



PAL Airlines_ ATPRR Progress report 2024

PAL airlines is committed to fulfilling our obligations towards customers, colleagues, society, and the environment. We aim to innovate and offer a transportation that is more accessible.

Below is our progress report that follows our initial plan presented in June 2023. The progress report is based on the 5 objectives we identified in our initial plan.

Consultation:

- PAL airlines is now involved on the CTA accessibility committee.
- PAL Equity, diversity and Inclusion committee was created in June 2023 along with our board members who are updated annually on our progress.
- Part of local airport accessible committees
- Our customer service is requesting feedback from our passengers. Post travel call backs are done to evaluate their experience.

Information and Communication Technology (ICT)

- A new phone system was put in place for call backs from our reservation center, and we are moving towards obtaining a chat box within our website.
- Accessibility email was created, which includes different departments.
- Continuously reviewing our current technologies.
- In progress of redesigning our website to include post travel survey capability to be sent to all our passengers. Along with the possibility of audio reference within our website.

Procuring goods and Services and Facilities

- Purchased new mobility devices, wider wheelchairs, and new straight back chairs.
- Currently not all our aircrafts meet lavatory accessible requirements, we are reviewing when ordering new aircraft in order to add these features.

Design and Delivery of Programs, training and Services

- Accessibility Audit program created to ensure equipment and training of our employees and ground handlers are qualified.
- Developing accessibility training for those who design or procure technology solutions. July 2023 Sensitivity training courses shared by Air Canada, this training is mandatory to all our front line and onboard crew members.
- Loading of equipment, we are reviewing with a local company for the possibility to obtain a designed box to better secure the medical equipment we load on our aircraft example for personal wheelchairs.

The Built Environment

- Our head quarters moved to a new location, where accessibility is not a challenge anymore. One main floor, easy washroom access, cafeteria access.

Task Chart: Update

Action	Accountable Team	Target Date
Continue consultations with passengers, employees and partners. Update: Meetings attended with CTA	Accessibility Committee ("AC")	Ongoing
Ensure our hiring process has reduced any barriers faced by people with disabilities. Update: New office where interviews can be completed without any accessibility restraints.	AC / Human Resources	Ongoing

<p>Where appropriate encourage employees to identify as persons with disability. Update: Human resources has sent a confidential survey to all employees.</p>	<p>AC / Human Resources</p>	<p>Ongoing</p>
<p>Set clear guidelines for managers on their roles and responsibilities for supporting employees and passengers with disabilities. Update: Managers would make any accommodations required.</p>	<p>AC / Human Resources / Station Teams</p>	<p>Ongoing</p>
<p>Keep our website current content on accessibility and people with disabilities. Update: Initial and feedback process plan is published on our website. Addition of audio reference within our website</p>	<p>AC / Marketing</p>	<p>Initial plan and feedback process Completed June 2023 Sept 2024</p>
<p>Develop an accessibility training session for employees that are building or procuring the information technology. Update: Training is complete and available for stations new hires. Now part of initial training.</p>	<p>AC / IT Department</p>	<p>Completed</p>
<p>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. Update: Consultation with CTA and our own passengers, and with associations</p>	<p>AC / IT Department</p>	<p>Ongoing</p>

<p>Creating a training program for our procurement teams to ensure that accessibility standards are considered during procurement processes.</p> <p>Update: Stores department maintenance items AC committee would be involved for any new access items that we would require.</p>	<p>AC / Procurement teams</p>	<p>TBD</p>
<p>Collect feedback from people with disabilities, both inside and outside of the department to learn about the barriers they face.</p> <p>Update: CTA consultation that we are part of.</p> <p>Our customer service department is requesting feedback to our passenger. Post travel call backs to evaluate their experience. Part of new website survey for feedback for all pax.</p>	<p>Accessibility Committee</p>	<p>Ongoing</p>
<p>Continual consultation with person with disabilities to review our service offering.</p> <p>Update: CTA consultation that we are part of.</p> <p>Our SAC requesting feedback to our passenger. Post travel call backs to evaluate their experience. Part of new website survey for feedback for all pax.</p>	<p>Accessibility Committee</p>	<p>Ongoing</p>
<p>Ensure that passengers and staff have access to equipment, tools, training material and support that will promote seamless interaction.</p> <p>Update: Has access or under request if needed.</p> <p>Desks at new building can work standing up.</p>	<p>AC / All Departments</p>	<p>Ongoing</p>

<p>Employee requested ergo chair it was purchased. Taking feedback from our employees.</p>		
<p>Continued and focused training with all passenger facing staff. Utilize internal, industry and 'other' training programs. Update: Research for systems that can provide sign language program or APP Noise canceling software. Airport announcements: boarding times online, white boards to be written on if no FIDS Audible announcements.</p>	<p>AC / Operations and Customer Service Teams</p>	<p>Ongoing</p>
<p>Development of standardized checklists to ensure product roll-out and service delivery account for accessibility requirements</p>	<p>AC / Operations and Customer Service Teams</p>	<p>TBD</p>
<p>Work to build an inclusive and diverse workforce that's respectful of all. Update: Committee was created in June 2023</p>	<p>Everyone</p>	<p>Ongoing</p>
<p>Design and implement (or procure) a protective case/framework to allow for safe transport of mobility devices, adding additional measures to protecting them damage. Update: Due to cost limitations to create this device, we should receive update. Item created to place wheelchair inside a protective case to avoid damage while loaded on the aircraft.</p>	<p>AC / Ground Operations / Procurement teams</p>	<p>TBD</p>

<p>Create a team to ensure appropriate methods of communication exist in each airport station including the most remote</p>	<p>AC / Stations Supervisors Email accessibility created. Idea came from this committee for whiteboards in airport with no fids.</p>	<p>TBD</p>
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