



ACCESSIBILITY PLAN

AIR Borealis 2022-2023



 airborealis.ca

Accessibility Plan – Air Borealis

General

Air Borealis has worked with our passengers and employees to form our accessibility plan. We have started an exchange of ideas and created an advisory committee consisting of the people who know our accessibility challenges and victories the best - our staff and passengers.

Air Borealis designated official responsible for the accessibility plan is Philip Earle, Vice President Business Development.

The Air Borealis Accessibility plan is designed to adhere to the guiding principles of the Accessible Canada Act, to use these principles to create a barrier free environment for employees and travelers, and lead industry through this important focus.

Our plan is built on these principles:

- all persons must be treated with dignity regardless of their disabilities.
- 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.
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- 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.
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

Feedback

Your feedback is important to us. We want to hear from you, please contact us.

By email:

customerservice@airborealis.ca

By Mail:

Accessibility Committee

P.O. Box 29030 RCAF Road, Hangar #1

St. John's, NL

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By Phone:

1-888- 345- 0444

Consultation

Consultation with our passengers with disabilities was crucial in the development of this plan. We are grateful for their input. The valuable information that we have gained, and will continue to gain, will guide our movements toward our 'barrier free by 2040' goal.

Our consultation with passengers is comprised of audio calls, video calls, emails and in-person discussion regarding their personal experiences with Air Borealis. Of equal importance has been our in-person consultations with employees with disabilities. These passengers and employees who shape the success of Air Borealis accessibility plan, also shape the success of the entire airline.

Information and Communication Technology (ICT)

The travel industry relies heavily on digital communication. With this, we will ensure that accessibility is considered from the beginning of each project, and that the final product is not complete until accessibility targets are met.

To meet these accessibility goals, we are committed to:

- Consulting with people with disabilities to learn what barriers they face with our external/internal communication formats
- Consulting with persons with disabilities or agencies that represent persons with disabilities prior to procuring new programs to ensure accessibility has been factored into design and development
- Reviewing our current technologies to ensure accessibility standards are met
- Developing accessibility training for those who design or procure technology solutions.

Communication other than ICT

With-in the rapidly changing airline industry, Air Borealis is committed to arranging the availability of our communication piece in the formats listed below. Air Borealis will provide, in a timely manner, these alternate formats.

- Audio into Print
- Print into Audio
- Large Print
- Braille
- Electronic format that is compatible with adaptive technology

Procuring goods and Services and Facilities

Procurement of goods and services is a vital component of an Accessibility Plan. Air Borealis currently employs an advanced process of procurement that will also ensure that accessibility is considered during all processes.

To meet procurement requirements, we commit to:

- Creating a training program for our procurement teams to ensure that accessibility standards are considered during procurement processes
- Ensure that passengers and employees have access to equipment, tools, training material and support that will promote seamless interaction.

Design and Delivery of Programs and Services

Air Borealis is committed to ongoing consultation and action on all product and services delivered to ensure we reduce or eliminate barriers experienced by passengers or employees.

To meet this goal, we commit to:

- Continual consultation with person with disabilities to review our service offering
- Continued and focused training with all passenger facing staff
- Continued audits of our travel partners to validate the quality of training and readiness to meet accessibility standards
- Collaboration with those partners on best practices and information sharing to strengthen overall processes
- Development of standardized checklists to ensure product roll-out and service delivery account for accessibility requirements
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The Built Environment

Air Borealis headquarters is located in Goose Bay, with our PAL main headquarters located in St. John's. In many of our other serviced locations we are fortunate to have great partners in airport terminals, that provide parking areas, washrooms, restaurants, and other public spaces within those terminals that meet, or will soon meet, the accessibility requirements.

When beginning the process of a new building or acquiring other buildings, we will consult with persons with disabilities to ensure that these new spaces are without barriers.

We commit to having employees trained, or to source guidance, in techniques to correctly identify barriers and work to eliminate them.

We commit to ensuring accessibility standards are met and are in the forefront of new building acquisitions and planned renovations to existing space encompass accessibility standards.

Provisions of CTA accessibility - Related Regulations

The Canadian Transportation Agency has published the Accessible Transportation for Persons with Disabilities Regulations (ATPDR.) As a Small Transportation Provider (STP) PAL Airlines will be subject to some of the regulations. The full regulations can be found here:

<https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/index.html>

Transportation

As a transportation provider and servicing regions that are considered remote, we are keenly aware of the challenges brought about by weather and the available facilities in remote communities. We commit to ensuring that we meet the demands of the passenger by regularly revisiting our processes and constantly employing learned best practices.

We actively participate with the Canadian Transportation Agency, Transport Canada and other industry bodies to identify and reduce/eliminate barriers for our passengers.

We continue to look for the most effective ways to serve the public in:

- Communication
- Shipment of personal mobility devices
- Weather related challenges such as removal of snow and ice
- Facility restrictions (jet bridges, restaurants, WiFi availability, etc)
- Maintaining relationships with industry partners (airport authorities, CATSA, CBSA, etc) to best serve passengers

Training

To remain a successful travel provider, we understand that proper training our teams and contracted resources is vital. Air Borealis uses internally created training, training that has been developed by industry and other programs made available by accredited organizations. As part of our efforts to be barrier free, training is a top priority and as such we are committing to our on-line programs having a higher

frequency of recurrence. This higher frequency will ensure that messages learned from these programs are in the forefront of our daily operation.

The training extends beyond bringing awareness to our teams, it is practical, 'hands on' training from safe movement of mobility devices, to lift techniques to assist passengers that have limited or no ability to board an aircraft without assistance.

Sound hiring practices and the commitment to the core values of Air Borealis provide us with a head start on effective training. Our selection process for new team members allows us to find effective, 'customer- focused staff' that have a passion for the aviation industry and all that it offers. We believe in our training and the practical application of that training in the field.

Task Chart

The following chart is an outline of the task and where the responsibility lies to have the task completed within our organization. Each category is tasked to our Accessibility Committee. The committee will be a driving force behind the actions that propel us toward being barrier free.

The committee will play a key role in each of the below actions as they collaborate with other departments and therefore share the responsibility for almost all of the planned actions.

Not all of the actions below are outlined in the preceding pages of the accessibility plan.

++ The Accessibility Committee has been abbreviated to AC in the below chart ++

| Action | Accountable Team | Target Date | Comments |
|--|--------------------------------------|-------------|----------|
| Continue consultations with passengers, employees and partners | Accessibility Committee | TBD | |
| Ensure our hiring process has reduced any barriers faced by people with disabilities. | AC / Human Resources | TBD | |
| Where appropriate encourage employees to identify as persons with disability. | AC / Human Resources | TBD | |
| Set clear guidelines for managers on their roles and responsibilities for supporting employees and passengers with disabilities. | AC / Human Resources / Station Teams | TBD | |
| Keep our website current content on accessibility and people with disabilities. | AC / Marketing | TBD | |

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| Develop an accessibility guidance, checklist, and documents for employees that are building or procuring information technology. | AC / IT Department | TBD | |
| Develop an accessibility training session for employees that are building or procuring the information technology. | AC / IT Department | TBD | |
| Develop accessibility training for those who design or procure technology solutions. | AC / IT Department | TBD | |
| Consulting with persons with disabilities or agencies that represent persons with disabilities prior to procuring new programs to ensure accessibility has been factored into design and development. | AC / IT Department | TBD | |
| Creating a training program for our procurement teams to ensure that accessibility standards are considered during procurement processes. | AC / Procurement teams | TBD | |

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| Collect feedback from people with disabilities, both inside and outside of the department to learn about the barriers they face. | Accessibility Committee | | |
| Continual consultation with person with disabilities to review our service offering. | Accessibility Committee | TBD | |
| Ensure that passengers and staff have access to equipment, tools, training material and support that will promote seamless interaction. | AC / All Departments | TBD | |
| Continued and focused training with all passenger facing staff. Utilize internal, industry and 'other' training programs. | AC / Operations and Customer Service Teams | TBD | |
| Development of standardized checklists to ensure product roll-out and service delivery account for accessibility requirements | AC / Operations and Customer Service Teams | TBD | |
| Work to build an inclusive and diverse workforce that's respectful of all. | Everyone | TBD | |
| Design and implement (or procure) a protective case/framework to allow for safe transport of mobility devices, adding | AC / Ground Operations / Procurement teams | TBD | |

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|--|---------------------------|-----|--|
| additional measures to protecting them damage. | | | |
| Create a team to ensure appropriate methods of communication exist in each airport station including the most remote | AC / Stations Supervisors | TBD | |