



PAL Airlines

Accessibility Plan 2026-2028

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General

PAL Airlines: Our Commitment to Accessibility

At PAL Airlines, we believe the best way to build an inclusive travel experience is to listen to the people who live it. 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.

Our accessibility plan is built on the guiding principles of the Accessible Canada Act. We are committed to creating a barrier-free environment where every traveler and team member is treated with dignity. Our strategy is rooted in these core values:

- **Dignity & Respect:** Ensuring every individual is valued, regardless of ability.
- **Equal Opportunity:** Empowering everyone to live and travel as they choose.
- **Full Participation:** Removing barriers to ensure equal access to our services and society.
- **Autonomy:** Supporting meaningful choices and personal independence.
- **Inclusive Design:** Developing policies that recognize diverse needs and intersecting forms of discrimination.
- **Collaborative Growth:** Ensuring people with disabilities remain central to the design of our programs and services.

Your Feedback Drives Improvement

To help us continually enhance our accessibility services, we value your input. Whether you choose to remain anonymous or share your details, our customer service team is ready to receive your feedback through any of our communication channels.

We will acknowledge receipt of all non-anonymous feedback using the same method you used to contact us. Please note that while anonymous feedback is vital for our improvement, we are unable to provide a direct response to it.

- By email:

accessibility@palairlines.ca

- By Mail:

ATT: Customer Service team

PO BOX 29030 RCAF Road, Hanger #1

St. John's, NF

A1A 5B5

- By Phone:

1-800-563-2800

Request an Alternate Format

PAL Airlines is dedicated to ensuring our information is accessible to everyone. Upon request, we will provide this document in any of the alternate formats listed below in a timely manner to meet your needs.

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

Message from the Airline

As a federally regulated airline, PAL Airlines operates under standards that protect and benefit our industry, employees, and passengers alike. A key advantage of this regulation is the consistent implementation of programs like the *Accessible Canada Act*, which requires us to maintain and regularly update a comprehensive accessibility plan. The following pages outline our roadmap to becoming entirely barrier-free. This plan's framework aligns with standard practices across other federally regulated entities, industry partners, and leading private-sector companies.

Operating essential travel services to and from remote communities introduces unique challenges. We are committed to navigating these complexities by continuously developing and refining our best practices. Moving forward, we will share these insights, along with our milestones—both large and small—through our regular plan updates.

We invite you to share your feedback with us by email, phone, or mail. This plan is just the beginning of our journey, not the final destination, and your insights are vital to our progress. Please let us know about your experiences or share the experiences of others. You are also always welcome to visit our facilities and meet with us in person—we would be delighted to host you!

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 process includes audio calls, emails, and in-person discussions centered on the lived experiences of our passengers. Equally vital are our face-to-face consultations with employees with disabilities. These individuals do more than just shape our accessibility plan; their insights are fundamental to the overall success of PAL Airlines. To further this commitment, we are introducing surveys for all passengers to ensure we consistently capture and act upon their feedback.

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

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.

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:

- Facilitate Seamless Interactions: Continue providing passengers and employees with the tools, training materials, equipment, and ongoing support necessary for smooth and accessible communication.
- Equipment suitability will be continuously evaluated by reviewing existing inventory alongside passenger accessibility needs. Where gaps are identified, appropriate equipment will be acquired or adjusted to ensure accessibility requirements are fully met.
- Equipment will be routinely monitored to ensure it remains in good working condition. Any equipment found to be malfunctioning or no longer meeting accessibility requirements will be replaced in a timely manner.

Design and Delivery of Programs and Services

To remain a leading travel provider, we recognize that comprehensive training for our teams and contractors is essential. PAL Airlines utilizes a blend of internal programs, industry-developed courses, and accredited third-party training. Removing barriers is a top priority; therefore, we are increasing the frequency of our online training to ensure accessibility and keep core principles at the forefront of our daily operations.

Our training goes beyond simple awareness—it delivers practical, hands-on instruction covering everything from the safe handling of mobility devices to specialized lifting techniques for passengers requiring boarding assistance. This commitment starts at the hiring phase. By selecting customer-focused team members who share our passion for aviation and our core values, we build a strong foundation for operational excellence and real-world success.

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.

The Built Environment

PAL Airlines is headquartered in St. John's, NL. In the other regions we serve, we are fortunate to collaborate with airport terminal partners who provide accessible—or soon-to-be accessible—public spaces, including parking, restrooms, and dining areas.

We will continue to consult with persons with disabilities when acquiring or designing new facilities to ensure they are entirely barrier-free. Furthermore, we are committed to training our staff and consulting experts to identify and eliminate barriers. Accessibility will remain a top priority in all future building acquisitions and planned renovations.

Provisions of CTA accessibility - Related Regulations

As a Small Transportation Provider (STP) PAL Airlines will be subject to some of the 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)

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

Air travel partnership:

For our Air Canada Express flights all customers will be handled in accordance with Air Canada's accessibility plan.

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	AC	ONGOING	
Yearly survey sent to employees to provide feedback on accessibility.	AC / Human resources	TBD	
New survey to be sent to passengers Feedback online	Customer service team / Marketing	Summer 2026	
Ensure our hiring process has reduced any barriers faced by people with disabilities.	AC / Human Resources	ONGOING	

Participation in external trainings and conferences for management.	AC	TBD	
Review website and internal systems against WCAG accessibility standards	AC / Marketing	ONGOING	
New equipment being purchased for stations.	AC / Procurement team	ONGOING	
Review to improve our current accessible documents and add any new forms if required.	Customer service team	ONGOING	
Digitizing our accessibility forms.	AC / Marketing/ Customer service	TBD	
Sunflower Program participation	AC/ Customer service / Cabin safety	TBD	
Acceptance of Service Dogs in training	AC / Customer Service	TBD	
Onboard Wheelchair trials in progress.	Cabin Safety	TBD	