



## **PAL Airlines\_ ATPRR Progress report 2025**

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.

### **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 employees and passengers.

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 Information

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 specialist 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](mailto:accessibility@palairlines.ca)

- By Mail:

Director of customer service

PO BOX 29030 RCAF Road, Hanger #1

St. John's, NF

A1A 5B5

- By Phone:

1-800-563-2800

PAL Airlines is committed to arranging the availability of our communication piece in the formats listed below. PAL Airlines 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

## Alternate Formats of communication:

PAL Airlines **Accessibility Plan and Progress Report** is available for download on our website in regular print, large print, or alternative formats by request in both official languages.

- By email: [accessibility@palairlines.ca](mailto:accessibility@palairlines.ca)

or

- By Phone: 1-800-563-2800

## Feedback received:

While the majority of feedback has been positive, we received email inquiries concerning aging equipment at specific airports and the need for even more improved disability awareness among staff. Every submission has been thoroughly analyzed and followed up on. Given the limited volume of passenger feedback responses to date, we are currently developing surveys to proactively solicit and encourage more comprehensive feedback.

## Consultation:

PAL Airlines is now involved on the CTA accessibility committee. Attendance in the ICAO/IATA conference on accessibility held in December 2024.

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 accessibility 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. Remains ongoing for the creation of the chatbox.
- Accessibility email was created, which includes different departments.
- Continuously reviewing our current technologies.
- New website offering accessible format that can be chosen from different styles, font, and more.
- In progress of redesigning our website to include post travel survey capability to be sent to all our passengers. Along with the possibly of audio reference within our website.

## Communication, other than ICT

At PAL Airlines, we believe everyone should have easy access to information. That's why we're making accessible communication a permanent part of our culture, striving for an environment where understanding our materials is effortless for all. We're actively working on creating accessible templates and tools for our team, and we're dedicated to communicating information in the best way for each individual. All special requests forms have also been redesigned.

## Procuring goods and Services and Facilities

- Some stations now offer ramp access, review is being done for all our stations to offer either bridge operation or ramp access.
- Currently not all our aircrafts meet lavatory accessible requirements, we are reviewing when ordering new aircraft in order to add these features. Remains ongoing.

## 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.
- ATPDR practical training re-issued yearly to all our employees. Ongoing sensitivity training courses shared by Air Canada, this training is mandatory to all our front line and onboard crew members. This training is re issued yearly to all our employees.
- Cage is available to secure mobility device's or animals in the hold available on all our flights.

## Transportation

PAL Airlines acknowledges that barriers to equal access can exist outside our direct control, such as with airport authorities, even though we don't provide ground transportation services. Discussions in monthly Airlines Operator committee (AOC) for certain airports to review any barriers and to find solutions for improvement.

## The Built Environment

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

## Provisions of CTA accessibility-related regulations

PAL Airlines is dedicated to promptly improving accessibility for Canadians, guided by the principles in the following:

- Canada Transportation Act ss/ 170 (1) (Act)
- Air Transportation Regulations (ATR)
- Accessible Canada Act (S.C. 2019, c. 10) (ACA)
- Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42)

PAL Airlines is proud to serve on the CTA's Accessibility Advisory Committee as a Transportation Service Provider representative, continuing our commitment to making Canada barrier-free.

## Task Chart: Update

Action	Accountable Team	Target Date
Continue consultations with passengers, employees and partners. <b>Update:</b> Meetings attended with CTA and ICAO /IATA	Accessibility Committee ("AC")	Ongoing
Ensure our hiring process has reduced any barriers faced by people with disabilities. <b>Update:</b> New office where interviews can be completed without any accessibility restraints.	AC / Human Resources	Ongoing
Where appropriate encourage employees to identify as persons with disability. <b>Update:</b> Human resources has sent a confidential survey to all employees.	AC / Human Resources	Ongoing
Set clear guidelines for managers on their roles and responsibilities for supporting employees and passengers with disabilities. <b>Update:</b> Managers would make any accommodations required.	AC / Human Resources / Station Teams	Ongoing

<p>Keep our website current content on accessibility and people with disabilities.</p> <p><b>Update:</b> Initial and feedback process plan is published on our website.</p> <p>Addition of audio reference within our website</p>	AC / Marketing	<p>Initial plan will be reviewed in 2025.</p> <p>Ongoing</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.</p> <p><b>Update:</b> Consultation with CTA and our own passengers, and with associations</p>	AC / IT Department	Ongoing
<p>Creating a training program for our procurement teams to ensure that accessibility standards are considered during procurement processes.</p> <p><b>Update:</b> Stores department maintenance items AC committee would be involved for any new access items that we would require.</p>	AC / Procurement teams	TBD
<p>Collect feedback from people with disabilities, both inside and outside of the department to learn about the barriers they face.</p> <p><b>Update:</b> 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>	Accessibility Committee	Ongoing Attendance to the ICAO/IATA dec 2024.

<p>Continual consultation with person with disabilities to review our service offering.</p> <p><b>Update:</b> CTA consultation that we are part of.</p> <p>Our Customer service 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><b>Update:</b> Has access or under request if needed.</p> <p>Desks at new building can work standing up.</p> <p>Employee requested ergo chair it was purchased. Taking feedback from our employees.</p>	<p>AC / All Departments</p>	<p>Ongoing</p>
<p>Continued and focused training with all passenger facing staff. Utilize internal, industry and 'other' training programs.</p> <p><b>Update:</b></p> <p>Research for systems that can provide sign language program or APP</p> <p>Noise canceling software.</p> <p>Airport announcements: boarding times online, white boards to be written on if no FIDS</p> <p>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.  <b>Update:</b> 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.  <b>Update:</b> 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>Completed</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>Completed</p>
<p>Braille signage and Large print available at airport for Notice to Passengers.  Braille on all overhead bins to identify the seat numbers.</p>	<p>Customer service / AC and cabin safety</p>	<p>Completed</p>
<p>New website offering different format to choose from.</p>		<p>Completed</p>

One person One fare, introduced in 2024		Completed
Fillable PDF Forms redesigned to better suit passengers needs and also introduced a system to confidentially conserve the forms for 3 years.	Customer Service	Completed