

Canada Accessibility Plan Progress Report

2023-2025

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1 General

Condor continues to be committed to providing the highest quality of service to all our customers and to make their journey as comfortable as possible. To ensure we deliver on our commitments to customers with disabilities we have prepared the following Progress Report to provide an update on ongoing efforts, initiatives and consultations designed to remove barriers for persons with disabilities.

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/acc/ATPDR/ATPDR-eng.html).

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 continues to welcome feedback from the public, stakeholders, and our employees. This feedback about the Accessibility Plan, the Progress Report 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 Product Delivery & Global Standards, Ground Operations
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 continues to ensure that information and communications technology products, services, and digital content can be accessed and used by all.

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

- Ongoing audits of our website and online check-in systems to confirm they are accessible and work well with adaptive technologies as required under WCAG 2.0 Level AA.
- Work continues to develop an accessibility testing policy for the information and communication technologies we use with an annual audit plan, (policy reviewed and updated as needed).
- Two accessibility audits were conducted for the website and booking engine by a specialized agency; 4 high priority issues, 66 medium priority issues, 12 low priority issues, 19 additional issues were reported, and efforts continue to address these findings by two development teams to achieve the required AA standard.
- Annual accessibility audit planned via this agency and an internal WCAG specialist was hired June 2024.
- Guidelines and internal training continue with respect to WCAG in terms of coding, UX and content creation.
- Testing and consultation sessions regarding the home page and the booking engine were held with persons with disabilities in December 2023.

- We have added a separate item for assistance for persons with disabilities to our online contact form. It was included in “others” and was called ‘Special Assistance’ before and this enhancement makes these services easier to find and access.
- A new more accessible tracking system, Salesforce Service Cloud, was implemented on April 24, 2024.
- Condor is investigating if we can store passenger data so that they do not have to send their wheelchair data repeatedly for each reservation. The timeline for implementation is still to be determined.

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.

Product Training for Ground Service Provider as described below has been conducted at all new stations and refresher for season start. The training material now contains a section on Special Assistance with a focus on check-in and provided services. For the future it is planned to add communication and behavior and offer it as a separate training unit.

Training topics include how to carry out their functions to consider:

- 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

Condor continues to comply with all local and national laws and regulations and require our suppliers to do the same.

Procurement continues to be an important part of meeting Condor’s accessibility goals. Efforts are underway 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 are being built into the request process to ensure that our services will be accessible and accommodate the needs of our passengers.

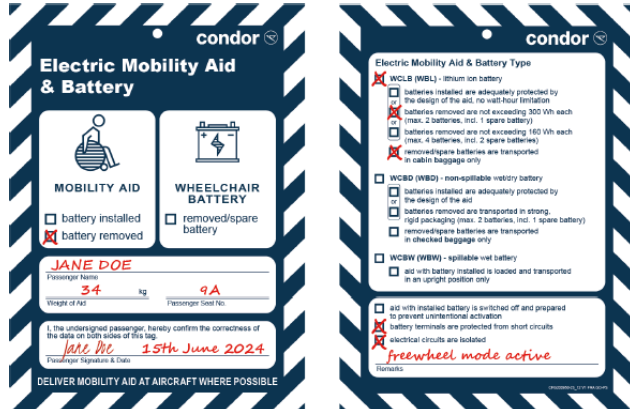
To aid in making sure that we practice accessible procurement, we will ensure to:

- 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

The aircraft type Boeing 767 has left Condor's fleet. Condor now only operates to/from Canada with the new A330-900.

Electric Mobility Aid (EMA) tags and loading procedures have been amended to enable staff to better identify and handle electric mobility aids. Please see sample template below.



The image shows two sample templates for an "Electric Mobility Aid & Battery" tag. The left template is a form for a passenger named JANE DOE, with fields for Passenger Name, Weight of Aid (34 kg), Passenger Seat No. (9A), and a signature line for the undersigned passenger. The right template is a checklist for battery types: WCLB (WBL) - lithium ion battery, WCB (WB) - non-spillable wet battery, and WCBW (WBW) - spillable wet battery. It includes checkboxes for battery installation, removal, and transport, and a section for "Remarks" with the handwritten note "freewheel mode active".

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 has been provided to all staff involved and connected with passenger experience. This includes our call center, customer service, ground service providers, crew and ramp staff.

All new agents hired by the call center and Airport teams have received required training on special assistance.

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 continues to operate into the following Canadian airports and continues to update and enhance front line and management staff policies and procedures related to working with persons with disabilities. All required initial and refresher training for front line staff has been completed as required.

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>
- Calgary <https://www.yyc.com/en-us/accessibility/accessibility-services>

The new Area Manager and Regional Manager for Canadian Stations have been fully trained on applicable accessibility requirements and policies and procedures.

A courtesy meeting with CTA and Condor's Area Manager and Legal Department took place on August 23, 2023, in Ottawa. Various regulatory topics discussed including updates to Condor's Canadian Accessibility program.

7 The Built Environment

The aircraft type Boeing 767 has left Condor's fleet. Condor now only operates to/from Canada with the new A330-900.

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 this 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.

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%20Transportation%20for%20Persons%20with%20Disabilities%20Regulations%20(justice.gc.ca).), 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.

8 Provisions of CTA Accessibility Related Regulations

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9 Consultations

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

The annual "PRM Dialog" took place in Berlin on 16th May 2024. The dialogue, initiated by the Federal Association of the German Air Transport Industry (BDL) on 1 April 2015, brings together representatives of passengers with reduced mobility (PRM), who have been nominated by the German Disability Council (DBR) and the Federal Association of Senior Citizens' Organizations (BAGSO), with industry representatives from the airlines and airports organized in the BDL. The regular dialogue exchanges are intended to promote knowledge transfer and enrich both sides.

The following associations were present this year:

- Bundesarbeitsgemeinschaft der Seniorenorganisationen e. V., BAGSO (Federal Association of Senior Citizens' Organizations)
- Deutscher Schwerhörigenbund e. V. (DSB) (German Association for the Hard of Hearing)
- Interessenvertretung Selbstbestimmt Leben in Deutschland e. V. (Interest Group Self-Determined Living in Germany)
- Sozialverband VdK Deutschland e. V. (Social Association VdK Germany)

Subjects discussed include:

International Air Transport Association's (IATA), "One Click Away" best practices were discussed. One Click Away is an IATA project that aims to provide easy access to airline's passengers with disabilities' information and procedures via a standardized landing page.

- Standards for assistance dogs were presented and discussed. The Luftfahrt Bundesamt LBA (German CAA) informed Condor that a Study Group regarding Assistance Dogs was set up, which deals with the definition of European standards and norms for the training of assistance dogs and framework conditions in the area of safety when handling assistance dogs in the cabin, as well as the exchange of correspondence between the European Committee for Standardization (CEN) and the European Aviation Safety Agency (EASA) on this topic.
- EU Project INCLAVI (inclusive aviation) was presented. The current status of the EU project INCLAVI (Inclusive Aviation) as part of the Erasmus program was presented. The five modules of the program was completed by the beginning of April 2024. The entire curriculum should be completed in the first quarter of 2025.
- Suggestions for guidance on booking assistance was presented and discussed. The representative of the hard of hearing community suggested that the group should develop guidance for call centers to help with questions to identify the passengers needs for assistance. It was pointed out that agents are already trained and the majority of passengers book via travel agencies so they should be included more fully in the process.

10 Feedback Information

Information collected through consultations with persons with disabilities, advocacy groups and organizations, and feedback from employees and other stakeholders was duly incorporated into the applicable policies and procedures designed to remove barriers to a respectful and enjoyable travel experience for all persons, including persons with disabilities.

A phone call with a passenger with a disability was made to discuss their experience flying with Condor. The main subject was around the accessibility of toilets and how challenging the limited space in the cabin is. Condor pointed out that onboard wheelchairs are now available on all aircraft, even though it is not mandatory within the European Union yet.

In the "PRM Dialog" it was discussed that it would be beneficial to make the internal codes for assistance service known to the affected passengers and add them to the boarding pass as well so the PRM is assured the correct service is booked. Condor is doing this currently. Please see a sample image below.

