

SAPHIR, the service dedicated to disabled or reduced mobility passengers





Set up in France in June 2001, the Saphir reservations number and membership card, reserved for disabled or reduced mobility passengers, are now available in 18 other countries: Austria, Belgium, Canada, Denmark, Finland, Germany, India, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom and United States.

Over the IATA year 2007-2008, **Air France carried 300,000 disabled or reduced mobility people on its network.**

These passengers enjoy a range of adapted services tailored to make travel easier, from reservation to arrival at their destination:

- assistance at check-in,
- provision of a wheelchair at the airport,

These services will be the responsibility of the airport authorities as from 26 July 2008 (European Regulation n°1107/2006).

- free transport of a guide dog,
- carriage of disabled passenger's wheelchair free of charge in the hold,
- priority boarding whenever possible,
- personalized in-flight service, assistance during the flight and personal welcome on arrival.

In this way, disabled or reduced mobility passengers enjoy greater autonomy in conditions of optimal comfort and safety.

At the time of booking, if the passenger wants to be automatically identified and to avoid having to provide information on his or her handicap each time they book a ticket, they simply quote their Saphir card number which they receive free of charge, no matter how frequently they travel.

To date, over 6,630 Saphir cards have been allocated to customers residing in Metropolitan France and the French Overseas Departments. However, this card is not required to access Saphir services.

The high-quality Saphir services are delivered by various players in the Company: medical departments, Exceptional Transportation Department, airport staff, flight attendants and pilots.

"The Air France Saphir service is the only one of its kind and one of our biggest achievements. Our decision to extend access to 18 new countries reflects our determination to facilitate travel arrangements and offer appropriate service for our international disabled or reduced mobility passengers, in line with strict safety requirements that may not be derogated by Air France", said Jean-Cyril Spinetta, Air France Chairman and CEO.

"Extending this service internationally in April 2007 was a chance for Air France to give a new dimension to the Saphir brand. The brand is going international, allowing disabled or reduced mobility passengers to benefit from all Saphir services, from reservation to arrival at their destination", indicated Patrick Roux, Head of Marketing.



IN THIS PRESS KIT ...

**I / Saphir available in 19 countries:
dedicated telephone numbers and specialized booking agents** **p.4**

II / Saphir: Personalized service at every stage of the trip **p. 6**

. A tailored reservations service and reduced rates **p. 6**
. Personal assistance at the airport and on board the aircraft **p. 7 & 8**

> Some useful recommendations to facilitate your travel arrangements **p. 9**

**III / Saphir: Optimal travel conditions to ensure
passengers travel comfortably and safely** **p. 10**

. Medical consent **p. 10**
. Travel companions/Accompanying persons **p. 11**
. Passengers accompanied by a guide dog **p. 12**

**IV / Saphir: An offer of adapted services
from specially trained Air France staff** **p. 14**

. Flight attendants **p. 14**
. Airport agents **p. 15**



I / **Saphir** ACCESSIBLE IN 19 COUNTRIES: DEDICATED TELEPHONE NUMBERS AND SPECIALIZED BOOKING AGENTS

The following dedicated telephone numbers can be accessed:

➤ In 15 European countries:

Austria	01 36027 72681	
Belgium	070 300 022 (French-speaking)	070 300 023 (Dutch-speaking)
Denmark	82 33 28 58	
Finland	0200 847 30	
Germany	0180 505 49 11	
Ireland	01 605 0389	
Italy	848 800 722	
Luxembourg	27 30 20 15	
Netherlands	020 654 5620	
Norway	23 50 03 02	
Portugal	707 200 913	
Spain	901 901 100	
Sweden	08 519 923 92	
Switzerland	044 439 18 16 (German-speaking)	022 827 8775 (French-speaking)
United Kingdom	0870 160 0346	

200 agents employed at the Air France European call centre in Wembley handle calls in eleven languages (Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Spanish and Swedish).

➤ In the U.S.: 800-210-6508

The 250 booking agents at the Air France call centre in Fort Lauderdale (Florida) answer calls in English, French and Spanish.

➤ In Canada: 888-572-7447 / 888-5SAPHIR

The Air France call centre in Montreal employs 120 agents (English, French and Spanish).

➤ In India: 1-800-180-0066



Agents at these four international call centres are in contact with French staff at the Saphir unit, opened in Nice in June 2001 and extended in September 2003 to the French Overseas Departments. These agents benefit from the service expertise and recommendations of 20 specialized agents trained in providing disabled or reduced mobility passengers simple and accessible transport services.

Trained by a physician specialized in a particular disability (physical, mental or sensory disability), “the Saphir team based in Nice handle some 300 calls daily, with over 50,000 calls received per year”, stated Camille Nicolai, his manager.

➤ Telephone number in France and French Overseas Departments: 0820 01 24 24
(0.12 euro/min)
or mail.saphir@airfrance.fr

The Saphir service is intended for customers “*whose mobility when using transport is reduced due to any physical disability (sensory or motor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers*” (definition given by the regulation of the European Parliament and European Council of 5 July 2006).

Passengers who request a Saphir card must complete the strictly confidential authorization sent by the Company and return it to the call centre, in accordance with the CNIL (French Data Protection Authority).



II / **Saphir, PERSONALIZED SERVICE AT EVERY STAGE OF THE TRIP**

→ **At the time of booking ...**

- **... via a simple phone call**

Dedicated telephone numbers are available in the following 18 countries: Austria, Belgium, Canada, Denmark, Finland, Germany, India, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom and United States. Customers residing in other countries can contact their travel agent or Air France local reservations centre directly.

In France and the French Overseas Departments, the number is the same:

0820 01 24 24 (0.12 euro/min).

E-mail addresses have been created for each country with a dedicated telephone number, to enable customers to make contact via e-mail.

- **... tailored assistance thanks to the free, personal Saphir card**

At the time of booking, the customer quotes his or her Saphir card number. In this way, he or she does not have to provide information on their handicap each time they book a ticket and the agent identifies the customer's personal information automatically. The dedicated telephone number is, however not reserved for Saphir cardholders, it is for all reduced-mobility passengers wishing to travel on Air France.

- **... using the electronic ticket**

Thanks to the e-ticket, customers no longer have to collect their ticket from the ticket office or airport. On arriving at the airport, they simply have to quote their Saphir card number or another ID number (passport, bank card number, etc.).

- **...by taking advantage of reduced rates on domestic flights in Metropolitan France and to/from French Overseas Departments**

The disabled passenger and their travel companion are entitled to reduced rates on all domestic flights in Metropolitan France and in the Tempo and Alizé cabins on all Air France flights between Paris and Pointe-à-Pitre (Guadeloupe), Fort-de-France (Martinique), Cayenne (French Guyana) and Saint-Denis de la Réunion (Reunion Island). The two people must travel together to benefit from these reduced fares.

The travel companion is also entitled to these reduced fares (see below for necessary documents) when travelling alone to a destination where he or she is to accompany a disabled passenger, or on their journey back after accompanying a passenger.

In all cases, a more advantageous fare (category fare, Tempo fare, if available) may apply, subject to fare application conditions.



By showing their invalidity card, the FREMEC* card bearing the reference “mandatory travel companion”, and each time the Air France medical department obliges them to be accompanied, disabled passengers are entitled to reduced rates.

** The Frequent Traveller's Medical Card (FREMEC) is valid on all airlines that belong to IATA and is issued by each carrier's medical department. Customers must send a written request to the airline's medical department, and provide a medical certificate drawn up by their general practitioner.*

→ At the airport...

• ... personal assistance*

Passengers receive assistance from check-in to arrival at their destination (including passengers with connecting flights), and as from 26 July 2008 will be the responsibility of the airport authorities.

• ... provision of a wheelchair*

When the passenger's personal wheelchair has to be checked in the hold, the customer is given the use of a wheelchair by the handling company to facilitate access to the aircraft. He or she simply needs to indicate whether they have any artificial limbs when passing through the metal-detection portal.

This type of assistance is not always the responsibility of Air France.

• ... access to the boarding lounge with a wheelchair

On flights departing from Paris-Charles de Gaulle, Paris-Orly West and soon at other destinations (contact Saphir for more information), customers can access the boarding lounge with their wheelchair (manual wheelchair weighing less than 20kg only).

• ... the possibility of taking your own folding wheelchair on board

For passengers on long-haul flights and those with connections, Air France allows them to take a folding wheelchair with them in the cabin (under certain conditions of size) and to store it in the baggage compartments. This service should be requested when booking.

• ... handling wheelchairs

Personal wheelchairs (checked in the hold and maximum of 2 per passenger) are carried free of charge by Air France. When booking a ticket with the Saphir agent, the following information must be provided:

- whether the wheelchair is manual or battery-operated,
- folding or non-folding,
- its weight and overall dimensions in folded position (upright) in the following order: L x w x h,
- battery type (wet or dry).



On long-haul flights, personal wheelchairs (and the passenger's baggage) are delivered first.

- **... baggage handling**

- Since April 2008, passengers benefit from an additional 20 kg baggage allowance to transport medical equipment in the hold, whatever the destination.
- Customers may carry one item of cabin baggage (55 x 35 x 25cm, weighing a maximum of 12 kg).
- Injectable solutions in syringes and liquid medication must be accompanied by a doctor's prescription.

- **... wheelchair retrieval at the door of aircraft**

Since mid-2007, at certain destinations including Paris-Orly and Paris-CDG (contact Saphir for exact details), wheelchairs may be retrieved by passengers at the door of the aircraft and not in the baggage claim area.

- **... Transfer service between Paris-CDG and Paris-Orly West airports**

Connecting passengers in wheelchairs have use of a specially adapted free taxi service between Paris-CDG and Paris-Orly West airports. This service is available on request at the transfer desk in the arrivals hall.

- **On board the aircraft...**

- ... the passenger's guide dog may travel free of charge in the cabin (subject to sanitary and customs formalities): a certificate proving that the dog has been specially trained will be required at check-in
- ... some seats are fitted with armrests that fold fully away, facilitating access for disabled passengers
- ... the customer has access to adapted equipment on all our long-haul flights: specially adapted toilets to facilitate access or toilets fitted with grip bars and handles, and a private area with a curtain in front of the aft toilets on medium-haul flights
- ... an onboard transfer wheelchair on long-haul flights, enabling passengers to move around the cabin. During 2008, this will be available on all Air France aircraft, and the chairs used on long-haul flights will gradually be modernized to include more comfortable seats
- ... safety instructions in Braille are distributed by the cabin crew (in English and in French)



- ... all new aircraft in Air France's short and medium-haul fleet have seat numbers in Braille for the comfort of visually-impaired passengers
- ... customers with "breathing disorders" can benefit from therapeutic oxygen on board the aircraft (special fare applies; more information can be obtained at the time of booking).
- ... Air France cabin crew members undergo initial training to learn how to better understand and meet these customers' expectations. Certain agents have learnt French Sign Language.
- ... At the time of booking, customers booked on flights of over 2½ hours may request (at least 48 hours before departure) a specially adapted meal service (salt-reduced diet and low-sugar meals, etc.).



Some useful advice to facilitate travel arrangements for disabled or reduced mobility passengers

→ Anticipate bookings

In compliance with the European regulation 1107/2006, passengers must book their ticket and inform a Saphir agent of the assistance they need at least 48 hours prior to departure. Special assistance may not be guaranteed after this deadline. Passengers requiring therapeutic oxygen are advised to book 5 days prior to departure.

→ Check the need to travel with an accompanying person

The Air France medical department may require that the disabled passenger travels with a travel companion, depending on their disability and requirements, to ensure their comfort and safety.

“A disabled passenger must travel with an accompanying person especially when the passenger cannot do the following: fasten and unfasten their seatbelt, grasp or adjust the oxygen mask without help, and on long-haul flights, not be able to use the toilets on their own or eat their meal without help”, said Jean-Pierre Lefebvre, in charge of coordinating handling of disabled or reduced mobility passengers at the Air France general secretariat.

→ Check whether a medical certificate is needed

A medical certificate issued by the Air France doctor may be requested from passengers. This medical consent is required in cases where the passenger has recently been operated on, when the passenger's state of health risks deteriorating or for mentally handicapped passengers who are not accompanied. Forms can be obtained on the airfrance.com website or from a travel agent.

→ Anticipate the latest check-in time

To ensure the disabled and reduced mobility passenger's comfort, they are invited to check in at least 2 hours before the latest check-in time. If the passenger has a connecting flight, he or she should check in 2 and a half hours before the latest check-in time.



III / **Saphir: OPTIMAL TRAVEL CONDITIONS TO ENSURE PASSENGERS TRAVEL COMFORTABLY AND SAFELY**

1. Medical consent

A medical consent form is requested from passengers with reduced mobility. It is requested:

→ for mentally handicapped passengers who want to travel unaccompanied,

...or when:

- passenger's state of health may improve or deteriorate,
- passenger needs a stretcher,
- passenger requires respiratory assistance,
- has recently undergone an operation.

The Air France doctor and the customer's general practitioner decide together whether to approve the medical consent. The doctors may give their approval on condition that the passenger complies with a number of rules determined by the aforementioned to ensure the passenger's well-being: the need to be accompanied (relative, nurse, doctor), need for oxygen or a stretcher (according to type of flight – long haul, short and middle haul, connecting flight).

The customer's general practitioner completes a medical information form (known as a MEDIF), which is available online at www.airfrance.com or which Saphir can provide on request, and sends it to the Air France medical service. The two doctors may contact each other directly by telephone or fax. The Air France medical service informs the reservations agent of all the practical conditions associated with this medical consent.

2. Travel companions (general rules)

For adult passengers:

The Air France medical department may require that the passenger travels with a travel companion, depending on the degree of his or her disability or duration of the flight. This accompanying person must be able to provide the help needed.

Air France requires that the disabled passenger travels with a travel companion:



- on all flights (long-haul, medium-haul and short-haul) when the passenger with reduced mobility cannot fasten and unfasten their seatbelt, grasp or adjust the oxygen mask without help,
- on long-haul flights when the passenger is not able to use the toilets on their own or eat their meal without help,
- when the passenger does not have medical permission to travel alone.

For children:

- Physically disabled children under 12 who are able to carry out the four movements described above may travel unaccompanied on all flights in Metropolitan France (direct or connecting flight). In this case, they are considered as UMs.
- Mentally disabled children under 12 who are able to carry out the four movements described above may also travel as UMs with medical authorization. A travel companion may be requested on all short, medium and long-haul flights in some cases, (see “travel companion” section).
- Children over 12 with a physical disability but who are able to carry out the movements defined in the travel companion section may travel without medical consent and unaccompanied to all Air France destinations.
- Children over 12 with a mental disability may travel unaccompanied on all direct flights in Metropolitan France after obtaining medical consent.

→ Disabled person accompanying a child

All passengers with reduced mobility who are able to carry out the 4 movements (fastening and unfastening seatbelts, using the oxygen mask, eating their meal without help and using the toilets on their own) and travelling with their children (0-11 years old) who they are legally responsible for are considered apt to travel as the accompanying person.

If this passenger cannot carry out the movements above:

- Children aged between 4 and 11 years old travelling to destinations in Metropolitan France and the French Overseas departments and children aged 5+ travelling on international routes will be considered as “UM” (Unaccompanied Minor) upon booking and will be seated next to an adult passenger who is able to assist them.
- A second travel companion will need to travel with babies and children under 4 travelling to destinations in Metropolitan France and the French Overseas Departments and children under 5 travelling on international routes.



3. Visually-impaired passengers

Certain passengers may be accompanied by a guide dog if the dog has been specially trained in an approved school and is qualified to assist people with disabilities. On informing the reservations service that they will be travelling with their guide dog, the passenger can travel with their animal free of charge in the cabin, or exceptionally in the hold at the passengers' request.

The above provisions are applicable, subject to local specific legislation.



IV / Saphir : AN OFFER OF ADAPTED SERVICES FROM SPECIALLY TRAINED AIR FRANCE STAFF

➤ Flight attendants

Since 6 November 2002, a one-day practical training module has been available for cabin crew members and pursers who want to better understand and meet the specific expectations of disabled or reduced mobility customers and to help and advise their fellow crew members during flights. One thousand Air France flight attendants currently have the status of “disabled passenger referents”. *“In their capacity as disabled passenger referents, these flight attendants play a role in changing attitudes and the way others perceive this type of customer, ensuring that they receive adapted service on board the aircraft”*, indicates Nicole Magnet in charge of this project for cabin crew members.

Moreover, since 2004, a 2-hour practical training module on how to welcome and look after disabled and reduced mobility customers on board the aircraft has been included in the initial training programme followed by new recruits. Finally, within the framework of the European Regulation 1107/2006, a regulatory 3 and a half-hour practical training programme has been designed to ensure the 16,000 cabin crew members know how to provide disabled and reduced mobility passengers with the assistance required during the flight.

In cases of pre-boarding, flight attendants welcome disabled and reduced mobility passengers, providing individual assistance, and explain how the cabin is set out and the different stages of the flight. The flight attendants give each passenger useful information depending on their disability. For example, they inform visually-impaired passengers of the whereabouts of their seat so that they are able to locate it in the cabin, in relation to the nearest galleys and toilets. They show visually-impaired passengers where the call button is located, and also show hearing-impaired passengers the associated light indicator. They inform passengers in wheelchairs of the availability of an onboard transfer wheelchair (if applicable) and how to use it, at their request.

The role of Air France cabin crew members implies providing specialized assistance for the benefit of these disabled and reduced mobility passengers. A few other examples of the type of assistance that can be provided, but only if the customer requests it:

- reading out the menu to visually-impaired passengers, hearing-impaired passengers and also mentally-handicapped passengers,
- a description of the meal tray for visually-impaired passengers,



- at the passenger's request, accompanying him or her to the toilet using the onboard transfer wheelchair,
- describing the toilet layout to visually-impaired passengers,
- use of in-flight entertainment systems: video games, music programme, use of headphones and selecting different programmes, subtitled films and selection mode,
- offering to describe the different items on sale to visually-impaired passengers, along with the price and mode of payment, if applicable,
- informing passengers where the buffets and/or bars and self-service tables are and the choice of drinks and/or snacks available,
- arrivals information (retrieval of baggage, terminal, customs, etc.) and ensuring that this information has been clearly understood,
- assistance in filling out the Police landing cards, as well as helping passengers who do not have use of their hand,
- throughout the flight, anticipate or complete announcements (relating to safety and products or services) intended for all passengers, by offering suitable information to individual passengers.

➤ **Airport agents at Paris-Charles de Gaulle**

Every day, an average of 800 to 1,000 disabled or reduced mobility passengers flying with Air France transit through Paris-Charles de Gaulle airport.

Air France has created a training programme intended to help Paris-Charles de Gaulle airport agents better understand disabled customers' requirements.

This module mainly focusing on attitudes to disability comprises three sections: motor, sensory and intellectual disability. It also contains an exercise enabling agents to experience the customer's viewpoint. Air France agents who would like to become "Ground staff referents" will also be able to follow the same training as cabin crew members thanks to an additional training module which is currently underway.

Air France reminds you that, as from 26 July 2008, the assistance provided to disabled and reduced mobility passengers at the airport is the responsibility of the airport authorities in the 27 countries of the European Community.