

OFFICE OF SOCIAL RESPONSIBILITY, SAFETY & HEALTH

Accessibility Audit Progress Report

Scope:

The present Accessibility Progress Report serves to demonstrate that SATA Azores Airlines fully complies with the Accessible Canada Act (ACA). As a regulated national entity, SATA prepares and publishes accessibility plans, establishes, and maintains feedback and assessment processes, and reports procedures to continually enhance resources for accommodating the needs of SATA passengers with disabilities.

This report was produced as part of the accessibility plan for persons with disabilities in accordance with the ACA Transportation requirement to ensure that all modes of transportation are accessible to persons with disabilities.

Findings and Non-Conformities with the Plan:

During the last audit, no new risk factors or opportunities were noted and registered. The open items, including the production of a safety video and the braille cards (prohibited articles), were completed as scheduled. The office of social responsibility requested the assistance of a blind person, specifically a SATA employee, to proofread the braille card. The individual confirmed that the card was correct in terms of literacy and grammar.

On May 21, at our request, this worker conducted a mystery guest passenger evaluation on a SATA flight from Ponta Delgada to Porto. Upon entering the airplane, the senior cabin crew asked if it was the passenger's first time flying. They then inquired if the passenger was interested in receiving the braille card, to which the response was affirmative. The braille card was provided before the general safety instructions were given to other passengers. Additionally, the

cabin crew offered assistance by allowing the blind passenger to touch the life vest and mask, explaining their correct use. During the return flight, the braille cards were promptly presented to the passenger upon seating. The second crew provided further assistance during the meal service, including handling the meal tray and adjusting the coffee and teacups.

However, during the distribution of the meal, the cabin crew placed the meal tray on the table but did not assist in opening the meal box or describing its contents. The blind passenger expected more assistance in this regard. When the crew member served coffee, the passenger explained the location of the coffee and juice cups relative to the table.

Findings:

The cabin service routine was not performed according to standard operating procedures. It is recommended that cabin crew assistance for blind passengers be included in the initial and recurring training syllabi.

Open Item:

Due closure date: December 31, 2024.

Opportunities for Continuous Improvement:

SATA has established an Accessibility Plan Workgroup to periodically review plan requisites, non-conformities, and opportunities to enhance SATA's performance. The workgroup comprises a multidisciplinary team of SATA workers, including two individuals with limitations (a blind person and a deaf person). Their respective associations will also be in attendance. The first meeting is scheduled for the end of July.

The SATA Board of Directors has approved a voluntary program to train SATA employees in handling and assisting passengers using sign language. This initiative deserves commendation.



Conclusion:

As the Social Responsibility, Safety & Health Manager, to the best of my knowledge, states that SATA Azores Airlines complies with the intent and requirements of the ACA.

Ponta Delgada, 29 May 2024.

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