

# **Canada Accessibility Plan Progress Report**

**2023-2025**

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## 1 General

Condor reaffirms the commitment to delivering the highest quality of service to all our customers, ensuring their journeys are as comfortable as possible. In support of our promise to customers with disabilities, we have prepared this Progress Report to share updates on our ongoing initiatives, efforts, and consultations focused on removing barriers and improving accessibility

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 remains open to feedback from the public, stakeholders, and employees. Comments about the Accessibility Plan, the Progress Reports, or the feedback process play an important role in helping us to recognize and eliminate accessibility barriers.

The link below will take you to our online form for your feedback about accessibility:  
<https://www.condor.com/us/help-contact/fag.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 is continuously taking active steps to ensure that our information and communication technology is accessible to all, demonstrating our commitment to barrier-free access. In the last year we have taken following actions in addition to the topics stated in the Accessibility Plan and the Progress Report 2024:

- Condor hired a WCAG specialist in June 2024.
- Accessibility changes for the current website and creation of an accessibility statement were re-audited.
- An accessibility audit was conducted for the current app based on WCAG 2.2. AA with a plan to implement them within 2025.
- Usability testing session with two people with disabilities for the booking of a flight journey took place.
- During the process of relaunching our website, ongoing reviews of new functionality are taking place.
- Condor Introduced an accessibility-first product development process that is being refined as we continue.
- The following classes were conducted to train staff with respect to WCAG in terms of coding, UX and creation of accessible experiences
  - 3 classes for the design team
  - 4 classes for the testing team
  - 1 class for the developer team
  - 1 class for the product owners
  - 2 classes for the web content team

### 3 Communication other than ICT

At Condor we remain committed that all members of staff who interact with passengers are trained to communicate in a manner that is knowledgeable, respectful, and accessible to persons with disabilities.

All new stations that started operating last year have received product training for Ground Service Providers as described below and refresher training for season start of current stations took place. The training material contains a section on Special Assistance with a focus on check-in and provided services as well as communication and behavior.

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 we require our suppliers to do the same.

Procurement remains a key element in achieving our accessibility goals. We are actively working with our partners to ensure accessibility requirements are considered from the outset of the procurement process, and we are continuously enhancing these efforts

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.

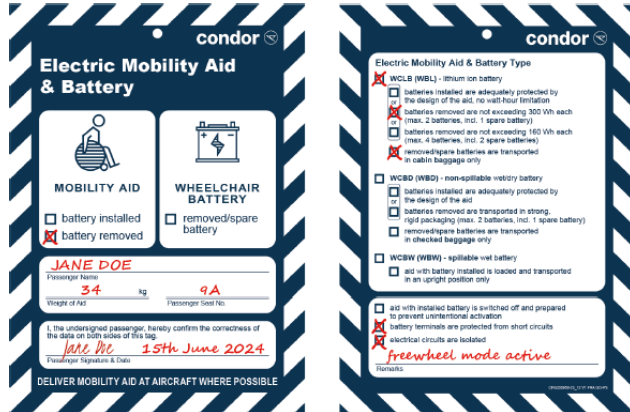
To aid in making sure that we practice accessible procurement, we will ensure to:

- 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 in 2024 to enable staff to better identify and handle electric mobility aids. Please see sample template below.



The image shows two sample Electric Mobility Aid (EMA) tags from Condor. The left tag is for 'JANE DOE' and the right tag is for 'JANE DOE' with a 'freewheel mode active' note.

**Left Tag: Electric Mobility Aid & Battery**

- MOBILITY AID**
  - ☐ battery installed
  - ☒ battery removed
- WHEELCHAIR BATTERY**
  - ☐ removed/spare battery
- Passenger Name:** JANE DOE
- Passenger Seat No.:** 34
- Passenger Date:** 9A
- Weight of Aid:** 34 kg
- Passenger Signature & Date:** Jane Doe 15th June 2024
- DELIVER MOBILITY AID AT AIRCRAFT WHERE POSSIBLE**

**Right Tag: Electric Mobility Aid & Battery Type**

- WCLB (WBL) - lithium ion battery**
  - ☒ batteries installed are adequately protected by the design of the aid, no walk-in limitation
  - ☒ batteries removed are not exceeding 300 VWh each (max. 2 batteries, incl. 1 spare battery)
  - ☒ batteries removed are not exceeding 160 VWh each (max. 4 batteries, incl. 2 spare batteries)
  - ☒ removed/spare batteries are transported in cabin baggage only
- WCB (WB) - non-spillable wet battery**
  - ☐ batteries installed are adequately protected by the design of the aid
  - ☐ batteries removed are transported in strong rigid packaging (max. 2 batteries, incl. 1 spare battery)
  - ☐ removed/spare batteries are transported in checked baggage only
- WCBW (WBW) - spillable wet battery**
  - ☐ aid with battery installed is loaded and transported in an upright position only
- ☒ aid with installed battery is switched off and prepared to prevent unintentional activation
- ☒ battery terminals are protected from short circuits
- ☒ electrical circuits are isolated
- Remarks:** freewheel mode active

In 2025, we are committed to enhancing the process and refining the forms for booking mobility services and devices, ensuring a smoother experience for our passengers.

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, we continue provide training 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 are receiving required training on special assistance.

## 6 Transportation

Condor remains operational at the following Canadian airports and consistently enhances policies and procedures for front-line and management staff regarding interactions with persons with disabilities. All required initial and refresher training for front-line staff has been completed as mandated

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>

Our Area Manager and Regional Managers for Canadian Stations are still focused on applicable accessibility requirements, policies and procedures.

## 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

Should you require assistance, our cabin crew is available to help with accessing storage spaces or the accessible lavatory areas on the aircraft if needed.

## 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_(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.

## 9 Consultations

Condor is dedicated to constantly monitoring and adapting our accessibility improvements. Thanks to valuable feedback from both internal teams and external partners, we have been able to pinpoint areas where action is needed to remove barriers.

We are part of the PRM dialogue, a yearly meeting initiated by the Federal Association of the German Air Transport Industry (BDL) on 1 April 2015. It 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.

In addition we regularly take part in the yearly tri-national (Germany, Austria, Switzerland) informative meeting on regulations for persons with disabilities and passenger rights which is organized and held by the competent authorities (CAAs) of the respective countries. This year the focus was, amongst other subjects, on multi modal travel, changing between modes of transportation and the Sunflower initiative for hidden disabilities.

## 10 Feedback Information

Condor is continuously focused on consulting persons with disabilities, advocacy groups and organizations, and getting feedback from employees and other stakeholders. This year it included a usability testing session with two people with disabilities for the booking of a flight journey.

The results are integrated into the applicable policies and procedures. We strive to remove barriers to make traveling on Condor a positive experience for all passengers, including persons with disabilities.