



ACCESSIBILITY PLAN

PAL Airlines 2022-2023

PAL Airlines Accessibility Plan

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Accessibility Plan – PAL Airlines

General

PAL Airlines 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.

PAL Airlines designated official responsible for the accessibility plan and to receive feedback is Jenny Malabossa, Director, PAL Airlines.

The PAL Airlines 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

In order to continually improve our accessibility practises and services your feedback is important to us. We want to hear from you anonymously or not, our customer service representative will be able to collect the feedback information within these communication channels. Acknowledgement will be received in the same manner as received; please note we cannot acknowledge receipt of anonymous feedback.

- By email:

accessibility@palairlines.ca

- By Mail:

Director of customer service

PO BOX 29030 RCAF Road, Hanger #1

St. John's, NF

A1A 5B5

- By Phone:

1-888- 345- 0444

PAL Airlines is committed to arranging the availability of our communication piece in the formats listed below. PAL will provide, in a timely manner, these alternate formats.

- Audio into Print
- Print into Audio
- Large Print
- Braille (please allow 45 days)
- Electronic format that is compatible with adaptive technology

Message from the Chair

PAL Airlines (PAL) is a federally regulated airline. The industry, its employees and its passengers benefit from this regulation in many ways. One benefit is the consistent application of programs such as the *Accessible Canada Act* and its provision that we must complete, and regularly update, an accessibility plan.

Our plan is laid out in the coming pages and will serve as our road map to being barrier free. The plan's framework and contents are consistent with many other federally regulated entities, industry partners and some private sector companies.

Throughout the development of this plan, we have consulted with passengers and employees with disabilities, received guidance from the Canadian Transportation Agency and its advisory committee's as well as other industry partners.

Providing an essential travel service to and from remote communities presents us with some rather unique challenges that we will continue to work through, developing better and best practices. We will share these best practices and other victories, small and large, through our regular plan updates.

Our overall success will be aided by continuous interaction and feedback from our passengers and staff, our contracted travel partners and our industry peers. We realize that we must navigate a road ahead to meet our goal of being barrier free, and we welcome the challenge!

The travel industry has experienced excellent change recently with the addition of One-Person-One-Fare, new training programs, medical desks and guidance on emotional support animals. PAL Airlines is dedicated to the execution of these programs, our accessibility plan and to ensuring that passengers are treated with dignity and respect.

PAL will continue initiatives that are driven by government and industry partners but also maintain programs that we developed internally like our Diversity, Equity and Inclusion committee. This committee has developed and conducted our first diversity, equity and inclusion survey of employees are actively prioritizing actions based on the feedback that we have received.

Please join us by providing your feedback by email, phone or mail. We know that this plan is a beginning, not an end, so tell us about your experience or convey the experience of others. Come see us in person, come visit our facilities, we would be happy to meet you there!

Jenny Malabossa

Chair – PAL Airlines Accessibility Committee

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 PAL Airlines. Of equal importance has been our in-person consultations with employees with disabilities. These passengers and employees who shape the success of PAL Airlines 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.

Procuring goods and Services and Facilities

Procurement of goods and services is a vital component of an Accessibility Plan. PAL Airlines 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

PAL Airlines 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.

The Built Environment

PAL Airlines head office and most office space is located in St. John's, NL. 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. PAL Airlines 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 PAL Airlines 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	
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	
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 additional measures to protecting them damage.	AC / Ground Operations / Procurement teams	TBD	

Create a team to ensure appropriate methods of communication exist in each airport station including the most remote	AC / Stations Supervisors	TBD	
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