

Thunder Airlines

# Accessibility Plan

2026 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](http://www.thunderair.com)

Alternative formats of the accessibility plan, as well as alternative formats to provide feedback can be requested. To request an alternative format of this report, or for alternate means of providing feedback, please reference and contact one of the following designated contacts:

- Email: [accessibility@thunderair.com](mailto: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)

There has been no progress toward preventing or removing barriers related to information and communication technologies because no barriers have been identified in this area. A review of our website has been completed and no recommendations have been made. Thunder Airlines will continue to commit to offering an accessible website to all persons, including persons from the disability community.

## COMMUNICATION (OTHER THAN ICT)

There has been no progress toward preventing or removing barriers related to communication because no barriers have been identified in this area. Training has been reviewed to ensure compliance with applicable legislation and all active employees have completed this course.

## PROCUREMENT OF GOODS, SERVICES AND FACILITIES

There has been no progress toward preventing or removing barriers relating to the procurement of goods, services, and facilities because no barriers have been identified in these areas. 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

There has been no progress toward preventing or removing barriers related to the design and delivery of programs and services because no barriers have been identified in this area. Thunder Airlines remains committed to ensuring that new services undergo a thorough assessment to meet the needs of persons with disabilities.

## TRANSPORTATION

There has been no progress toward preventing or removing barriers related to transportation because no barriers have been identified in this area that could be changed without causing undue hardship to Thunder Airlines. Thunder Airlines remains committed to offering accessible transportation upon request and ensuring mobility aids are available on site.

## BUILT ENVIRONMENT

There has been no progress toward preventing or removing barriers related to our built environment because no barriers have been identified in this area. All facilities remain compliant with 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.

## FEEDBACK INFORMATION

There has been no feedback received through the feedback process. Thunder Airlines will continue to refer people with feedback related to the Accessibility Plan and this Progress Report to the appropriate channels. Thunder Airlines recognizes that receiving feedback is important, and in recognizing that, will begin to utilize surveys as an additional feedback format to encourage additional feedback related to accessibility through our feedback process.

## FEEDBACK PROCESS

There has been no progress toward preventing or removing barriers 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, because no barriers have been identified in these areas. 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 February 4, 2026, by three members of our Joint Health and Safety Committee, our Customer Service Manager, a member of our Human Resources Department, and a member of 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:

- Is the information provided to passengers prior to boarding the aircraft effective in ensuring passengers with disabilities are accommodated?
  - The information provided to passengers prior to boarding the aircraft is effective in ensuring passengers with disabilities are accommodated. Persons with disabilities are able to request assistance as needed, at any time, and are encouraged to by staff prior to boarding the plane. Thunder Airlines will accommodate their request up to the point of undue hardship and physical restraints.
  
- Which method(s) of communication does Thunder Airlines utilize to follow up with persons who have submitted feedback related to accessibility? Are there additional methods that should be utilized?
  - Thunder Airlines follows up with submitted feedback related to accessibility by phone call or by email.
  
- How does Thunder Airlines demonstrate that being accessible to persons with disabilities is a top priority?
  - Thunder Airlines demonstrates that being accessible to persons with disabilities is a top priority by providing assistance to persons with disabilities up to the point of undue hardship and physical constraints. Thunder Airlines also ensures that feedback related to accessibility can be easily submitted, which is also part of this priority; customers are able to easily submit feedback related to accessibility by following the feedback formats listed in the Accessibility Plan. As part of its updated Accessibility Plan and Feedback Process, Thunder Airlines has added the creation and addition of surveys to its list of actionable items; these surveys would allow customers to provide feedback on their experience as it relates to accessibility.

A final review was conducted, with the same members as the previous meeting, on May 11, 2026, 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.