



ACCESSIBILITY PLAN
Air Inuit 2026–2028

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OUR MISSION AND COMMITMENT

OUR MISSION

Air Inuit’s mission is to provide safe, reliable air transportation services tailored to the realities of the northern communities it serves. Since its founding in 1978, the company has played a vital role in connecting Nunavik communities and actively contributes to their socioeconomic development.

As a carrier rooted in Nunavik and in Inuit communities, Air Inuit is committed to providing a respectful, inclusive, and accessible travel experience for all its passengers, employees, and partners. Accessibility is an integral part of this commitment. We believe that everyone should be able to travel with dignity, autonomy, and equity, regardless of their abilities or circumstances.

A MISSION THAT GOES BEYOND AIR TRAVEL

Founded by the Inuit to serve Quebec’s northern communities, Air Inuit plays a vital role in the social, cultural, and economic life of Nunavik. Beyond air travel, our organization contributes to community development by promoting access to employment, supporting various community, educational, cultural, and sports programs, and actively participating in the promotion of Inuit culture. This close connection with the communities we serve directly influences our approach to accessibility and customer service.

OUR COMMITMENT TO ACCESSIBILITY

Air Inuit has been designated as a Category 2 Transportation Service Provider (TSP), which means it is a private organization that operates the national transportation network and employs an average of 100 or more people. As such, Air Inuit is subject to the requirements of the *Canadian Accessibility Act and the Transportation Accessibility Plans and Reports Regulations*, particularly regarding planning, consultation, progress reports, and feedback mechanisms.

This 2026–2028 Accessibility Plan is Air Inuit’s second accessibility plan. It outlines the measures we intend to implement to identify, reduce, and eliminate barriers to accessibility in the following areas:

- Information and communication technologies (ICT);
- Communications, other than ICT;
- Procurement of goods, services, and facilities;
- The design and delivery of programs and services;
- Transportation;
- The built environment.

For Air Inuit, accessibility is much more than a regulatory requirement. It is a concrete commitment to the people who use our services and to the communities we serve every day. A “barrier” refers to any element that may limit the full and equal participation of a person with a disability. A “disability” may be physical, mental, intellectual, cognitive, sensory, communicative, or learning-related, whether temporary, permanent, or episodic.

A UNIQUE NORTHERN REALITY

Air Inuit serves a unique clientele, many of whom travel for medical reasons to receive care, treatment, or specialized services. Some of these travellers live with temporary or permanent limitations.

Thanks to the experience and dedication of our ground and on board teams, we have developed a practical understanding of the realities of accessibility in the context of northern air travel. Our employees work daily in demanding environments and adapt their services to provide safe, respectful, and compassionate support to all passengers.

SAFETY, RESPECT, AND QUALITY OF SERVICE

Safety is a core value at Air Inuit. Our operations are conducted according to rigorous standards to ensure passenger safety and comfort, even under the unique climatic and operational conditions of the North.

We also believe that quality service is built on respect, attentiveness, and understanding of everyone’s individual needs. Our employees receive training tailored to their roles and contribute every day to providing a professional, warm, and inclusive travel experience.

GENERAL INFORMATION

ACCESSIBILITY ADVISORY COMMITTEE

As part of the development and monitoring of this plan, Air Inuit has established an Accessibility Advisory Committee composed of representatives from various sectors of the organization. This committee consists of 10 employees from various departments, including commercial operations, flight operations, human resources, information technology, ground operations, and finance. This collaborative approach allows for better integration of accessibility considerations into all of Air Inuit's activities and operations.

The committee helps identify barriers, assess accessibility needs, and develop and monitor the initiatives outlined in this plan. It also helps promote an inclusive organizational culture focused on continuous improvement.

CONTACT

The person responsible for the development, coordination, and implementation of this 2026–2028 Accessibility Plan is:

Andrea Richard
Customer Relations Representative
Air Inuit

ACCESSIBLE FORMATS

This document is available in various accessible formats upon request.

To obtain a copy of the Accessibility Plan or request an alternative format, please contact us using one of the following methods:

By mail
Accessibility Plan, Air Inuit
6005 Côte-Vertu
Montreal (Quebec) H4S 0B1

By email
airinuit.info@airinuit.com

By phone
1-514-905-9445
1-800-361-5933

Our social media
<https://www.facebook.com/AirInuit>

<https://www.instagram.com/air.inuit/>
<https://ca.linkedin.com/company/air-inuit>

Accessible formats will be provided within 15 days of the request. Please note that requests for Braille versions may take up to 45 days to process.

FEEDBACK

At Air Inuit, feedback from the public, our passengers, and our employees plays a vital role in the continuous improvement of the accessibility of our services.

If you encounter any accessibility barriers—whether physical, architectural, technological, communicational, behavioural, or organizational—we encourage you to let us know. Your comments will help us improve our practices and make our services more accessible to everyone.

You can contact us through the following channels:

Online feedback form: <https://www.emailmeform.com/builder/form/l2k0rhxwpHj1yPtSIBvbaL1bf>

By mail

Accessibility Plan, Air Inuit
6005 Côte-Vertu
Montreal, Quebec H4S 0B1

By email

airinuit.info@airinuit.com

By phone

1-514-905-9445
1-800-361-5933

Additional information regarding our consultation process is provided in the “Consultation” section of this document.

CATEGORIES

1 – INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Air Inuit recognizes the importance of information and communication technologies in ensuring the accessibility of its services, both for passengers and employees. In a northern context where technological infrastructure and communication networks may be more limited, we are committed to progressively improving our digital tools to make them more accessible, user-friendly, and tailored to the diverse needs of our customers and staff.

We pursue a continuous improvement approach to reduce digital barriers and integrate accessibility into the development and evolution of our communication platforms.

IDENTIFIED BARRIERS

Following consultations with passengers, employees, and the communities we serve, the following barriers were identified:

- Limited accessibility of certain sections of the website for people using assistive technologies;
- Difficulty accessing information related to assistance services and special needs;
- Information that is sometimes difficult to access in regions where internet and cellular networks are more limited;
- Need to offer more accessible communication formats tailored to different types of disabilities.

MEASURES AND COMMITMENTS 2026–2028

To improve the accessibility of its information technology and communications, Air Inuit commits to:

- Continue to improve the accessibility of its website and digital platforms;
- Develop tools that allow passengers to better plan their trips and assistance needs before travel;
- Maintain alternative means of communication to account for the technological realities of the North and remote regions;
- Implement simple and accessible feedback mechanisms for passengers and employees;
- Continue to improve internal communication processes among teams involved in assisting passengers requiring special assistance;
- Raise employee awareness of best practices related to digital accessibility and accessible communications;
- Evaluate opportunities to further integrate accessibility into future technology projects and internal tools.

Air Inuit recognizes that digital accessibility needs are constantly evolving. We will therefore continue our efforts to provide accessible, tailored, and inclusive communication tools for everyone who uses our services.

2 – COMMUNICATIONS, OTHER THAN ICT

Air Inuit recognizes that clear, accessible, and tailored communications are essential to providing an inclusive experience for its passengers and employees. In a northern context where linguistic, cultural, and technological realities differ from one community to another, we are committed to continuously improving our communication practises to reduce accessibility barriers.

We want to ensure that people with disabilities can obtain the information they need in a simple, respectful, and effective manner—before, during, and after their trip, as well as in their work environment.

IDENTIFIED BARRIERS

Following consultations with passengers, employees, and the communities we serve, the following barriers have been identified:

- Need to improve consistency in communications across different service points;
- Some passengers have to repeat their assistance needs several times during their trip;
- Need to provide more communications tailored to people with visual, hearing, cognitive, or communication impairments;
- Variable awareness of available accessibility services among employees;
- Communication challenges in certain regions where technological resources or communication networks are more limited.

MEASURES AND COMMITMENTS 2026–2028

To improve the accessibility of its communications, Air Inuit commits to:

- Continue to provide, upon request and within the timeframes set by applicable regulations, accessible communication formats, including:
 - large-print versions;
 - accessible electronic formats;
 - audio formats;
 - Braille, when required;
- Simplify access to information regarding assistance services and accessibility measures available to passengers;
- Raise employee awareness of accessibility services and policies to ensure more consistent and better-tailored communications;
- Maintain various communication channels tailored to the realities of northern and remote communities;
- Continue to improve feedback mechanisms to allow passengers and employees to report barriers they encounter;

- Promote the use of accessible tools, when available, for virtual meetings and internal communications.

3 – PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Air Inuit recognizes that accessibility must be taken into account when procuring goods, services, equipment, and facilities used in its operations. Whether for ground equipment, passenger services, technological tools, or airport facilities, we aim to progressively integrate accessibility criteria into our evaluation and decision-making processes.

Given the remote and northern context in which Air Inuit operates, certain operational, technical, and logistical constraints may limit the availability of some specialized equipment or services. Despite these realities, we continue our efforts to improve the accessibility of our network and foster a more inclusive experience for passengers and employees with disabilities.

IDENTIFIED BARRIERS

Following consultations with passengers, employees, and the communities we serve, the following barriers were identified:

- Variations in the assistive equipment and services available from one airport to another, sometimes due to a lack of staff at airports in remote regions;
- Limitations related to the infrastructure and equipment available in certain northern communities;
- A need to improve visual information regarding available assistance services;
- Variable integration of accessibility criteria into certain procurement or supplier evaluation processes.

MEASURES AND COMMITMENTS 2026–2028

To improve the accessibility of goods, services, and facilities, Air Inuit commits to:

- Continue to evaluate its equipment and services to identify potential accessibility improvements;
- Continue to evaluate mobility aids and specialized equipment that can be accepted on board our aircraft when it is safe and operationally feasible;
- Improve visual information tools to help passengers better understand the assistance services available;
- Gradually integrate accessibility considerations into certain procurement processes for goods and services;
- Raise awareness among suppliers and partners regarding Air Inuit's accessibility expectations;

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- Collaborate with airport authorities and local partners to encourage continuous improvement of accessibility in facilities used by Air Inuit;
- Continue to assess the needs of passengers and employees to guide future investments and improvements.

Air Inuit remains committed to progressively improving the accessibility of its equipment, services, and facilities, while taking into account operational realities and the specific needs of the northern communities it serves.

4 – DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Air Inuit recognizes that accessibility must be considered in the design, evaluation, and improvement of its programs, policies, and services. As part of its northern operations, the company must take into account the specific realities of the communities it serves, the available infrastructure, and the diverse needs of its passengers and employees.

We continue our efforts to offer services that are more inclusive, respectful, and tailored to people with disabilities, while maintaining high standards of safety and operational efficiency.

IDENTIFIED BARRIERS

Following consultations with passengers, employees, and the communities we serve, the following barriers were identified:

- Need to improve certain assistance processes offered to passengers requiring special support (escort);
- Variations in the understanding and application of accessibility policies;
- Need to strengthen certain training programs related to accessibility and the travel experiences of people with disabilities (ground crews across the network);
- Challenges related to adapting certain services in a northern context and within limited facilities;
- Importance of better integrating the needs of employees with disabilities into certain internal processes (employees who work directly with the public).

MEASURES AND COMMITMENTS 2026–2028

To improve the design and delivery of its programs and services, Air Inuit commits to:

- Continue to consult with passengers, employees, and Inuit communities when developing or revising accessibility-related programs, policies, and services;
- Evaluate and review certain policies and procedures, including those related to:
 - Streamline the process for accepting an additional seat;
 - The support needs of passengers with disabilities;

- Certain accommodations that may facilitate travel;
 - Continue to provide accessibility training to employees who interact with passengers, other than ground and flight crew, such as the reservations department;
 - Raise awareness among employees and managers regarding the realities faced by people with disabilities;
 - Continue to improve internal mechanisms related to accommodation requests and employees' special needs;
 - Develop standardized communication tools and templates to make official information clearer, more consistent, and more accessible;
 - Encourage a continuous improvement approach to accessibility across all Air Inuit operations and services.

Air Inuit remains committed to adapting its programs and services to the evolving needs of its passengers and employees, while taking into account operational realities and the unique characteristics of northern air travel.

5 – TRANSPORTATION

Air Inuit passengers interact with various services throughout their journey, including during booking, check-in, boarding, movement within airports, and on board our aircraft. In a northern context where many trips are made for medical or essential reasons, transportation accessibility remains a priority for Air Inuit.

We recognize that accessibility in air travel requires ongoing collaboration between carriers, airport authorities, service providers, and various stakeholders. Air Inuit therefore continues its efforts to improve the experience of passengers with disabilities, while taking into account the operational realities specific to the North and the aircraft operated on our network.

IDENTIFIED BARRIERS

Following consultations with passengers, employees, and the communities we serve, the following key barriers were identified:

- Need to improve support and assistance for passengers with reduced mobility at certain airports;
- Limited space on board for certain mobility aids or specialized equipment;
- Need to improve communication between departments when transporting passengers requiring special assistance;

MEASURES AND COMMITMENTS 2026–2028

To reduce these barriers, Air Inuit commits to:

- Develop information tools for airport staff to ensure greater consistency in assistance services;

- Improve internal communication among relevant teams when a passenger requires special assistance;
- Improve the information available to passengers regarding the accessibility services offered;
- Continue training and raising employee awareness regarding the needs of passengers with disabilities;
- Collaborate with airport authorities and partners to improve the accessibility of facilities and services across the entire network;
- Maintain an ongoing consultation process with passengers and communities to adapt our services to evolving needs.

Air Inuit remains committed to providing a safe, respectful, and accessible travel experience for all passengers, while pursuing a process of continuous improvement of its transportation services.

6 – THE BUILT ENVIRONMENT

Air Inuit’s built environment consists of a variety of facilities spread across a vast territory, including northern airports, terminals, operational spaces, hangars, and our main base in Montreal. Unlike major carriers operating out of centralized hubs, Air Inuit operates within a network of dispersed airports, often located in remote communities where infrastructure is shared with public airport authorities or local partners.

In this context, Air Inuit does not own the majority of the airport infrastructure it uses. Most of the airports in our network are under the responsibility of various public authorities or organizations, including:

- Several airports in Nunavik (Northern Quebec region), operated by government and regional partners;
- Kuujuaq Airport, the main regional hub, also managed by an airport authority;
- Montréal-Trudeau Airport and Québec City Airport, managed by independent airport authorities;
- Other regional and northern airports under various provincial or federal jurisdictions;
- Temporary facilities or shared infrastructure in certain remote communities.

Although Air Inuit does not own most of these facilities, the company plays an active role in improving accessibility in collaboration with airport authorities and local partners.

IDENTIFIED CHALLENGES

Following consultations with passengers, employees, and the communities served, the main issues related to the built environment are as follows:

- Uneven levels of accessibility among airports in the network;
- Sometimes limited access to mobility assistance or orientation services at certain northern airports;

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- Signage and information that varies by facilities, which can complicate independent navigation;
- Challenges related to long distances to be covered in certain terminals without appropriate assistance;
- Infrastructure that is sometimes aging or not designed according to recent accessibility standards;
- Difficulty in adapting certain spaces to the needs of people with sensory or cognitive impairments;
- Limited access to spaces adapted for service animals in certain facilities;
- Variability in accessible or adapted emergency procedures depending on the site.

MEASURES AND COMMITMENTS 2026–2028

To improve the accessibility of the built environment across its network, Air Inuit commits to:

- Collaborate continuously with airport authorities and local partners to improve accessibility in the facilities used by its operations;
- Actively participate in discussions and projects aimed at improving signage, orientation, and passenger flow at airports;
- Work with airport partners to facilitate the availability of mobility and orientation assistance at key service points;
- Encourage the identification and establishment of spaces better suited for passengers with specific sensory or cognitive needs, where possible;
- Collaborate on improving the accessibility of emergency procedures and information for passengers and employees;
- Support initiatives aimed at improving the continuity of the passenger experience across the network’s various airports;
- Maintain an active dialogue with airport authorities to report accessibility issues observed on the ground and contribute to their resolution;
- Continue to assess facilities under Air Inuit’s direct management, particularly our main hub, to maintain and improve their accessibility.

Air Inuit recognizes that improving the built environment requires close collaboration with a wide range of partners. Despite the limitations associated with infrastructure ownership and management, we remain committed to actively contributing to the reduction of barriers and the gradual improvement of accessibility throughout our network.

7 - EMPLOYMENT

GENERAL CONTEXT

Air Inuit currently has 1,322 employees, 9 of whom report having a disability, all distributed among the head office in Montreal and operational bases across the network.

ACCESSIBLE RECRUITMENT

The organization takes a proactive approach by consulting with its employees, Inuit communities, and people with disabilities to identify, prevent, and reduce barriers, while strengthening its capacity to provide adapted services and work environments, particularly through greater operational support.

In terms of employment, Air Inuit actively promotes access to employment for Inuit people and people with disabilities, and supports skills development through training and advancement programs, with a focus on inclusion, equity, and talent retention.

WORKPLACE ACCOMMODATIONS

When an accommodation is required for an employee with a disability or impairment, the Human Resources Department is committed to collaborating with the employee and stakeholders to identify and implement measures tailored to their situation . These accommodations may include, but are not limited to, adapting the workplace, adjusting job duties, providing specific tools or equipment to enhance performance, and, if necessary, reassigning the employee to a different position compatible with their abilities. The goal is to foster an inclusive work environment while enabling the employee to contribute fully according to their abilities.

KEY FINDINGS FROM THE INTERNAL SURVEY

The results of the 2026 employee survey revealed the following findings:

- Some employees are not fully aware of the accommodation processes available in the workplace;
- There is a desire for improved internal communication regarding accessibility and inclusion policies.

IDENTIFIED BARRIERS

Based on the survey and internal consultations, the main barriers to employment are as follows:

- Lack of centralization and clarity in workplace accommodation processes;
- Training and on-boarding of new employees are sometimes ill-suited to diverse needs;

MEASURES AND COMMITMENTS 2026–2028

In light of the survey results, Air Inuit commits to:

- Improve internal communication regarding workplace accommodation processes to make them clearer, more accessible, and more consistent;
- Strengthen training for managers to better equip them to support employees with special needs;
- Promote a more open, inclusive, and safe organizational culture for employees wishing to disclose a disability or a need for accommodation;
- Continue to consult with employees to monitor evolving needs regarding workplace accessibility.

Air Inuit recognizes that workplace accessibility is a key driver of retention, well-being, and organizational performance. The results of the 2026 survey provide an important foundation for guiding future improvements and strengthening a more inclusive work culture across the company.

CONSULTATIONS AND CONTINUOUS IMPROVEMENT

AN APPROACH ROOTED IN NUNAVIK AND LISTENING TO COMMUNITIES

As part of the development of this second plan, Air Inuit continued its consultation process with passengers, employees, and Inuit communities to better understand the barriers experienced on a daily basis and the desired improvements.

At Air Inuit, accessibility is part of a very concrete reality: that of Nunavik, its communities, and the people who live and work there. In this northern context, where distances, operational conditions, and access to services can present additional challenges, it is essential that solutions be developed with the people directly affected. That is why our approach is based on a clear principle: services that affect them must be designed in collaboration with passengers and employees with disabilities. This approach is fully integrated into our organizational culture and our mission to provide safe, reliable air service adapted to the realities of the North.

These consultations allow us to better focus our priorities and actions for the coming years. This plan outlines the commitments and initiatives that Air Inuit plans to implement between 2026 and 2028 to improve the accessibility of its services, facilities, communications, and organizational practises.

AIR INUIT EMPLOYEES

Employees were consulted through:

- an internal accessibility survey;
- feedback from operational teams across the network;
- spontaneous comments gathered during daily work.

These consultations included employees with disabilities as well as colleagues who regularly assist passengers with special needs.

These responses were gathered as part of the internal survey conducted from May 1 to 15, 2026, on accessibility at Air Inuit. It aims to reflect the perceptions, observations, and suggestions of employees from various sectors across our network. The objective of this initiative was to better understand accessibility-related issues, identify strengths and areas for improvement, and support the implementation of concrete actions tailored to our operational reality. The results presented below help guide our efforts to foster a more inclusive, safe, and accessible environment for everyone—both passengers and employees.

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A total of 79 employees participated in the survey, representing a good response rate. Respondents came from various departments.

Regarding interactions with passengers with disabilities, 25 out of 79 participants indicated that they had been in contact with this group of customers as part of their duties. Among the types of disabilities observed or reported, physical limitations were the most frequently mentioned (27 responses, 93.1%), followed by intellectual disabilities (14 responses, 48.3%), visual impairments (13 responses, 44.8%), autism or autism spectrum disorder (11 responses, 37.9%), hearing impairments (9 responses, 31.0%), mental health conditions (9 responses, 31.0%), and other specific situations (1 response, 3.4%).

Accessibility must remain an integral part of our daily operations, policies, and organizational culture. Air Inuit thus continues its commitment to continuous improvement in order to offer an inclusive, safe travel experience that respects the dignity of everyone.

ONE CONSULTATION, MULTIPLE SOURCES AND REALITIES

To better understand the challenges faced and the improvements sought, Air Inuit compiled feedback from various internal and external sources, as well as from passengers and network users.

The experiences of passengers with disabilities were gathered through several complementary channels:

- comments received via the official feedback platform;
- Internal survey, employee responses regarding passengers;
- direct interactions with customer service;
- operational observations from ground and on board teams;
- feedback based on actual travel experiences on the northern network.

These interactions reflect a variety of realities, including:

- travelling with mobility aids in limited airport facilities;
- challenges related to signage, communication, or orientation at certain airports;
- specific needs related to frequent medical travel;
- variable accessibility depending on the infrastructure of the communities served.

NORTHERN NETWORK PARTNERS

Air Inuit also collaborates with several partners essential to its operations:

- local and regional airport authorities;
- government authorities and transportation agencies;

ACCESSIBILITY PLAN

- airport and medical service providers;
- community partners in Nunavik.

These collaborations are essential for understanding the infrastructure limitations and unique realities of remote regions.

WHAT WE LEARNED

The consultations highlighted a reality specific to Air Inuit:

- the challenges are not limited to air services but also extend to northern airport infrastructure;
- the customer experience varies significantly across communities and airports;
- passengers with accessibility needs often travel for medical reasons and require continuity of service;
- communication and access to information can be challenging in certain regional contexts;
- employees want clearer tools and processes to better support passengers.

OUR STRATEGIC DIRECTIONS FOR 2026–2028

In line with this approach, Air Inuit is committed to:

- strengthen direct communication with passengers and employees living with disabilities;
- further structure the collection of feedback to ensure better follow-up;
- better incorporate the unique realities of the northern network into accessibility decisions;
- strengthen ongoing feedback in daily operations;
- ensure better information flow between teams, operational bases, and partners;
- more systematically integrate feedback from the field into service improvements.

Air Inuit recognizes that accessibility in the North cannot be addressed in a one-size-fits-all manner. It must take into account the realities of Nunavik, the available infrastructure, and the specific needs of the communities served. This approach, guided by listening, collaboration, and on-the-ground realities, remains at the heart of our 2026–2028 plan.

APPENDIX A

SUMMARY OF ACTIONS AND RESPONSIBLE DEPARTMENTS

NON-EMPLOYMENT-RELATED TRACKING TABLE

Action	Department	Deadline	Indicator	Status
Add an online travel preparation form (assistance needs, escort, extra seat, etc.)	Commercial	2027-03-31	Online form + internal workflow established	To be started
Deploy ground equipment upgrades (Phase 1: priority stations)	Commercial + Ground	March 31, 2028	Purchase + commissioning + training	To be planned
Create a form for airport assistance (Nunavik) for non-regulated vehicles	Ground	2027-12-31	Internal form	To be started
Create visual support for counters: "Assistance available / how to request"	Sales	12/31/2027	Posters/visuals + distribution at stations and online	To be started
Develop an app to display passengers with special SSRs and notify flight attendants	Commercial + IT + Flight	April 30, 2028	IT and Hitit development	To be started
No defined deplaning zones at the Technical Centre	Buildings + Finance	May 31, 2028	Plan + financing	To be planned
Identify safety corridors for employees (parking)	Buildings + Finance	12/15/2028	Correction + Plan + Funding	To be planned

EMPLOYMENT-RELATED TRACKING TABLE (RCA)

Action	Responsible	Deadline	Success indicator	Status
Establish an accommodation procedure (request, confidentiality, deadlines)	HR	12/31/2028	Procedure published + internal communication	To be started
Review the accessibility of job postings and the interview process	HR	May 31, 2028	Accessible job posting templates + interview measures	To be started
Train managers on accommodations and obligations	HR	2028-06-01	Training templates + completion rates	To be planned