

SATA Internacional – Azores Airlines S. A
Accessibility Plan – 2023-2026
General

Progress report on the implementation of AZORES AIRLINES accessibility plan.

AZORES AIRLINES has enthusiastically taken on board the challenges set regarding accessibility.

Having this in mind, it immediately sought to understand what improvements it could implement in the short and long term. Thus, the initial plan proposed was always intended to be effective and with a high level of commitment.

THE PROGRESS

In this way, we have made our plan, so we must now indicate the status report of this plan, which AZORES Airlines will do below:

A) Information and Communication Technologies (ICT)

Barrier	Desired Outcome	Target Date	Progress report
WCAG 2.1 level AA on website	Improve accessibility	Q4 2024	On going - This commitment is not immediate. Some measures have already been taken. SATA expects to have a report on the work done over the last year by the end of the year.
Difficulties in navigation and selection for keyboard users on some of the website calendars	Address these difficulties for keyboard users	Q4 2024	On going - This commitment is not immediate. Some measures have already been taken. SATA expects to have a report on the work done over the last year by the end of the year.

B) Communication, other than ICT

Barrier	Desired Outcome	Target Date	Progress report
Written documents	Investigate the possibility of introducing printed information and placards in Braille, such as Safety on Board	Q1 2024	Braille Safety Cards are already available on board. Forbidden articles to transport in the cabin or in hold are also available on the check in counters at the airports.
	Investigate if we can have all information and placards readable for passengers with impaired or no vision	Q1 2025	Availability of some placards with relevant information to be in braille – work in progress
Voice relay service	Improve service assistance for customers with hearing or speech disabilities. Explore options and consult prior to any planned implementation.	Long term	Developed in a long-term period.
Information video	Create information video with signing and add this to the website and IFE	Q4 2025	Done – a video was produced: SATA Azores Airlines Inclusiva - YouTube

C) Design and Delivery of Programs and Services

Barrier	Desired Outcome	Target Date	Progress Report
Consultation	Review training programs to identify areas for any further improvements	Q4 2024	<p>Done.</p> <p>With regards to training, the Passenger Assistance training programs, including passengers with disabilities and reduced mobility, given to all Ground Handling, Basic Passenger Assistants and Commercial Employees, have been revised.</p> <p>The new programs became effective in January 2024.</p> <p>A meeting was held between the Passenger Assistance trainers and the Cabin Trainers to analyze the training content that needs to be provided to cabin crew, the content of which is included in the “CSOP - Cabin Standard Operating Procedures” module.</p>

Azores Airlines has recently transported a few passengers with special needs, including a group of 32 blind passengers, accompanied by 5 service dogs, and had previously transported a group of 5 blind people with 3 service dogs, so it has sought to improve its services and facilities, building a favorable environment for transporting passengers with special needs.

We believe that the increase in the transportation of people with special needs shows that passengers with special needs feel welcome and choose Azores Airlines to travel with.

All these efforts are detailed in the [report](#), from the Office of Responsibility, Occupational Safety & Health Coordinator, which shows that Azores Airlines employees with special needs have also been consulted and integrated.