

Accessibility Progress Report – 2nd year (2025)

SCOPE:

As mandated by Accessible Transportation for Persons with Disabilities Regulations (ATPDR), the Azores Airlines SATA Office of Social Responsibility, Safety and Health produces the present Accessibility Progress Report.

This report outlines Azores Airline's progress in implementing accessibility measures for its people with disabilities and the representative organizations, including information received through the feedback process, to remove barriers and improve accessibility for passengers with special needs.

Parts of ATPDR Progress Report

(a) General

1. Contact Information & Feedback Process

(b) Progress Report Elements

1. Information and Communication Technologies (ICT)
2. Communication, other than ICT
3. Design and Delivery of Programs and Services
4. Built Environment
5. Transportation
6. Procurement of Goods, Services and Facilities
7. Employment
8. Provisions of CTA Accessibility-relates regulations

(c) Feedback Process

(d) Consultation

(e) Conclusion

(a) GENERAL

The present Accessibility Progress Report serves to demonstrate that the Transport Service Provider (TSP), hereafter referred to as Azores Airlines' intent to fully comply with the Accessible Canada Act (ACA), Accessible Transportation Planning and Reporting Regulation (ATPRR). As a regulated national entity, Azores Airlines prepared and published an accessibility plan, thus established, and maintains feedback and assessment processes, and reporting procedures to continually enhance resources for accommodating the needs of Azores Airlines passengers with disabilities.

This report was produced as part of the accessibility plan for persons with disabilities in accordance with the ACA Transportation requirement to ensure that all modes of transportation are accessible to persons with disabilities.

Azores Airline's designated representative and official position to receive feedback on behalf of the Azores Airlines is Mr. Jose Raposo (Office of Responsibility, Occupational Safety & Health Coordinator), which may be contacted via e-mail jose.raposo@sata.pt or by cellular phone, at +351 912 653 398, on a 24/7 daily basis.

The mailing address to be used, when applicable, is SATA Azores Airlines, Rua Dr. José Bruno Tavares Carreiro, N.º 6, 5º Piso, 9500-119 Ponta Delgada, S. Miguel, Azores – Portugal.

Mr. Raposo is also the person the public can contact for alternate request format of the description of the feedback process or an alternate format of the progress report, by the same means, as listed below, mailing address, cellular phone or email address.

In addition to the contact above, the following contacts are also available:

- **Online form:** Accessibility feedback online form
- **By Mail:**

Loja de Vendas Toronto Sales Office
Azores Airlines
1274 Dundas St. West, Toronto Ontario, M6J 1X7
Canada

Head Office Rua Dr. José Bruno Tavares Carreiro, N.º 6, 9º, 9500-769, Ponta Delgada Açores – Portugal

Tel. 351 296 209 710/1 Fax. 351 296 672 090

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• **By Telephone:**

Contact Center

Toll-Free from Canada and the United States: 1-800-762-9995

From Portugal, dial: 296 209 720

International callers, please dial (+351) 296 209 720.

*Call to Portuguese national fixed network. The cost of communications depends on the tariff agreed with your operator.

Toronto Sales Office: 416-515-7188

• **By Email:**

accessibility@sata.pt

Azores Airlines will provide this Plan in the following alternate formats on request:

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

(b) PROGRESS

SATA continuously seeks to implement measures to serve our customers that may require special assistance.

The main purpose of the plan is to continue to indicate policies and procedures that must be monitored and adjusted in accordance with feedback received. The progress report addresses the status report of this plan, and is summarized below:

1. Information and Communication Technologies (ICT)

Barrier	Desired Outcome	Target Date	Progress report
W3C: WCAG 2.2 AA	Improve accessibility	Q2 2025	Done On April 2025 we have changed our compliance object for W3C standard: WCAG 2.2 AA

2. Communication, other than ICT

Barrier	Desired Outcome	Target Date	Progress report
Written documents	Investigate if we can have all information and placards readable for passengers with impaired or no vision	Q4 2025	Continuing to evaluate to have some placards with relevant information to be in braille – work in progress
Voice relay service	Improve service assistance for customers with hearing or speech disabilities. Explore options and consult prior to any planned implementation.	Long term	Developed in a long-term period.
Information video	Create information video with signing and add this to the website and IFE	Long term	Developed in a long-term period.

3. Design and Delivery of Programs and Services

Barrier	Desired Outcome	Target Date	Progress Report
Consultation	Review training programs to identify areas for any further improvements	Training assistance programs	Initial and recurrent training for ground handling and cabin crew personnel includes assistance procedures for passengers with reduced mobility or disabilities

4. Built Environment

We reiterate that the airport facility and the company offices that support the Azores Airline activities and fleet are prepared to accommodate worker and passengers with special needs, as described in Azores Airlines Accessibility Plan. In case a feedback contrary to this assumption is detected, SATA will plan accordingly, implement corrective and preventive measures, monitor their effectiveness and act in a responsible manner to remove all administrative obstacles and fiscal barriers to accommodate people with limitations and special needs.

5. Transportation

SATA is continuously committed to providing everything that is necessary and available for passengers with reduced mobility assistance services in every airport in which operates.

We strongly believe that the increase in the transportation of people with special needs shows that passengers with special needs feel truly welcome and continually choose Azores Airlines as their preferred airline.

All these efforts are detailed in the present, from the Office of Responsibility, Occupational Safety & Health Coordinator, which shows that Azores Airlines employees with special needs have also been consulted and integrated.

6. Procurement of goods, services and facilities

We do a continuous work to transform other placard and information readable for passengers with impaired or no vision and this work will be aligned with the assistance of an Azores Airlines employee to proofread the cards that can be produced.

7. Employment

Since the last audit, no new employment issues, risks and opportunities were noted and registered. Azores Airlines is committed to uphold fair labor policies and non-discriminatory employment practices. Azores Airlines is zero-tolerance when it comes

to employee or third-party discrimination, especially concerning current and future employees and including passengers with special needs.

Open Item: Azores Airlines is at the final phase to obtaining an international certification in Management of Social Responsibility, under NORM NP 4469:2019 (ISO Standard 26000).

Commitments that SATA must adhere to this new certification:

- **Enhanced Reputation and Improved Internal and External relationship:** Airlines that follow ISO 26000 principles demonstrate commitment to ethical practices, which positively impacts their reputation among passengers, including those with special needs, investors, and the public, in general.
- **Attracting and Retaining Workers and Customers:** ISO 26000 principles attract and retain employees and passengers by emphasizing social responsibility, especially those requiring special assistance.

8. Provisions of CTA Accessibility-related regulations

- **Communication needs:** Azores Airlines complies with communication needs for its passengers.
- **Fleet and Equipment:** Azores Airlines is an airline carrier that is prepared to transport passengers with reduced mobility. It operates Airbus A321 LR, which is equipped with the essential training in the care of passengers with special needs. Azores Airlines is in the process of analyzing the operational need for procuring cabin wheelchairs to allow movement on board, mainly to sanitary installations. This is an open item.
- **Terminal Facilities:** Azores Airlines only operates flights to locations where terminal facilities and support is provided and adequate for passengers with special needs.
- **Training:** Azores Airlines complies with the requirements issued by IATA, ECAC, and European, US and Canada regulations, regarding the training of its

employees involved in handling passengers with reduced mobility. We, through the training programs, ensure that all employees have adequate training and awareness of the assistance that must be given to passengers with reduced mobility

- **Security Screening and Border Clearance:** The outsourced services are subject to screen and the reporting or irregular systems and personal conduct towards passenger and employees with limitations and special needs.

(c) FEEDBACK INFORMATION

During the last audit, no new risk factors or opportunities were noted and registered. The open items.

(d) CONSULTATIONS

As a first-hand means of consultation, the office of social responsibility held, on January 2025, a meeting with representatives from 2 entities, namely ACAPO and Associação de Surdos de S. Miguel, to give us their feedback when travelling with SATA.

It was mentioned that there are good experiences in flights operated by SATA, when travelling on an inter-island and on domestic flights. There was no experience to point out for travels in intercontinental flights. Whenever a traveler is accompanied by another person, the experience is positive, and they feel integrated.

However, when they need to travel alone, they pointed out that additional effort is necessary to succeed when travelling on SATA's flights.

It was noted that check-in staff need to provide precise and clear information to passengers with disabilities and their companions.

First, it was proposed that, bearing in mind that passengers with special needs are the first ones to board, the safety demonstration could be carried out in a more inclusive way, allowing tactile contact with the vest and oxygen mask, for example. Additionally, a previous visit to the bathroom should be provided to ensure that passengers can assess its conditions before using it.

It was also suggested that when a meal is served that the crew indicates the position of the recipients on the tray and which food is in each one of them.

It was also suggested that some of the staff should have some knowledge in sign language to assist passengers with language barriers.

SATA takes the suggestions we've received very seriously. We're currently evaluating their implementation to break down any existing barriers, ensuring passengers with special needs receive the same level of service as all other passengers. This guarantees their utmost satisfaction.

Azores Airlines designed this Accessibility Plan Workgroup to periodically review its plan requisites, non-conformities, and opportunities to enhance Azores Airlines' performance. The workgroup comprises a multidisciplinary team of Azores Airlines workers, including two individuals with limitations (a blind person and a deaf person). Their respective associations will also be in attendance.

The Azores Airlines Board of Directors voluntarily programs and trains Azores Airlines employees in passenger service and assistance using sign language to provide the best assistance.

(e) CONCLUSION:

As the Social Responsibility, Safety & Health Manager, to the best of my knowledge, states that Azores Airlines complies with the intent and requirements of the ACA.

Ponta Delgada, 30th of June 2025.