

Sunwing Airlines

Accessibility Plan Progress Report

2023-2024

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General

Statement

Sunwing Airlines continues its efforts to prevent and remove barriers to accessibility, and to continue providing a safe and dignified service for passengers with disabilities, ensuring inclusion and equal participation for all. Sunwing Airlines has published its first Accessibility Plan on June 1, 2023, and the following progress report is accurate to May 1, 2024.

Feedback Process

Sunwing Airlines welcomes all feedback relating to accessibility. Our goal is to empower our teams with knowledge that we will use to work toward a more accessible future. The Manager of Airport Regulatory Compliance and their team is designated to receive the feedback on behalf of the Company. They will inform and involve other departments as required based on the content of the feedback. The feedback will also be monitored and reviewed by the Company's Accessibility Committee. Any feedback relating to accessibility is stored in our internal database and kept for 7 years. We will acknowledge all feedback unless it is submitted anonymously.

The Accessibility Plan, Progress Report, and Feedback Process are available in the following formats: An electronic version that is compatible with assistive technology is available on our website, large print can be available within 15 days, braille and audio can be available within 45 days. Feedback along with requests for any of these formats may be made through the contact information below.

Web Form: [Sunwing Cares](#)

Email: accessibility@flysunwing.com

Phone: 1-877-786-9464

TTY: 1-800-855-0511

Mailing Address:

27 Fasken Drive

Toronto, Ontario M9W 1K6 Canada

Areas Described under Section 5 of the ACA

Information and Communication Technologies (ICT)

Background

Sunwing successfully implemented the accessibility functionality across all automated self-service kiosks in our Canadian airports. This application meets the National Standard of Canada's Accessible Design for self-service interactive devices (CSA-B651). As detailed in our first Accessibility Plan, we worked in collaboration with the Canadian National Institute for the Blind (CNIB Foundation) to ensure an overall seamless kiosk experience for our passengers. Once the application was completed, our partners at CNIB assisted with the testing. CNIB was able to provide our team with constructive feedback that allowed us to make necessary adjustments. Sunwing continues to improve the kiosk functionality based on feedback from CNIB and our passengers.

In the spring of 2023, Left Turn, Right Turn Ltd assembled a focus group of Canadians with a variety of disabilities and who have experience with air travel. As detailed in our first Accessibility Plan, Sunwing asked the group to browse our website, try to book a flight, and to try to contact us. Based on the feedback that was provided, improvements were made to our website. The focus group assessed our "Special Assistance" page, and this is where majority of feedback was provided. The feedback was regarding the formatting and choice of words. Based on the feedback, the page was updated to reflect more inclusive terminology, and easier navigation of the page. We will continue to identify and address barriers in our technology through consultations with persons with disabilities.

Finally, Sunwing is currently working on housing our forms and documents in one place on our website, while ensuring their accessibility and instructions on how to request alternate formats. The anticipated completion date has been changed to the fall of 2024.

Summary of Action Items

Action Item	Anticipated Completion
Improving the accessibility of Self-Service Airport Kiosks	Completed
Consultations with people who have disabilities to help identify and remove barriers on our website and other technologies	Ongoing
Housing all documents in an accessible PDF format on our website	Fall 2024
Enhancing website accessibility based on results from accessibility consultations	Completed

Communication, other than ICT

Background

In our first Accessibility Plan, Sunwing has identified the ways in which we communicate without the use of technology. We have evaluated the content of our verbal and visual communication at an airport and in-flight level during the past year. Through our evaluation, we have added specific items to our audit check lists to ensure our continuous compliance. Our audits now have more of a focus on the announcements that our airport staff is responsible for ensuring is available in both visual and audible formats. Additionally, in 2023, we have restocked all our airports and aircrafts with large print and braille formats of our Air Passenger Protection Regulation (APPR) pamphlets. On an in-flight level, Sunwing is currently in the process of assessing the status of our English and French braille passenger safety feature cards and will restock any core or leased aircrafts as necessary. The evaluation of these items is ongoing, based on any audit observations/ findings along with passenger feedback.

Summary of Action Items

Action Item	Anticipated Completion
Evaluate content of verbal and visual communication at an airport and in-flight level	Ongoing
Implement any changes to airport and in-flight communication based on evaluation	Ongoing

Procurement of Goods, Services, and Facilities

Background

As detailed in our first Accessibility Plan, Sunwing has contracts with third parties across our network that are intended to fulfill our passenger service needs. These contracts are standard across our network and include expectations for appropriate staffing levels along with the appropriate equipment to properly handle mobility aids and assistive devices. We have evaluated our current contracts and have ensured that accessibility requirements are included where necessary. Any contracts up for renewal before the publication of Sunwing's next Progress Report will be evaluated to ensure consistency and compliance with accessibility standards.

Summary of Action Items

Action Item	Anticipated Completion
Reassess current contracts to evaluate if there are appropriate accessibility-related standards	Ongoing
Standardize contracts to make sure that there are appropriate accessibility-related standards	Ongoing

Design and Delivery of Programs and Services

Background

As detailed in our first Accessibility plan, Sunwing has a Special Services department that is solely dedicated to assisting passengers with accessibility-related inquiries and bookings. We are currently working on developing a passenger feedback process for those who connect with our Special Services team. The goal is to use this data for future improvements on our services. The completion date for this item has been changed to the spring of 2025.

Our continued priority is to focus on ensuring that our design and delivery is consistent across all areas of Sunwing. Meaning, verifying that our sales agents, airport staff, cabin crew, and customer relations team are

all aligned. Sunwing Airlines’ Customer Experience and Training Department has successfully re-launched our accessibility-related training as anticipated in our first Accessibility Plan. All our customer-facing teams have been enrolled and have completed the necessary courses.

Summary of Action Items

Action Item	Anticipated Completion
Assess the need for improvement of accessibility training among different areas of the airline	Completed
Implement passenger feedback process for Special Services team	Spring 2025
The relaunch of improved accessibility training for different areas of the Company	Completed

Transportation

Background

In our first Accessibility Plan, Sunwing has stated that we have an increased focused on the safe and equitable transportation of passengers and their mobility devices. We want our passengers to experience a predictable and consistent level of accessibility accommodations across a barrier-free transportation system.

In 2023, Sunwing took the first step in implementing a quality assurance process for staff who provide physical assistance to passengers with disabilities. We assessed all the portable boarding equipment that is used across our network for the assistance of passengers with a disability; specifically, any portable boarding ramps and lifts. As of 2023, Sunwing operates from twenty-three Canadian airports; twelve of which rely on jet bridge boarding. The remaining eleven regularly rely on portable boarding equipment due to remote gating. Through this assessment, we were able to confirm that all our Canadian airports are equipped with either a ramp or a lift that meet the technical requirements set out in the Accessible Transportation of Persons with Disabilities Regulations (ATPDR). We have provided a summary of our portable equipment to our sales center teams, so that they are able to advise our passengers how they can anticipate boarding our aircrafts in the airports that require the use of portable boarding/ disembarking equipment. This summary also includes the portable equipment used in non-Canadian airports. This information is vital for our sales center so that they can

confidently advise our customers how they will board/ disembark our aircrafts, including the transfer of their mobility aids.

Summary of Action Items

Action Item	Anticipated Completion
Implement quality assurance process for staff who provide physical assistance to passengers with disabilities	June 2026

The Built Environment

Background

In our first Accessibility Plan, Sunwing Airlines committed a focus on the aircrafts which are exempt from having certain technical requirements as set out in the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). Sunwing’s engineering department was able to confirm that our core fleet, seasonal lease fleets as of May 2024 have the necessary requirements ensuring consistency across all aircrafts that service our passengers. Before the publication of Sunwing’s next Progress Report, we will be assessing and confirming the specifications of any newly leased aircrafts.

Summary of Action Items

Action Item	Anticipated Completion
Improved accessibility consistency in our core fleet	June 2026

Employment

Background

Sunwing Airlines continues to, upon hire, have each employee advised of our Employment Equity reporting requirements and asked to fill out their Employment Equity Self Identification Questionnaire as a part of our Employment Equity Program. The form outlines that Sunwing promotes employment equity in the workplace

to ensure that women, Aboriginal peoples, persons with disabilities, and members of visible minorities are fully represented at all levels of our organization and thus ensures that our hiring and promotional practices are based on qualifications and ability.

During our recruitment process we continue to share on all job postings that we are an equal opportunity employer and will accommodate all applicants throughout the hiring process. Candidates can reach out directly to our Talent Manager to request accommodation during the hiring process. The goal of this process is to create and maintain a barrier-free environment and to ensure full participation for external candidates.

The People & Culture team has and continues to review its existing processes to determine how we can better target persons with disabilities through our hiring and attraction process. We have reviewed our hiring process and recognized the need to educate our Recruitment and People and Culture team. As such, we provided training to our Talent Acquisition/People & Culture teams with an Introduction to Disability where we learned how every person with a disability is unique and this training provided clarity on disability types and terminology best used. This same training will be launched to all employees during the month of October so they too can better understand the real-life experiences of individuals with disabilities and learn how their attitudes and behaviors can impact others and what should be done to remove barriers.

In 2024 we continue to promote flexible work arrangements across the organization to ensure we provide an equal opportunity for all employees to move into other roles. Our Talent Acquisition team has also updated our internal hiring process by making it simpler to apply and further promoting that internal employees should also request accommodation for their current disabilities. Providing more awareness and another notice for internal employees to apply is yet another means for employees to understand the importance of identifying these disabilities and seeking such accommodation through our internal application process.

From an education perspective, our revamped DEI strategy includes an activation in October where we will acknowledge the month as our Disability Awareness Month. During this month we intend to hold a “Brave Space Session” where we will have an external Disability Awareness Speaker educate our employees and provide valuable guidance to understanding those with disabilities, visible and hidden, and promote inclusion in this

area.

Additionally for 2024 we are also reviewing the potential to introduce a Scent free policy specifically when conducting in-person events or working in shared office spaces. Based on feedback and questions received from employees, specifically in advance of our in-person events, it was noted that an adjustment to our process should be considered regarding allergies in the workplace, both airborne and food. We understand it's essential to create an inclusive environment and when hosting in-person events, we must be aware that they must accommodate individuals with food allergies and dietary restrictions as well.

The Company is continuing to review options on finding alternative formats to accommodate alternative learning needs for all types of disabilities including vision, hearing, mobility, and speech.

The Built Environment for Employees

The Company's People & Culture, Facilities and Health and Safety teams continue to review existing designs and make recommendations for the Company to consider. Sunwing Airlines buildings and facilities are a combination of owned and leased spaces, which include office space, warehouse space, airports, and maintenance hangers. Barriers in many of these areas are largely related to older infrastructure. The company will continue to promote flexible work arrangements across the organization, specifically in cases where the current infrastructure does not allow for accessibility needs. The People & Culture team will continue to incorporate any feedback received from people with disabilities who access the facility. Our offices do offer employees accessible parking and an elevator in our newer establishment.

Summary of Action Items

Action Item	Anticipated Completion
Review training and development programs to ensure persons with disabilities have an equal opportunity for learning and career advancement along with a focus on long term employment retention	Under review
Review new processes that include a recruitment strategy to target persons with disabilities	Ongoing
Provide training and guidance for all employees on hiring persons with disabilities	Ongoing – October 2024: Launch of new “Introduction to Disability Awareness” Training
Review interview process to ensure it does not deter applicants with disabilities	Completed
Promote flexible work arrangements across the organization	Ongoing
Promote the use of our newly implemented anonymous reporting for persons with disabilities to report on barriers and suggest solutions to improve them	Ongoing
In collaboration with The Health and Safety Committee, assess company-owned establishments and enhance as needed to meet accessibility standards	Ongoing
Implement alternate training formats to accommodate different learning needs	Ongoing
Webinar highlighting Sunwing’s work around removing accessibility barriers during National AccessAbility Week	October 2024
Annual activities surrounding accessibility during AccessAbility Week	Ongoing

Provisions of CTA Accessibility-Related Regulations

Summary

As a federally regulated air carrier, Sunwing is subject to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) under the Canadian Transportation Agency, which has the goal to remove barriers for persons with disabilities.

Sections of the ATPDR applicable to Sunwing are: 1-25, 31-41, 43-44, 48-85, 243. Information pertaining to these sections of the ATPDR have been detailed in preceding sections of this progress report.

Feedback Information

Summary

During the last year, Sunwing Airlines received approximately 120 feedback items related to accessibility. This feedback was received by our airport staff, inflight crew, and customer relations teams. The predominant categories of the feedback include timely assistance while in airport terminals, inquiries regarding handling of mobility aids, and communication during flight disruptions. These topics influenced some of the action items in this progress report. As noted, Sunwing assessed the portable equipment used within our network's airports to ensure our passengers can be confident that they and their mobility aids will be properly transferred to/ from our aircrafts. Additionally, to ensure consistent verbal and visual communication at our airports, Sunwing has improved our airport audit checklists.

Furthermore, directly through our Accessibility Plan Feedback Process, Sunwing has received feedback from customers and members of the public who kindly took the time to review our first Accessibility Plan. The feedback includes suggestions how to improve access to aircrafts, how to approach accessibility-related conversations with understanding and compassion, along with sharing their experiences with other airlines

and how they contrast with Sunwing. Our teams will continue to use the feedback in reaching our current accessibility goals and shaping new ones.

Consultations

Summary

As detailed in this progress report, Sunwing partnered with the Canadian Institute for the Blind (CNIB Foundation) to work on our automated self-service kiosks. We continue to utilize their feedback for continuous improvement on the application.

Sunwing has participated in various discussions with organizations in the community that are focused on accessibility. Most notably, we were able to attend two discussion forums hosted by Left Turn, Right Turn Ltd in 2024. The discussion topics were surrounding accessibility challenges & success and how to better support employee accommodations. Attending these types of discussions is valued by our team as they allow us to shift our perspective and gain valuable insight that helps drive our accessibility goals. An important take away from one of the discussions was surrounding the topic of medical documentation requests. This topic relates to both our passengers and employees of Sunwing Airlines. With one of our action items under *Information and Communication Technologies (ICT)* being the housing of accessible pdf documents on our website, we are also evaluating which documents should and shouldn't be mandatory.

The various members of Sunwing's dedicated Accessibility Committee continue to review feedback from the public and provide ideas for future accessibility goals. As mentioned in our first Accessibility Plan, this committee has overlapping members with our Global Diversity and Inclusion Committee. This ensures that our visions are lined up and consistent.

Sunwing continues to be committed to conducting regular consultation with people who have disabilities as we work toward our accessibility goals.