



Accessibility Plan 2023-2026



General

Designated position and name of the person to receive feedback on behalf of Nolinor:

- Yves Bergeron, Vice-President of Operations

Ways in which the public can provide feedback:

- In person at the Nolinor Aviation offices located at 11600 Louis-Bisson, Mirabel, Canada J7N1G9
- By email at accessibilite_accessibility@nolinor.com
- By phone at 450-476-0018 ext.226 / 1-888-505-7025 ext.226
- By mail at: Accessibility Plan, Nolinor Aviation, 11600 Louis-Bisson, Mirabel, Canada, J7N1G9

The public may request the accessibility plan or a description of the feedback process in another format by contacting the above-mentioned person. Nolinor commits to providing an alternative format within 15 days following the request and 45 days if the request is for a version in Braille.

Nolinor Aviation may also receive feedback on social media platforms via Facebook, Twitter, Instagram, or others and commits to acknowledging receipt of any request made through these platforms. Otherwise, an acknowledgment of receipt will be provided in the same manner as the feedback request was received.

Nolinor Aviation accepts and will also take into account any anonymous feedback made in connection with accessibility.

Information and Communication Technologies (ICT)

Nolinor will update its website to comply with the WCAG 2.0 standards at AA level before 2026.

Communications, Other Than ICT

All communications made otherwise than with information technology are made through our passenger service staff and our flight attendants. They are trained for accessible transportation and must provide a clear message in simple language and spoken slowly enough to be easy to understand. Messages are repeated, and the use of pre-recorded messages is prioritized. Announcements are offered in both official languages and also via additional mediums available upon public request. We offer to the public, upon request, alternative formats of printed documents for safety cards to reduce barriers for people with disabilities, as well as other supports with large print, audio supports, and in Braille.

Procurement of Goods, Services, and Facilities

The process of acquiring goods, services, and facilities integrates accessibility as a selection criterion in order to adapt to our clientele and thus eliminate barriers for disabled persons when applicable.

Design and Delivery of Programs and Services

Currently, all our passenger service agents as well as our flight attendants are trained on accessible transportation in order to be able to offer all our flight services to everyone including disabled persons.

A review of service procedures to ensure personalized assistance to disabled persons will be done before 2026 and procedures will be adapted based on this evaluation.

Transportation

Passenger transport for the purpose of a flight is partly controlled by Nolinor. For flights departing from Mirabel, we have adapted our equipment and facilities to ensure service to everyone including disabled persons. For other airports, we must use existing services and facilities. We commit to ensuring that any service agreement with third parties must take into account accessibility for all.

Built Environment

Waiting rooms and service counters have been arranged to guarantee the accessibility of passengers including disabled persons.

Although currently available at Mirabel, it has been suggested during the consultation period to integrate more boarding ramps for our operations. We will take action on this recommendation before 2026.

Also, we commit to respecting accessibility standards in the future design of any facility.

Provisions of the CTA Accessibility-Related Regulations

Nolinor Aviation is defined as a small carrier according to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). This is available on the web at the following address: <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/index.html>. We commit to complying with the rules applicable to us and to respecting any requirements of the applicable Canadian Accessibility Act. We comply with the Air Transportation Regulations, Part VII – and the Personnel Training for the Assistance of Persons with Disabilities Regulations.

Consultations

As part of the production of this plan, the company's 285 employees were surveyed, including people with disabilities, during the period from January 15 to January 25, 2024. The survey aimed to offer everyone the opportunity to express their opinions on the current and future policies, programs, and services of the company. We received several suggestions that have been integrated into the current plan. It was suggested to increase the number of access ramps to airplanes at Mirabel and to review the procedures for personalized assistance services for people with disabilities currently in place. These two elements have been incorporated into the current plan.