

Canada Accessibility Plan

2023-2025

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1 General

Condor is committed to providing the highest quality of service to all our customers and to make their journey as comfortable as possible. We take our commitments to customers with disabilities seriously and work hard to ensure that all needed services are readily available. To aid in this, we have outlined the key elements below for you, our valued customer.

You are entitled to certain accommodations and services under the ATPDR [Accessible Transportation for Persons with Disabilities Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/).

As a large foreign carrier, Condor is subject to Parts 1 and 2 of this regulation for all flights it operates to, from and within Canada. This addresses areas such as communication, self-service kiosks, training, services, and accessible equipment and aircraft.

Condor welcomes feedback from the public, stakeholders, and our employees. Your feedback about the Accessibility Plan or the feedback process will help Condor identify and break down accessibility barriers. The link below will take you to our online form for your feedback about accessibility:

<https://www.condor.com/us/help-contact/faq.jsp>

You can also submit your feedback by:

- **Mail**

Manager Regulatory Affairs USA/Canada
Condor Flugdienst GmbH
An der Gehespitz 50
63263 Neu-Isenburg
Germany

- **Email:** PWD-feedback@condor.com

- **Phone:** +1 866 9607915 or +49 6171 6988920

We will acknowledge all accessibility feedback we receive with contact information.

Of course, it is also possible to remain anonymous, without providing name or contact data, if you use the [online form](#).

2 Information and Communication Technology (ICT)

Condor wants to make sure that information and communications technology products, services, and digital content can be accessed and used by all. We know it is important that everyone, including people with disabilities, can access what they need through our websites, communications, software, and hardware.

To ensure barrier-free access to our information and communication technology, we have committed to:

- auditing our website and online check-in to confirm they are accessible and work well with adaptive technologies as required under WCAG 2.0 Level AA
- developing an accessibility testing policy for the information and communication technologies we use with an annual audit plan (policy reviewed and updated as needed)
- developing accessibility guidance checklists and documents for employees that are building or procuring information technology
- developing accessibility training sessions for employees that are building or procuring information technology
- consulting people with disabilities to learn about the barriers they face, that impact their ability to access information and communication technologies with the aid of AbilityNet
- consulting people with disabilities when we procure or build new information technology solutions to make sure that accessibility considerations are included in the business requirement (using the resources of AbilityNet)

3 Communication other than ICT

Condor ensures that all members of staff who interact with passengers receive training on how to communicate in a language that is informed, respectful and accessible to persons with disabilities.

Training topics include how to carry out their functions to take into account:

- the nature of a person's disability
- the person's assistive device e.g., to hear, see or communicate
- methods of communication that may assist, such as an augmentative or alternative communication system, sign language or clear, concise and plain language
- respecting the person's preferred method when providing physical assistance
- identifying the nature of disability and needs and the appropriate services offered by Condor
- describing, if requested, the services that Condor can provide, and any conditions relating thereto

4 Procurement of Goods, Services and Facilities

Procurement is a part of meeting Condor's accessibility goals. While we already strive to have our partners consider accessibility requirements at the start of a procurement process, we are enhancing this process beginning 2024. Accessibility considerations and contractor compliance will be built into the request process to ensure that our services will be accessible and accommodate the needs of our passengers. To aid in making sure that we practice accessible procurement, we will:

- create a training framework for everyone involved in the procurement process to teach accessibility standards
- create an accountability framework for procurement partners to make sure they understand the accessibility considerations for different goods and services
- include service partner compliance requirements with all applicable regulations in our contracts

5 Design and Delivery of Programs and Services

In line with our commitment to ensure barrier-free access to air transportation service, Condor has implemented processes to ensure that all persons regardless of their disability:

- are treated with dignity
- have the same opportunity to make for themselves the lives that they are able and wish to have
- have barrier-free access to full and equal participation in society

To accomplish this, training is provided to all staff involved and connected with passenger experience. This includes our call center, customer service, ground service providers, crew and ramp staff.

Further comfort and accessibility will be achieved with the fleet renewal currently in progress and continuing through 2024. The Boeing 767 are being replaced by state-of-the-art A330-900neo aircraft offering the latest in accessibility on board.

Condor's website is scheduled to be upgraded to WCAG 2.1 Level AA in 2024 providing the latest accessible functionality available.

6 Transportation

Condor operates into the Canadian airports listed below, all of which offer accessible accommodations so that your journey begins or ends in comfort. For comprehensive accessibility accommodations offered by each airport, please check their official websites:

- Edmonton <https://flyeia.com/services/accessibility/>
- Halifax <https://halifaxstanfield.ca/travel-planning/accessibility/>
- Toronto <https://www.torontopearson.com/en/accessibility>
- Vancouver <https://www.yvr.ca/en/passengers/navigate-yvr/accessibility-at-yvr>
- Whitehorse <https://yukon.ca/en/driving-and-transportation/erik-nielsen-whitehorse-international-airport/airport-services>

7 The Built Environment

Condor is in the process of replacing the Boeing 767-300 ER aircraft currently operating to/from Canada with their new A330-900neo. These aircraft offer the latest in accessible features including:

- designated priority stowage space for a manual folding wheelchair or other assistive devices
- wheelchair accessible lavatory
- moveable armrests in all classes of service
- ›whisper cabin‹ – quietest cabin in the world for aircraft size
- increased overhead storage space
- Bluetooth technology for own wireless headset use
- inflight entertainment with 4K in seat monitors

Our cabin crew is happy to assist in case assistance is needed in accessing the storage spaces or accessible lavatory areas on the aircraft.

8 Provisions of CTA Accessibility Related Regulations

Under the ATPDR [Accessible Transportation for Persons with Disabilities Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/acc/accessible-transportation-for-persons-with-disabilities-regulations), Condor is a large foreign carrier subject to Parts 1 and 2 of this regulation for all flights it operates to, from and within Canada.

9 Consultations

Condor continues to monitor accessibility enhancements and adapts them for use as applicable. Through internal consultation with employees and external consultations such as AbilityNet, we have been able to identify areas of action.

Condor also has a dedicated representative that is part of a working group of the BDL, Bundesverband der Deutschen Luftverkehrswirtschaft (Federal Association of the German Air Transport Industry) called PRM-Dialogue. This may be renamed in the future to utilize the now preferred and recognized abbreviation PWD (persons with disability).

The PRM-Dialogue consists of:

- German airlines, e.g., Condor, Lufthansa, TUIfly
- German airports, e.g., Frankfurt, Munich
- Bundesministerium für Digitales und Verkehr, BMDV (Federal Ministry for Digital and Transport)
- Luftfahrt-Bundesamt (German CAA)
- Arbeitsgemeinschaft Deutscher Verkehrsflughäfen, ADV (German Airports Association)
- representatives of various German associations for disabled persons, e.g.:
 - Deutscher Blinden- und Sehbehindertenverband e. V., DBSV (German Association for the Blind and Visually Impaired)
 - Bundesarbeitsgemeinschaft der Seniorenorganisationen e. V., BAGSO (Federal Association of Senior Citizens' Organizations)
 - Verband der Schwerhörigen und Ertaubten e. V. (Association of the Hard of Hearing and Deaf)
 - Sozialverband VdK Deutschland e. V. (Social Association VdK Germany)
 - Interessenvertretung Selbstbestimmt Leben in Deutschland e. V. (Interest Group Self-Determined Living in Germany)

Meeting twice a year, the group establishes best practices with the last topic being to develop a guidance leaflet for traveling barrier free according to aircraft type.