



# Neos' 2024 Accessibility Progress Report

## About Neos

Neos, an Italian airline that is part of Alpitour World, was established in 2001 with the goal of providing the market with high quality air services.

On 7 March 2002, Neos obtained an Air Operator's Certificate and a license to transport passengers and cargo.

Neos operational bases are Milan Malpensa, Verona, Bologna and Rome. From these bases and from numerous airports worldwide, Neos offers year-round flights to different destinations worldwide.

Neos flies to the Caribbean, Africa, America, Canada, China, Kazakhstan, India, the Middle East, Northern Europe, the Indian Ocean and Atlantic Islands, as well as the most popular tourist spots in the Mediterranean.

Neos operates scheduled flights to more than 50 destinations, as well as on demand flight for large organizations and sports associations with customized flight options.

The aircraft used to operate the short- to medium-haul network are the Boeing 737-8 MAX and the Boeing 737-800 NG, with a capacity to seat 186 passengers in one class.

The aircraft used to operate the long-haul network are the Boeing 787-9 Dreamliners, which can hold 355 passengers in two classes: 28 in Premium class and 327 in Economy class, including 36 Economy Extra Plus seats and 18 Economy Extra.

## 1. General

In May 2024, Neos published its 2023-2026 Accessibility Plan and Feedback process. This was an important step in identifying, removing, and preventing barriers to travel and employment for persons with disabilities.

Our commitment was about creating a simpler, more comfortable, and more consistent experience for all customers with disabilities. It was also about removing barriers at all stages of a person's employment experience at Neos, so they feel safe and supported at work.

This progress report highlights our achievements, acknowledges challenges and underscores our dedication to continuous improvement. Our main achievements are:



## Feedback and Contact

Neos understands that in order to create a barrier free travel experience, the involvement and feedback by the general public and disabled communities is vital to achieve our commitment.

Everyone can provide accessibility feedback (including feedback on this plan) or request an alternate format of our Accessibility Plan or description of our feedback process via any of the below options. We will acknowledge your feedback in the same format you utilize. You can also submit anonymous feedback.

Neos designated point of contact to provide feedback on our ATPRR is **Simone Bovi** – Ground Services Manager. If anyone would like to contact Neos to discuss the ATPRR plan, then please contact us via:

E-mail:

[customercare@neosair.it](mailto:customercare@neosair.it)

[Simone.Bovi@neosair.it](mailto:Simone.Bovi@neosair.it)

Address:

Customer Care

Neos Spa

Via della Chiesa 68

21019 Somma Lombardo (VA) – ITALY

Phone: +39 02 5857 3142

All feedback will be meaningfully considered and will be reviewed and maintained in accordance with our applicable internal and external policies, including our Privacy policy.

To request a copy of Neos' Accessibility Plan in an alternate format, please contact us via the above-mentioned channels.

## Feedback Received

Since the creation of our accessibility plan, we haven't received much feedback. The most important topics that were brought up to our attention were:

- Consistency of assistance provided in some airports
- Shortcomings with regard to airport services (not located in Europe nor Canada)
- Deficiencies on pre-notification process to Neos, mainly when travel agencies were involved.

Regardless of outcome, all feedback received was read and reviewed by the relevant parties.



## **2. Provisions of CTA accessibility-related regulations**

Neos S.p.A is subject to Part 1 (subsection 5(a) and Part 2 of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

## **3. Consultations**

Neos continuously work with various organizations and experts to ensure that it meets the needs of all passengers and to develop, design, enhance and implement the accessibility projects.

Since the publication of our accessibility plan, we have consulted persons with disabilities in different ways such as advisory panels, employees, and air travel customers.

Neos is proud to be permanent member of the Italian Civil Aviation Disability Advisory Board, which meets on a regular basis to discuss ongoing developments in the aviation sector, including accessible travel options. Such Board comprises airlines as well as various disability associations, travel agents and major airports.

Our goal during the last period was to enhance our consultation program with different stakeholders, hence we consulted different persons with disabilities and disability groups in preparation for this progress report.

### **Consultation with Customers**

Our Customer Team regularly receives different feedback from customers with disabilities and who have expressed their desire to share their recent travel experience or broader feedback about accessible travel on Neos' flights.

Such information is thoroughly analyzed by our team leading to joint meetings among several Neos' departments (e.g. ground ops, cabin crew, commercial) to provide new solutions and enhance our customers' needs throughout their entire journey.

### **Consultation with Employees**

While preparing this Progress Report, we consulted members of our team with disabilities for their thoughts and insights.

We also reached different members of our marketing, web and sales team to ensure next improvements and investments (e.g new website) will be made accordingly to accessibility needs.

### **Consultation with Disability Groups**

In June 2024 Neos joined a meeting with Italian CAA, IATA, other national airlines, mobility aid manufacturers and disability organizations (FISH, ANGLAT, FAND) focused on the safe transportation of mobility aids on aircraft.



In September 2024 Neos joined a meeting with Italian CAA, IATA, national airlines, disability organizations (FISH, FAND, ANGLAT, Hellen Keller) focused on visual impairments and air travel.

In November 2024 Neos joined a meeting held by Italian Ministry for Disabilities in Rome together with Italian CAA, IATA, Secretary for Disabilities, disability organizations, Italian National Railway Company, Association of Italian Airports.

## 4. Design and Delivery of Programs and Services

Neos has created and enhanced several policies and processes in place to facilitate our customer's travels throughout these phases.

Commitment	Action	Status
Reinforce presence of Neos on "One Click Away" Project	Active membership is still in place. In November 2024 Neos participated to a government led workshop focused on accessibility and inclusion of PRMs.	Completed
Assess current equipment on board Neos' fleet	100% availability of aisle wheelchair on Neos' fleet	Completed
Reduce damage of mobility aids and enhance operational needs of airport personnel	Purchase dedicated trays for the transportation of mobility aids in aircraft hold	In progress

## 5. Transportation

Our focus during the last period was on improved processes, equipment, and training for the safe handling of mobility aids and improving the experience of passengers with hidden disabilities.

Commitment	Action	Status
Improve our process to allow the safe handling and stowing of mobility aids	We have implemented and revised the "Electric Mobility Aid Form" with the aim to enhance the safety and improve awareness of the staff involved in the handling of electric mobility aids	Completed

Improve airline's personnel awareness and decision-making for the acceptance of mobility aids	We revised our processes for the evaluation and acceptance of mobility aids in order to provide better standards and comprehensive feedback to our customers.	Completed
Assess and implement improvements on our processes for the safe transportation of mobility aids	We continue to implement practices to improve the safe handling of mobility aids during transportation by keeping them fixed and isolated from baggage wherever possible.	In progress
Improve the awareness for the transportation of service dogs	We started participating beside the Italian CAA, authorities and disability associations to seminars and meetings focused on transportation of service dogs.	In Progress
Implement the awareness for hidden disabilities	We started evaluating together with some airports of our network to promote awareness campaigns for hidden disabilities	In Progress

## 6. Built Environment

We recognize the importance of making sure that all of our facilities can be accessed by people with disabilities. We therefore see to it that all our aircraft and our workplaces meet accessibility standards.

Commitment	Action	Status
Engage and work with airport authorities to assess possible improvements for guidance assistance in the airports	We are engaged and working closely with airport authorities to assess and develop possible improvements to the process of mobility or guidance assistance at the airports.	In Progress
Engage and work with partners and providers to assess possible improvements for guidance assistance in the airports	We are working to intensify the engagement with external partners, primarily airline operators, to further enhance accessibility at airport locations.	In Progress

## 7. Information and Communication Technologies (ICT)

Our focus this past period was on continuing to improve the accessibility of our website, as well as using our digital channels to better communicate with our customers.

Commitment	Action	Status
Work to enhance the customer experience for the website	We have worked on a new website that will be launched in 2025. It will include enhanced functions to meet the accessibility needs of our customers	In progress
Assess how to better incorporate digital accessibility into ICT projects for the next future	We are in liaison with dedicated team on Italian CAA to assess different needs and enhance our digital contents	In progress

## 8. Communication (other than ICT)

Communication between our staff and our customers is key to providing excellent service. This communication must be considered in meeting the specific needs of many different customers.

Commitment	Action	Status
Provide enhanced training to customer-facing employees and third-party contractors	We have implemented a new training program for our airline employees and our third-party contractors on PRM', awareness, inclusivity and how to properly assist customers with disabilities	Completed
Develop a new digital form for our customers with disabilities	We have started working with other Italian airlines and disability associations to develop a digital form for requesting assistance throughout their journey	In Progress
Provide enhanced training to our commercial partners	We have started working on a dedicated training for travel agencies and tour operators to raise the awareness of all the customer-facing employees	In Progress



## 9. Procurement of Goods, Services, and Facilities

Our focus this past period was on integrating accessibility requirements into our standard procurement processes.

Commitment	Action	Status
Assess and analyze new opportunities to include accessibility requirements in our contracts with third-party providers	We are evaluating our service level standards for assisting our customers with disabilities in our contract templates	In progress