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Agenda Item 12: Facilitation Programmes

KAZAKHSTAN'S COMMITMENT TO ADVANCING PASSENGER ACCESSIBILITY: IMPROVING SERVICES FOR PERSONS WITH REDUCED MOBILITY IN KAZAKHSTAN

(Presented by Kazakhstan)

EXECUTIVE SUMMARY

This paper submits for the consideration of the Assembly the actions taken by Kazakhstan in advancing passenger accessibility and improving services for persons with reduced mobility in Kazakhstan.

Kazakhstan's ratification of the *Convention on the Rights of Persons with Disabilities* and its active participation in the First Joint International Civil Aviation Organization (ICAO)/Airports Council International (ACI)/International Air Transport Association (IATA) Symposium on Accessibility in International Civil Aviation demonstrate commitment to ensuring equal access to air transportation for persons with disabilities. Efforts such as national policy development, the 2024 ACCEPT program assessment and interagency cooperation reflect Kazakhstan's dedication to removing barriers and enhancing the passenger experience. These initiatives support ICAO global strategy and Assembly Resolution A41-15: *Accessibility in International Civil Aviation*, fostering a safe, accessible and equitable air transport system for all passengers.

<i>Strategic Goals:</i>	This information paper relates to Strategic Goal <i>Aviation Delivers Seamless, Accessible and Reliable Mobility for All</i> .
<i>Financial implications:</i>	Not determined.
<i>References:</i>	Annex 9 — <i>Facilitation</i> , Chapter 8, Section F. "Facilitation of the transport of persons with disabilities" Doc 9984, <i>Manual on Access to Air Transport by Persons with Disabilities</i>

1. INTRODUCTION

1.1 Accessibility for all has become an important International Civil Aviation Organization (ICAO) initiative in recent years driven by the need to improve service and access to aviation for passengers with disabilities across the disability spectrum, with more than 1.3 billion people with disabilities worldwide representing approximately 16 per cent of the world's population. The aviation industry collectively is working to improve accessibility and ensure passengers with disabilities have safe, reliable and dignified travel experiences.

1.2 Among the various initiatives being developed is raising the need for targeted regulations, cultural shifts in raising awareness, improved training programmes that maintain and advance dignity of care and travel for passengers, as well as infrastructural norms, design and planning improvement at points of access for the disabled community.

2. KAZAKHSTAN'S COMMITMENT TO ADVANCING PASSENGER ACCESSIBILITY

2.1 In 2015, Kazakhstan ratified the *Convention on the Rights of Persons with Disabilities*, whose mission is to create conditions under which persons with disabilities can participate in society on an equal basis with others without discrimination.

2.2 Kazakhstan participated in the First Symposium on Accessibility in International Civil Aviation, organized by ICAO jointly with Airports Council International (ACI) and the International Air Transport Association (IATA), which was held at the headquarters of ICAO in Montreal, Canada, from 2 to 3 December 2024.

2.3 Timed to coincide with World Day of Persons with Disabilities (3 December), the Symposium brought together 237 participants from 37 States, as well as representatives of 5 international organizations, human rights and non-governmental associations.

2.4 The aim of the event was to formulate a global strategy to ensure accessibility of air transportation for the elderly and persons with disabilities, who number more than 1.3 billion worldwide. Seven panel sessions discussed architectural, technological and information barriers, the passenger experience, the role of digital solutions and the need for global harmonization of standards.

2.5 Special attention was paid to ICAO Assembly Resolution A41-15: *Accessibility in International Civil Aviation* aimed at facilitating air transportation for persons with reduced mobility. Participants noted the need for the involvement of all stakeholders, from aviation authorities and air carriers to organizations representing people with disabilities.

2.6 Kazakhstan's participation in the first ICAO/ACI/IATA Symposium on Accessibility confirmed the country's commitment to the principles of inclusiveness and sustainable development in aviation. The formation of an environment accessible to all categories of passengers requires not only national efforts, but also active international cooperation. Kazakhstan is ready to contribute to the implementation of the global strategy on air transport accessibility.

2.7 Kazakhstan is actively developing policies in the area of aviation sector inclusiveness. In 2024, the Aviation Administration of Kazakhstan (AAK) was successfully assessed under the international

program ACCEPT, developed by the International Partners for Aviation Development, Innovation and Sustainability (iPADIS), aimed at improving accessibility of air transportation and tourism.

2.8 On 7 February 2025, in Astana, at the site of JSC “Aviation Administration of Kazakhstan”, a national meeting was held on the issues of ensuring accessibility of air transport for passengers with special needs. It was attended by representatives of Kazakhstani airlines, airports and public organizations of persons with disabilities.

2.9 Among the key issues discussed were:

- a) systematic training of personnel in ethics and correct interaction with passengers with disabilities;
- b) the possibility of pre-booking special seats;
- c) provision of discounts for passengers with disabilities;
- d) transportation of battery-powered wheelchairs; and
- e) interdepartmental interaction of all participants in the transportation process.

2.10 A special initiative was shown by the Public Association of Disabled Persons Center “Independent Life ”DOS”, offering assistance in training employees of the aviation industry on etiquette issues. Also, the company “Dos Ortopedia” expressed its readiness to donate specialized wheelchairs for airports in Kazakhstan, which will improve the conditions of service for passengers with reduced mobility.

3. CONCLUSION

3.1 Kazakhstan is fully committed to supporting efforts in advancing service levels and protections for passengers with disabilities domestically, regionally as well as internationally, and is willing to collaborate and contribute with all relevant stakeholders in service to its traveling public.

3.2 Kazakhstan invites the Assembly to take note of its support for the global initiatives on Passengers with Reduced Mobility (PRM).

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