

Thunder Airlines

Accessibility Plan

2024 Progress Report

GENERAL

Since the implementation of our accessibility plan, Thunder Airlines has not received any feedback from the public. The feedback form on our website has been reviewed and tested to ensure it is functioning as intended. Thunder Airlines will continue to monitor for any changes that could be implemented to further improve the system.

Thunder Airlines has designated **Jody Quesnel** (Customer Service Manager) to receive and respond to feedback related to this Accessibility Plan as well as provide progress reports. Feedback will be responded to, apart from anonymous submissions, in the same way it was received.

Customer feedback regarding our services as they relate to this Progress Report can be done via our website:

- www.thunderair.com

To request an alternative format of this progress report, accessibility plan, and/or the description of the feedback process, or for alternate means of providing feedback, reference the following:

- Email: accessibility@thunderair.com
- Phone: (807) 475-4564
- Text: (807) 633-7020
- Mail: 310 Hector Dougall Way
Thunder Bay, Ontario
P7E 6M6

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

No feedback has been received related to information and communication technologies. Changes have been made to our website to include more convenient access to our accessibility plan and feedback process. Additional changes to include additional adaptive technologies are being considered based on consultation with website developers.

COMMUNICATION (OTHER THAN ICT)

No feedback has been received related to communication challenges. Training has been reviewed to ensure compliance with applicable legislation and all active employees have completed this course.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

No feedback has been received related to the procurement of goods, services, and facilities. A review has been completed and no recommendations have been made. Thunder Airlines will continue to evaluate its processes as feedback is received.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

No feedback has been received related to the design and delivery of programs and services. Thunder Airlines remains committed to ensuring that new services undergo a thorough assessment to meet the needs of persons with disabilities.

TRANSPORTATION

No feedback has been received related to transportation. Thunder Airlines remains committed to offering accessible transportation upon request and ensuring the mobility aids are available on site.

BUILT ENVIRONMENT

No feedback has been received related to our built environment. All facilities remain compliant with accessibility requirements and no new facilities have been built that would warrant an assessment.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

The Canada Transportation Act outlines the requirements for transportation service providers as follows:

Regulations

- **170 (1)** The Agency may, after consulting with the Minister, make regulations for the purpose of identifying or removing barriers or preventing new barriers — particularly barriers in the built environment, information and communication technologies and the design and delivery of programs and services — in the transportation network under the legislative authority of Parliament to the mobility of persons with disabilities, including regulations respecting
 - **(a)** the design, construction or modification of, and the posting of signs on, in or around, means of transportation and related facilities and premises, including equipment used in them;
 - **(b)** the training of personnel employed at or in those facilities or premises or by carriers;
 - **(c)** tariffs, rates, fares, charges and terms and conditions of carriage applicable in respect of the transportation of persons with disabilities or incidental services; and
 - **(d)** the communication of information to persons with disabilities.

Thunder Airlines remains committed to following the prescribed regulations to ensure that all persons with disabilities are provided with equal access to our services and that all employees are appropriately trained to assist all passengers in an informed and respectful manner.

FEEDBACK PROCESS

No feedback has been received through our website or in any other prescribed fashion as it relates to our Accessibility Plan, the services we provide, or any other accessibility challenges our customers faced through the use of other operators or transportation services. The feedback process on our website has been reviewed and tested to ensure it is functioning as intended.

CONSULTATIONS

In preparation of this report, a meeting at our base in Thunder Bay, Ontario, was held on May 3, 2024, by three members of our Joint Health and Safety Committee, our Customer Service Manager, a member of our Human Resources Department, and an advocate from the disability community. This meeting focused on making sure that Thunder Airlines is accessible as possible, and included some of the following questions and answers:

- How can Thunder Airlines ensure that all of its operations are as accessible as possible?
 - Due to the nature of the operation, Thunder Airlines is able to provide accessibility-based demands on a case-by-case basis. When feedback is received regarding accessibility by our customers, it can be addressed in real time.

- What are current accessibility barriers to our customers?
 - Our aircraft entrances cannot be expanded due to the physical constraints of the aircraft.
 - As Thunder Airlines does not operate out of a terminal, access to additional accessibility measures is limited.
 - However, Thunder Airlines is able to accommodate to the point of physical constraints; there are other ways that customers can be put in our aircraft than just walking through the entrance. For example, customers can be lifted into our aircraft by Thunder Airlines staff if the customer is unable to walk through the entrance.

- What is an effective way to receive feedback from the public about accessibility concerns?
 - Publish our report and ask for feedback on Thunder Airlines social media accounts.
 - Publish our report and ask for feedback through our website.

A final review was conducted, with the same members as the previous meeting, on May 13, 2024, to evaluate the effectiveness of the accessibility plan, any progress made, and any feedback received before publishing the report.

Thunder Airlines will continue to respond to any additional feedback received as it relates to our Accessibility Plan and will continue to actively evaluate our practices to remove barriers and offer a more accessible environment for our customers.