



## Accessibility Progress Report

### June 2025



## **Subject: Nolinor Aviation Accessibility Progress Report 2025**

Nolinor Aviation is dedicated to fostering an accessible and inclusive environment for all passengers and employees, in strict adherence to the Accessible Canada Act (ACA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). Below, we outline our progress and ongoing efforts across various domains as required by the regulations.

### **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 [accessibilité\\_accessibility@nolinor.com](mailto:accessibilité_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, a description of the feedback process, or the progress report 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.

As part of our overarching commitment to accessibility, Nolinor Aviation continues to implement and refine our strategies and policies to ensure compliance with the ACA and ATPDR. We focus on developing an inclusive culture and operational efficiency that respects the needs of all individuals.

### **Information and Communication Technologies (ICT)**

Our ICT updates are on track to ensure that all our digital platforms comply with Web Content Accessibility Guidelines (WCAG) 2.0 AA standards. This includes a comprehensive overhaul of our website and internal systems to enhance usability for individuals with disabilities. The scheduled date for the website update is June 1<sup>st</sup>, 2026.

## Communication, Other Than ICT

We have improved our non-digital communication methods to ensure that all passengers receive clear and accessible information. This includes training our staff to use simple language and to provide information slowly and clearly, both in person and through our pre-recorded announcements available in both official languages.

## Procurement of Goods, Services, and Facilities

Nolinor Aviation has integrated accessibility criteria into our procurement processes. This ensures that all new goods, services, and facilities are evaluated for their ability to meet the needs of individuals with disabilities, thereby reducing barriers and enhancing accessibility.

## Design and Delivery of Programs and Services

All passenger service agents and flight attendants receive ongoing training focused on accessible transportation. This ensures that all passengers, including those with disabilities, can access and benefit from our services. We are also reviewing our service procedures to enhance personalized assistance.

## Transportation

We have made significant improvements in the accessibility of our transportation services, especially at Mirabel Airport, where we've upgraded facilities and equipment. For other locations, we coordinate with service providers to ensure that accessibility standards are met.

## Built Environment

At our primary hub and other facilities, we've reconfigured layouts to ensure accessibility, including more accessible waiting rooms and service counters. Future renovations and new constructions will continue to meet stringent accessibility standards.

## Provisions of CTA Accessibility-Related Regulations

Nolinor Aviation strictly adheres to the ATPDR, ensuring that all operational practices and staff training align with these regulatory requirements. We are committed to maintaining the highest standards of accessibility in all aspects of air transportation.

## Feedback Information

We encourage feedback through multiple channels, including in-person, email, phone, and mail. All feedback is used to continuously improve our services and address any issues related to accessibility.

## Consultations

In January 2024, we conducted a comprehensive survey involving our 285 employees, including those with disabilities, to gather feedback on our accessibility services. The feedback received was instrumental in shaping our current initiatives and future plans.

No additional consultation was conducted in 2025, as we did not transport any passengers with disabilities during that period, which made it impossible to consult them directly.

Looking ahead, as part of future consultations, we plan to engage organizations and associations representing persons with disabilities to obtain their input on the accessibility measures in place and to identify opportunities for improvement.

This progress report reflects our ongoing commitment to accessibility and our dedication to providing an inclusive and barrier-free experience for all our customers. We remain open to receiving suggestions from both our passengers and employees.

For further information or to provide feedback, please contact:

Email: [accessibilité\\_accessibility@nolinor.com](mailto:accessibilité_accessibility@nolinor.com)

Phone: +1 450-476-0018 ext.226

Mail: Accessibility Plan, Nolinor Aviation, 11600 Louis-Bisson, Mirabel, Canada, J7N1G9