barriers requiring temporary solutions.

Actions achieved or in progress

The company complies with all legal requirements in force in Poland regarding the rights of people with disabilities. At the same time, the company carries out its tasks in a manner focused on individual employees/associates, approaches each of them, recognizing their needs and responding to them, e.g., implementing working time of a maximum of 35 hours a week of computer screen work or introducing remote work for people who need it. We constantly adapt to the needs of people with disabilities who work for the company. Examples worth mentioning include: Introduction of new and more convenient entry gates; providing larger conference room

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spaces on the ground level (Level 0) and outside the restricted zone for receiving guests; the installation of a specialized ramp providing step-free access in one of the larger conference halls, and providing acoustic booths designed to offer a quiet space for sensory relief. Also, LOT notices and supports employees with temporary impairments, e.g. reduced mobility caused by accidents, by providing support for the duration of treatment and rehabilitation.

Planned actions

- Further ongoing adaptation to the individual needs of individual disabled employees – according to their individual needs.
- Conducting inclusive language training and promoting accessibility awareness among employees.

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TRAININGS

LOT believes that training is the best form of spreading knowledge and awareness, also regarding applicable legal provisions and principles that should be followed when serving passengers. The target groups of these trainings include in particular, crew and ground staff. Accessibility and disability awareness training has been expanded within both basic and recurrent training programs for flight crews. For the Contact Center, the basic training module was extended to cover all essential information, with additional resources available in the internal knowledge base. Furthermore, inclusive language and awareness training are planned for all employees as part of the ESG strategy. Supplemental training sessions have also been prepared for ground handling staff at the airport.

Among the training plans for the future, both the Accessibility Officer and Compliance and Regulation Office will conduct further trainings regarding the rights of passengers with disabilities – trainings would be held both: in the form of workshops and discussions among trained members.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

LOT Polish Airlines, as a large carrier under Canadian Transportation Agency regulations, must obey all provisions of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) contained in its parts applicable to foreign air carriers. Details on Accessible Transportation for Persons with Disabilities Regulations (SOR/2019- 244) can be obtained under: <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019- 244/index.html>

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