

The Global Compact Best Practices	
Fact sheet no. 7	Approved in January 2004
Transportation of disabled passengers or those with limited mobility	
Reference	Elimination of discrimination in employment and occupation

Today civil society features two major factors:

- the desire to integrate disabled persons in civil and professional life, which requires easier access to transport,
- the ongoing ageing of the population which contributes to increasing the number of people with limited mobility, particularly in restrictive environments such as aircraft and airports.

Faced with the growing demand for air transport from people with limited mobility, Air France has decided to integrate a full chain of corresponding services, enabling these passengers to travel on our flights in the best possible conditions of comfort and safety.

Not only does the customer not have to pay any extra, but he or she benefits, together with an accompanying person if necessary, from special rates on flights in continental France or on flights operating between continental France and French Overseas Departments.

Air France already has a long history of transporting disabled passengers and those with limited mobility. In spite of the changing shape of air transport, from a point-to-point service to a global network made up of connections and multiple carriers, Air France wishes to guarantee its disabled passengers the access and comfort they are entitled to expect, like any other customer.

This is why, starting in January 2003, a specific assignment was carried out by the Secretary General's Office to build, modelize and implement a global transport process for these customers, within the framework of a Quality Programme.

The aim was to control the entire chain of customer services, to have an efficient system of measuring our performance, to be part of an ongoing performance improvement programme for the benefit of our customers, and to guarantee continued quality in air transport, with no discrimination among our customers.

Efficient measures were taken in this respect, and in particular:

- the harmonization of regulatory commercial and operational documentary references,
- the training of all staff in contact with customers and especially, cabin staff,
- the setting up of a dedicated information and booking service (Saphir) for customers residing in continental France or in the French Overseas Departments.

Other measures are being planned to boost those already under way, all with the same aim «to ensure that disabled passengers or those with limited mobility have the same access and service quality in air travel as those offered to other customers, within the framework of a sustainability policy, through the integration of these customers' special features in a global process».