

SATA Internacional – Azores Airlines SA

Accessibility Plan – 2023-2026

General

1.1 SATA Internacional – Azores Airlines, S.A. (“Azores Airlines”)

Azores Airlines is an international airline that, as part of the SATA Group, has a mission of connecting the Azores with the rest of the world and helping to advance the economic and social development of the Azores.

VISION

Azores Airlines was born in the Azores with the aim of connecting the islands to each other and taking the Azores to the world. Our ambition is to be recognized throughout the world as the best option for travel to and within the Azores.

MISSION

To bring the Azores to the world and the world to the Azores, promoting the connectivity of the Azores in a sustainable way. We want to continue to be an example of a socially responsible company that brings values and growth to those who are part of us.

VALUES

Genuineness, because we cultivate authenticity in our way of acting and in our actions.

Hospitality, because we feel immense pride in being chosen as the first hosts of our destinations and we anticipate and exceed our clients' expectations.

Leadership, because we want to cultivate in our employees the sense of responsibility and autonomy necessary for the unparalleled performance of their duties, promoting companionship and seeking out new ideas and opportunities with effort, audacity, and ambition.

Safety, because protecting the lives and safety of people and property is a constant concern, ahead of any operational need.

People, because we constantly promote meritocracy and welcome diversity at all levels of the organization, which is why we continually work to improve our value proposition in order to attract and retain the most talented and ambitious professionals.

Rigor and Professionalism, because we want to work in an exemplary manner and with the dedication to serve our clients, developing our teams' ability to find efficient and innovative solutions.

Trust and Integrity, because we are committed to creating long-term economic value based on sustainable relationships with all our stakeholders, based on principles of honesty, integrity and transparency.

Corporate Responsibility, because we are committed to carrying out our activities based on sustainable development principles, with a contribution that goes beyond the economic value generated by our business.

SATA respects the principles of accessibility set out in the Accessible Canada Act and believes that:

1. all persons must be treated with dignity regardless of their disabilities;
2. 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;
3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. 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;
6. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures;
7. the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities

1.2 Statement of Commitment

Our commitment: Azores Airlines is committed to making accessibility in air travel a priority:

1. Azores Airlines, including its employees and contractors, does not discriminate against people with disabilities because of their disability.
2. Azores Airlines does not refuse transportation or other services due to their disability, appearance, or resulting involuntary behavior.
3. Azores Airlines does not require passengers with disabilities to accept special services or subject them to restrictions that do not apply to other passengers, except for passengers with disabilities who may need to check in early, provide advanced notice or documentation, or pre-board to receive specific services related to their disability.
4. Azores Airlines crews are trained to meet the needs of passengers with disabilities and determine how they can be accommodated safely and with dignity.
5. Azores Airlines staff receive refresher training, and its service providers comply with IATA training AHM Chapter 1110 and national aviation authorities according to ICAO rules of transportation.
6. Complaint resolution staff (Azores Airlines' experts in resolving disability issues) receive refresher training.

1.3 Contact Information & Feedback Process

Azores Airlines welcomes feedback, including about its Accessibility Plan, and has designated its Office of Responsibility, Occupational Safety & Health Department to receive feedback from customers. You can provide feedback, including about this Plan, request an alternate format of the Plan, or request an alternate format of the description of feedback process using any of the below options:

- **Online form:**

[Accessibility feedback online form](#)

- **By Mail:**

To: Office of Responsibility, Occupational Safety&Health Coordinator
Rua Dr. José Bruno Tavares Carreiro, n 6 | 7º Piso
9500-119 Ponta Delgada
Açores – Portugal
Fax: (+351) 296 672 098

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

- **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.

Information and Communication Technologies (ICT)

Azores Airlines recognizes the importance of using technology effectively to help make information and communication more accessible to people with disabilities. Azores Airlines strives to ensure that its digital communications tools, including its website and mobile app, provide a usable experience for its customers, including through compliance with W3C WCAG 2.0 Level AA accessibility conformance standards. However, improvements in technology tools, including in website and mobile app design, can always be made to enhance accessibility. With this in mind, Azores Airlines has set the following accessibility goals:

Barrier	Desired Outcome	Target Date
WCAG 2.1 level AA on website	Improve accessibility	Q4 2024
Difficulties in navigation and selection for keyboard users on some of the website calendars	Address these difficulties for keyboard users	Q4 2024

Besides and alongside with our commitments, we are constantly searching and benchmarking in order to the best of our abilities improve accessibility to our website and services. For this purpose, we continually:

- Audit apps and websites for opportunities of improvement.
- Promote awareness of availability of alternate communication formats.
- Collaborate with manufacturers, and business partners to improve accessibility of ICT.
- Evaluate the accessibility of the information and communications technologies we use.
- Simplify our processes and use language that is concise and easy to understand.
- Improve website and app in terms of structure, consistency, and accessibility.

The use of both free and paid platforms to continually scan and benchmark our website to the best practices in terms of WCAG compliance.

Communication, other than ICT

Azores Airlines recognizes that it is necessary to continuously evaluate and improve how it communicates with customers, including by addressing communication-related barriers. Its crew members and other customer-facing staff regularly attend training sessions designed to ensure that they understand different types of disabilities and how to communicate with all customers in a manner that is informed, respectful and accessible. Azores Airlines has set the following communication-related goals:

- Continue to evaluate and update employee trainings on disability awareness and methods of communicating with customers with disabilities.
- Develop and implement guidelines for ensuring that customer-facing documentation and content is drafted using accessible language that is simple, concise and easy to understand.
- Review pre-existing documentation and, where necessary, ensure that high priority content is available in alternative and/or accessible formats.

Barrier	Desired Outcome	Target Date
Written documents	Investigate the possibility of introducing printed information and placards in Braille, such as Safety on Board	Q1 2024
	Investigate if we can have all information and placards readable for passengers with impaired or no vision	Q1 2025
Voice relay service	Improve service assistance for customers with hearing or speech disabilities. Explore options and consult prior to any planned implementation.	Q1 2024
Information video	Create information video with signing and add this to the website and IFE	Q4 2025

Design and Delivery of Programs and Services

Azores Airlines seeks to ensure its services are designed and delivered in a way that makes them accessible to all of its customers. Its crewmembers, customer relations staff, and ground service agents undergo specialized training designed to enable them to meet the needs of passengers with disabilities in a respectful and personalized manner. Employees who interact with customers with disabilities receive refresher training.

With a view to identifying, removing and preventing barriers in its design and delivery of programs and services, Azores Airlines has set the following goals:

Barrier	Desired Outcome	Target Date
Consultation	Review training programs to identify areas for any further improvements	Q4 2024

Azores Airlines provides information regarding the services available to passengers with disabilities on its website, including wheelchair service, carriage of service dogs, transportation of wheelchairs and other mobility aids.

Provide assistance at airports

- Passengers with disabilities get prompt and timely assistance in boarding and disembarking, upon request, from duly trained Azores Airlines employees, services providers, or airports services. This includes:
 - check-in acceptance, systems notifications/communications, the services of staff and the use of ground wheelchairs, accessible motorized carts, boarding wheelchairs, and ramps or mechanical elevators, as needed;
- assistance in getting from the terminal entrance to the departing flight, assistance in getting between gates to make connections, and aid in getting from the arriving flight to the terminal exit for pick-up;
- assistance in accessing essential functional areas of the terminal, such as the ticket or baggage claim counter or a restroom entrance;
- accompany a passenger with a service animal to an animal assistance area at the airport.

Special assistance services must be booked in advance, **either at the time of booking or up to 48 hours before travel**, to ensure they are available.

Passengers must identify themselves to airline staff when they arrive at the airport or boarding gate to obtain assistance.

Note:

If you are traveling from one of the airports managed by ANA Aeroportos de Portugal (Ponta Delgada, Santa Maria, Horta, Flores, Lisbon, Porto, or Funchal), when you arrive at the airport, you should look for the Designated Arrival Point – a telephone station duly marked with the

MyWay logo. Through the available telephone, you should inform the MyWay service of your arrival so that you can have personal and luggage assistance at check-in, security, border, and boarding controls, until you are seated on the plane, at which point the airport's responsibility ends.

Alternatively, you may contact the ground handling staff at check-in, who will liaise with the MyWay service to provide assistance.

Provide assistance at the aircraft

Azores Airlines allows a passenger with disabilities who identifies himself at the boarding gate as needing additional time or assistance to board, store accessibility equipment, or be seated, as well as priority to board before all other passengers.

Passengers with disabilities get prompt and timely boarding and deboarding assistance upon request from duly trained Azores Airlines employees or contractors. This includes:

- assistance in moving to and from seats;
- assistance in boarding and deplaning by any means available and acceptable to the passenger.

Once a passenger with a disability has boarded, Azores Airlines staff or contractors will provide assistance, if requested, for example:

- in moving to or from the restrooms;
- stowing and retrieving assistive devices (e.g. walkers, crutches, or other small mobility device).

Enable travel with an assistive device or assistance animal

Travel with auxiliary devices

Azores Airlines allows assistive devices as hand luggage in the cabin free of charge, depending on safety rules.

- This includes medical devices and/or a personal amount of medication that assist the passenger with their disability.
- Assistive devices are not included in the passenger's carry-on baggage allowance (a maximum of two assistive devices).

Azores Airlines accepts battery-powered wheelchairs if they fit in the hold and can be transported as per safety and security requirements.

For more information on wheelchairs, please see [Mobility and Wheelchair Assistance | Azores Airlines](#).

Traveling with Assistance Dogs

Azores Airlines allows a trained assistance dog to accompany a passenger with disabilities in the aircraft cabin unless:

- the dog poses a direct threat to the health or safety of others;
- the dog causes a significant disturbance or misbehaves in the cabin or the airport's gate area;
- the transportation of the dog disregards the law;

Note: Passengers must verify that the destination country allows legal entry and exit of their pet and what requirements are required.

More information available at: [Traveling with Pets | Azores Airlines](#).

Provide seating accommodation

Azores Airlines provides specific seats on its aircraft to passengers who inform the airline staff of this need, provided that these seats are available in the same class of service:

- **Movable aisle armrest** - When the passenger uses an aisle chair to board and cannot easily transfer over a fixed armrest.
- **Bulkhead seat or other seat** - When the passenger is traveling with an assistance pet that is better accommodated in a particular seat, when available.
- **Increased legroom** - When the passenger has a fused or immobilized leg, when available.
- **Adjacent seat** - For a travel companion providing a particular type of assistance, such as:
 - A personal care attendant performing a function that is not required to be executed by airline staff, such as assisting in feeding a passenger with disabilities;
 - A reader for a passenger who is blind or with low vision;
 - An interpreter for a passenger who is deaf or hard of hearing; or
 - A safety assistant if a passenger with a disability cannot assist in their evacuation.

For passengers not specified above, Azores Airlines will assign seats that best accommodate their specific needs if the passenger complies with the airline's procedures.

Provide seats for passengers with disabilities on our aircraft:

Check here the seating for passengers with disabilities on Azores Airlines aircraft:

- **A320**

- **Seatmap**

- **Note:** The seats designated for passengers with disabilities have movable armrests. A320 aircraft have **toilets** with grab bars at the front and right side at the rear.

- **A321neo**

- **Seatmap**

- **Note:** The seats designated for passengers with disabilities have movable armrests. The **toilet** with grab bars on the A321neo is at the front of the aircraft.

- **A321LR**

- **Seatmap**

- **Note:** The seats designated for passengers with disabilities have movable armrests. On A321 LR, the **toilet** with grab bars is at the front of the aircraft.

Built Environment

Azores Airlines recognizes the importance of ensuring the built environment, including its aircraft and the airport terminals from which it provides its services, is as accessible as possible for all of its customers.

Azores Airlines has made significant investments recently to renew its fleet of aircraft operating to and from Canada. Its aircraft feature lavatories with grab bars. In addition to other information regarding accessibility, Azores Airlines also provides information relating to dimensions of its aircraft on its website:

<https://www.azoresairlines.pt/en/information/dimensions-inside-aircrafts>

Provide accessible airport infrastructures

Special Assistance

(<https://www.azoresairlines.pt/en/information/special-services/special-assistance>)

Azores Airlines provides information on the barriers that its passengers may encounter and informs them accordingly:

[Dimensions inside aircraft](#)

[Mobility and Wheelchair Assistance](#)

[Seating arrangements for passengers with disabilities on our aircraft](#)

Provide assistance at airports

Passengers with disabilities get prompt and timely assistance in boarding and disembarking, upon request, from duly trained Azores Airlines employees or contractors. This includes:

- the services of staff and the use of ground wheelchairs, accessible motorized carts, boarding wheelchairs, and ramps or mechanical elevators, as needed;
- assistance in getting from the terminal entrance to the departing flight, assistance in getting between gates to make connections, and aid in getting from the arriving flight to the terminal exit for pick-up;
- assistance in accessing essential functional areas of the terminal, such as the ticket or baggage claim counter or a restroom entrance;
- accompany a passenger with a service animal to an animal assistance area at the airport.

Regulation (EC) 1107/2006 provides that airport authorities at Portuguese and other EU airports are responsible for providing assistance to travelers with disabilities at airport terminals. At airports managed by ANA Aeroportos de Portugal, including Ponta Delgada and Lisbon, the airport authority provides the ANA MyWay assistance service to passengers with disabilities and reduced mobility, which should be requested through Azores Airlines or the customer's travel agent at least 48 hours in advance. In Terceira Island airport the service is managed by ACL (Aerogare Cível das Lajes).

Further information is available at ANA and ACL websites, including:

- **Ponta Delgada:**
<https://www.ana.pt/en/pdl/services-shopping/essential-services/reduced-mobility>
- **Lisbon:**
<https://www.ana.pt/en/lis/services-shopping/essential-services/reduced-mobility>
- **Terceira :**
<https://aerogarelajes.azores.gov.pt/infopax.aspx?a=mobilidadereducida#pmr>

Further information regarding accessibility at Toronto Pearson Airport and Montreal Trudeau Airport is available at:

- **Toronto:** <https://www.torontopearson.com/en/accessibility>
- **Montreal:** <https://www.admtl.com/en/guide/accessibility/services-facilities>

Azores Airlines, in all stations, is involved and works with the authorities to evaluate and improve the process of assisting passengers with reduced mobility.

All representatives periodically hold meetings where the topic is discussed and analysed:

- ✓ CANADA – AOC (Airlines Operators Committee) meetings.
- ✓ PORTUGAL – AOC meetings, MyWay Forum's (ANA Vinci support services to PMRs) and ACL, ANAC Meetings of Activities;
- ✓ Priority is given to PMR passenger on all provided services (acceptance, boarding and baggage processing)

Azores Airlines has set the following goals with respect to the built environment:

- Where possible, engage and work with airport authorities to identify possible means of improving wayfinding and signage at airports to which it operates.

Transportation

Azores Airlines does not provide ground transportation to or from airport terminals to its customers but recognizes the importance of eliminating and preventing barriers to the accessibility of these transportation services.

Azores Airlines plans to consult with its employees and customers to identify any barriers that might exist in transportation services that are available and used to travel to and from airport terminals from which it operates.

Azores Airlines undertakes to enter future contracts with suppliers to mitigate any transportation barriers, taking into account the principles of accessibility in any future transportation.

Procurement of Goods, Services, and Facilities

Where possible, Azores Airlines seeks to ensure that accessibility requirements and considerations are incorporated into its procurement of all goods and services.

With this in mind, Azores Airlines plans to review and, where possible, update its procurement policies to ensure that accessibility requirements are considered in the procurement process and that its suppliers and vendors are compliant with and cognizant of applicable accessibility requirements and standards.

Despite the obligation to contract PRM services to third parties at Azores Airlines airports, in addition to ensuring the PRM service through the IATA Standard Ground Handling Agreement (SGHA) established with Handler (2.1.3) or ensure a bond/liaison with the airport services in Europe, all Azores Airlines operational staff keep valid and updated the PRM Passengers and Baggage acceptance training, to ensure the best and appropriate assistance to these passengers.

Azores Airlines, being a 100% public company, is committed to transporting all customers, including PRM, with the constant objective of improving and adopting the best market practices, guaranteeing excellency on the transport of all its passengers.

Employment

Azores Airlines is committed to removing and preventing barriers, and promoting a safe and supportive workplace where diversity, equity and inclusion are core values. The vast majority of Azores Airlines employees are based in the Azores and other locations in Portugal, and Azores Airlines complies with Portuguese and European Union employment and anti-discrimination laws.

Azores Airlines includes people with special needs in its workforce.

Azores Airlines will continue to work to improve recruitment and hiring practices for people with disabilities, and to identify opportunities to improve disability awareness and accommodation policies within the organization.

Provisions of CTA Accessibility-Related Regulations

As of January 1, 2024, Azores Airlines will be classified as a “large carrier” for the purpose of the *Accessible Transportation for Persons with Disabilities Regulations* (“**ATPDR**”). As a foreign carrier, paragraph 5(1)(a) and the provisions of Part 2 – Service Requirements Applicable to Carriers of the ATPDR will therefore apply to Azores Airlines as of that date; Azores Airlines strives to meet or exceed its obligations as set out in these provisions.

Consultations

In developing this initial Accessibility Plan, Azores Airlines considered input from employees, including employees with disabilities and who have significant experience providing services to and receiving feedback from passengers with disabilities.

In pursuing the goals set out in this Plan, Azores Airlines will increase its consultations with employees and customers with disabilities, and with disability rights organizations and advocates, to gain a better understanding of how it can best identify, remove and prevent barriers and prioritize means of making its services more accessible.

Azores Airlines frequently sets up work teams to manage situations that require special attention and to monitor and audit its services and customer relations, promoting internal committees to study, resolve and implement solutions to specific situations, particularly with regard to the treatment of passengers with special needs.

To meet national and international laws and comply with best-practices, Azores Airlines complies with obligations to consult and involve, passengers with special needs, workers and their respective representative non-governmental organizations to completely understand their respective needs and expectations, especially, those interested parties with disabilities due to their physical limitations that are subject to struggle with physical barriers that impede the free access of passenger to terminal buildings and facility services, the aircraft and, as far as workers are concern, to their places of employment.

The Office of Responsibility, Occupational Safety & Health from Azores Airlines have consulted employees as well as passengers. In accordance with regulation 679/2016 of 27th of April we are not allowed to provide personal information (due to data protection) and for that reason we are not able to provide the names of the persons that were consulted.

Additionally, we have also contacted the ASISM – Associação de Surdos da Ilha de S. Miguel (regional deaf association) and members of ACAPO – Associação dos Cegos e Ambípodas de Portugal – Açores (sight apaired).

To better understand the needs of interested parties, including passengers and employees with disabilities and their representative non-governmental organizations, the following questions were/are asked:

1. Accessibility:

- Questions were/are asked about the physical conditions of building environment, mainly passenger and employee facilities, services, and workplace accesses, respectively, such as ramps, elevators, accessible toilet facilities and spaces suitable for wheelchairs.

- Questions were/are asked whether they have pertinent information on how to request equipment and services to accommodate individual needs.

2. Communication and Information:

- Questions were/are asked if persons with disabilities access to relevant information have, such as policies and procedures for accommodation for persons with disabilities that promote non-discrimination due to disabilities.
- Questions were/are asked if persons with disabilities knew how to communicate with SATA, addressing specific to persons with disabilities.

3. Adaptations of Conditions:

- Questions were/are asked whether they are of the opinion that Azores Airlines adapts accessed locations in accordance with technological developments to support the needs of persons and employees with disabilities, to facilitate them during air-travel and access to places of employment.
- Questions were/are asked concerning usefulness of having flexibility in working hours or locations to accommodate individual needs.

4. Open Answer Questions:

Questions were/are asked if the persons with disabilities and employees, or their respective non-governmental organization representatives promoting and addressing specific suggestions for improving accessibility during air-travel or employee workplace.

As a result of the audit/feedback, Azores Airlines actively promotes the well-being and empowerment of individuals with disabilities having implemented various Policies and practices to guarantee:

- **Accessibility** to physical and digital sites are accessible to all, including, places of facilities, services, airplanes, and digital and non-digital support services.
- **Appropriate workplace and access adjustments** for employees and passengers with disabilities, such as modified workstations, flexible schedules, or accessible ground and air-travel commodities options.
- **Inclusive Hiring Practices** in actively recruiting and hiring persons with disabilities, valuing their skills and contributions to SATA's sustainability.
- **Training and Information** for employees about disability awareness, etiquette, and respectful interactions.
- **Equal Opportunities** for career advancement, promotions, and professional development.
- **Representation and partnering** with disability-focused NGOs, to enhance services and support.
- **Accessible Customer Service** that ensures that customer service representatives are trained to assist passengers with disabilities effectively, in person, by traditional mail, telephone, and by email.
- **Promoting a Diverse Cultura** that encourages passengers and employees with disabilities to participate in consultations, such as in the present proceeding, and partnerships with SATA in decision-making processes.

OUR COMMITMENT

Considering the consultations mentioned above Azores Airlines is committed to:

- 1 - provide printed information in braille, for example, of the on-board emergency information cards that should be handed to passengers with this special need;
- 2 - implement a voice relay service essentially for passengers with hearing or speech disabilities;
- 3- provide Sign Language (ASL) videos for passengers with hearing disabilities, that are to be posted on SATA's website and inflight information.

From information that was gathered, it was affirmed by the Plan coordinator that these projects are in working-progress.