

Thunder Airlines

Accessibility Plan and Feedback Process

GENERAL

Thunder Airlines is committed to our goal of ensuring access to our services for all persons with disabilities. This Accessibility Plan outlines our commitment to remove barriers and improve accessibility within our organization and includes our process for individuals to provide feedback regarding services and this plan.

Our management team, including representation from the Human Resources, Customer Service and Corporate Safety departments have developed this plan in accordance with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). Review of this plan shall be done at a minimum of every three years with actionable items updated more frequently as needed.

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, with the exception of anonymous submissions, in the same manner in which it was received.

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

- www.thunderair.com

To request an alternative format of this plan, 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)

In order to accommodate persons with disabilities, Thunder Airlines has made additional changes to its website to provide a more accessible travel experience. Updates were made to our website to ensure it is compatible with adaptive technologies and to ensure that our customer's travels requirements are met. A dedicated heading on the website has been added, 'Accessibility', which allows members of the public to view current progress reports, accessibility plans, as well as submit feedback as it relates to accessibility and those documents.

COMMUNICATION (OTHER THAN ICT)

All Thunder Airlines employees receive specific training to ensure that are familiar with best practices for communicating with all passengers. Additional training has been made available to our Customer Service personnel and Flight Crew that outlines strategies to help those with disabilities overcome accessibility challenges that they may encounter. This training is provided to ensure compliance with the Accessible Canada Act (ACA).

Passengers are encouraged to contact our Customer Service representatives to relay any specific request regarding communication challenges that we could address ahead of time. Information on how to contact our office is available on our website and will be available in various accessible formats.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The procurement goods and services are done with consideration taken to the needs of passengers with disabilities. Thunder Airlines has committed to ensuring that access to all our facilities meets the needs of individuals with mobility issues. Mobility aids and equipment are available at all locations to facilitate travel on our aircraft. Every effort is made to ensure all passengers can safely access our aircraft and services. However, due to the limited size of our aircraft, passengers requiring special assistance are asked to contact one of our Customer Service representatives to provide additional information regarding their needs.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

As feedback is received from our passengers and employees it will be reviewed by our Accessibility Plan developers to determine if reasonable changes can be made to the delivery of our services. Additionally, new services will undergo a similar process of consultation amongst our development team and organizations that specialize in accessibility to ensure they meet the needs of persons with disabilities.

TRANSPORTATION

Accessible transportation providers (wheel chair taxi) are available upon request for travelers needing extra assistance to and from the airport at our main operating sites in Timmins and Thunder Bay. As previously mentioned, all our facilities are supplied with mobility aids and personnel who are trained in the use of this equipment and are able to provide assistance as needed.

BUILT ENVIRONMENT

The vast majority of flights operate out of our own buildings independent of the main terminal buildings with the exception of scheduled flights out of the Timmins airport. Our facilities in Timmins and Thunder Bay were designed and built to provide wheelchair access into the building for passenger check-in, washroom facilities, and guest services.

The Timmins Victor M. Power Airport where our scheduled flights operate is also compliant with all accessibility requirements.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

Thunder Airlines is subject to Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42). 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.

CONSULTATIONS

Prior to the implementation of this Accessibility Plan, Thunder Airlines received feedback from our customer service representatives and flight crew who are dealing directly with passengers on a daily basis. Their input was taken into consideration to remove any barriers that they have encountered while assisting persons with disabilities. One key area of focus from our previous Accessibility Plan was changes to our website, which were implemented. Information about what specifically was implemented to make our website more accessible can be found within the 'Actionable Items' heading of this Accessibility Plan.

In addition, phone consultations were completed with a representative of the disability community to assist with the compilation of the items in this plan and provide feedback as to how Thunder Airlines' can improve accessibility to our passengers.

ACTIONABLE ITEMS

In the previous Accessibility Plan (2023-2025), actionable items were created in line with the goal of making Thunder Airlines more accessible to persons with disabilities. With this in mind, the following updates on actionable items from the previous Accessibility Plan include:

- Our website has been revised to provide easier access to persons with disabilities by including a dedicated menu button linked to this Accessibility Plan, the feedback process, and adaptive technology. Additionally, the ability to provide anonymous feedback via our website has been included in these changes as well.
- A comprehensive review of current training programs was conducted in 2025 to ensure that the content is consistent with current best practices. This review will be ongoing.
- No new programs or services have been added as it relates to accessibility. With this in mind, the Accessibility Plan was fully reviewed on May 11, 2026.

While Thunder Airlines has always strived to accommodate all our passenger's needs, we recognize that certain steps can be taken to remove barriers to improve accessibility to persons with disabilities. The following is being included in this Accessibility Plan as actionable items that were identified throughout its development:

- Continued monitoring of employee accessibility training on an ongoing basis to ensure employees continue to be equipped with the necessary training to effectively communicate with and assist persons with disabilities.
- Creation and implementation of surveys related to accessibility for current or past customers, including persons with disabilities, to be made available, to encourage additional accessibility feedback. By receiving more accessibility feedback, Thunder Airlines can identify additional ways to be more accessible to persons with disabilities.
- Consultation with representative of the disability community in 2028 to re-evaluate progress made as it relates to this accessibility plan and accessibility accommodations provided to persons with disabilities.
- Front-line staff to provide additional awareness during pre-boarding of flights that accommodation and assistance is available to everyone up to the point of undue hardship and physical constraints, including persons with disabilities. Additional awareness will include verbal communication to passengers that this assistance is available prior to boarding the aircraft.

Despite the above, Thunder Airlines will continue to assess our environment for any systemic, attitudinal or physical barriers that we can eliminate to provide greater access to persons with disabilities.