

CATHAY PACIFIC CANADA ACCESSIBILITY PROGRESS REPORT 2024



Revised October 30, 2024

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CATHAY PACIFIC AIRWAYS CANADA 2024 ACCESSIBILITY PROGRESS REPORT

A. General

Cathay Pacific Airways is a world-leading airline and premium lifestyle brand. Based out of Hong Kong servicing over 80 destinations in the world. Cathay Pacific aims to provide every customer, including people with disabilities, with a safe, comfortable and hassle-free journey. We also believe that having a diverse and inclusive workforce makes us a better company – for our people and for our customers.

Our commitment to diversity and inclusion highlights our vision for a truly inclusive culture and we are committed to becoming a progressive world-leading employer by protecting and celebrating the people who make us who we are today. Cathay Pacific is committed to continuing to identify and remove barriers in the seven key areas as required by the ACA and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) as outlined in our Accessibility Plan.

Summary of Progress to Date

Cathay Pacific's first Accessibility Plan was published in September 2023. Our Accessibility Plan included twenty-eight (28) actions over the seven (7) key designated areas of focus that we are committed to achieving between September 2023 and December 2025. These actions support our objective to create a barrier-free environment and to continue to engage with people with disabilities in the journey to achieve them.

Our progress and achievements thus far are highlighted in this report. In summary, of the twenty-eight (28) actions we committed to implement by December 2025, eight (8) are completed, nine (9) are in progress and the remaining eleven (11) actions will begin to be implemented over 2024-2025.

The progress that we have achieved thus far is as follows:

- Added the Employee Accessibility Survey to the company intranet.
- Added the corporate Diversity and Inclusion Policy to the Canadian Employee Handbook to increase D&I awareness.
- Provide information regarding accessibility and workplace accommodation processes to new employees during New Hire Orientation.
- Completion of Vancouver Head Office washroom renovation including converting the washrooms to gender-neutral and installation of power door operators to improve accessibility.
- Educate and promote use of Microsoft 365 Accessibility Checker to employees.
- Ensure accessibility requirements are considered for all procurements of goods, services and facilities in Canada.

- Continued working with airport authorities in reporting accessibility feedback/barriers to improve customer experience.
- Continuing to conduct accessibility testing on mobile device applications to ensure compliance with WCAG 2.1 standards.

Feedback Information

No feedback was received from the public.

Feedback Contact

Your feedback related to accessibility can be addressed to our Vice President, People, Americas. Feedback can be submitted anonymously or you may provide your contact information. We will acknowledge receipt of feedback, other than anonymous feedback, in the same manner in which it was received. We welcome feedback through any of the following mechanisms:

Mail:

Vice President, People, Americas
Cathay Pacific Airways Limited Canada
500 – 550 W 6th Ave
Vancouver, BC
V5Z 4S2

Email:

Accessibility_Canada@cathaypacific.com

Online Feedback Form:

<https://forms.office.com/r/HBGaeJKk2J>

Phone:

1-604-606-2917. Use TTY (711) for those who are deaf or hard-of-hearing.
Office hours are Monday to Friday from 8:30 AM to 5:00 PM local time.

If you would like to request copies of the Accessibility Plan, Progress Reports or a description of the feedback process in an accessible or alternate format, please contact us through any of the above channels.

Cathay Pacific's Accessibility Plan is published on Cathay Pacific's website in a format that meets the requirements for Level AA conformance under the Web Content Accessibility Guidelines 2.1.

B. Key Areas

Employment

Cathay Pacific is proud of its diverse workforce and is committed to providing an inclusive and supportive work environment for all people, including those with specific needs and differing abilities. Our Diversity and Inclusion Policy and Strategy are the framework to ensure that employment policies and processes are focused on increasing accessibility in the workplace so people with disabilities (both visible and invisible) have equal opportunity to participate and succeed.

Actions:

- To continue to build and support an inclusive and barrier free workplace, Cathay Pacific made the Employee Accessibility Survey open and ongoing through the company intranet and available through other formats as needed. **Status: Completed.**
- The corporate Diversity and Inclusion Policy was added to the Canadian Employee Handbook to increase D&I awareness in Canada prior to the end of 2023. **Status: Completed.**
- New Hire Orientation session to include information on the Accessibility Plan, its mandate and goals and information on workplace accommodation processes. **Status: Completed.**

Progress:

Initially, the Employee Accessibility Survey was sent out during the creation of the Accessibility Plan. To further engage and allow employee feedback to be easily submitted, the Employee Accessibility Survey was added to the company intranet. This allows an easy mechanism for employees to share their feedback and was implemented just after the initial publication of the Accessibility Plan in September 2023.

The HR team conducts New Hire Orientation sessions for all new hires in Canada. The orientation includes information on the company's mission, vision, values, policies and procedures. The orientation is held virtually or in person where possible. To educate and bring awareness to new employees on the Accessibility Plan and goals, a specific portion was added to the orientation on accessibility, the duty to accommodate, accommodation processes and who to contact to get assistance.

The Built Environment

Cathay Pacific passenger flights originate from Hong Kong and fly into two ports in Canada –

Vancouver International Airport (YVR) and Toronto Pearson International Airport (YYZ). Cargo flights also originate from Hong Kong and fly to Toronto (YYZ). The company's airport, engineering and cargo departments operate out of facilities and offices at the respective airports in leased premises.

The Canadian head office for Cathay Pacific is in Vancouver, BC, in a building owned by the BC Teachers' Federation (BCTF). The landlord is responsible for maintenance and accessibility of the building which includes, accessible parking spaces, accessibility within and around the building and accessible washrooms.

Cathay Pacific passengers flying into Canada can request any special assistance they may require prior to their flights by contacting the company prior to the flight or upon check-in at the airport.

Actions:

- To address and rectify the issue of the inaccessible 5th floor glass door at the Vancouver Head Office. **Status: In Progress.**
- Vancouver Head Office washroom renovation and power door operator installation to improve accessibility. **Status: Completed.**

Progress:

The company has conducted assessments of the physical work locations in Canada to identify and remove any physical barriers. Of the seven (7) work locations assessed, there were no new barriers identified. We will continue to conduct periodic assessments of physical workspaces and address any feedback received identifying any barriers.

We have not achieved the action item to address and rectify the issue of the inaccessible 5th floor glass door at the Vancouver Head Office. The company has taken steps towards rectification including consulting with the landlord to obtain approval to change the door and obtaining estimates from various contractors on accessible options for the door. The delay in achieving this action item is due to current negotiations underway with the landlord on a lease renewal. This action item is expected to be addressed prior to the end of 2024.

As a foreign air carrier, Cathay Pacific does not have jurisdiction over certain areas such as airport terminals that our flights operate in and out of. However, we have been continuing to work closely with all relevant stakeholders who have an impact on the air travel journey of our passengers to improve accessibility. Any accessibility feedback received regarding the physical spaces or barriers that are not managed directly by the company will be communicated to the relevant stakeholder/landlord to address and rectify, jointly if applicable.

Information and communication technologies (ICT)

Cathay Pacific has put accessibility at the forefront of its digital user experience for customers and employees. An important goal for our company is to ensure that we follow the Web Content Accessibility Guidelines (WCAG) and that our products comply with WCAG level AA 2.1. By ensuring that our digital products are usable for people of all abilities and disabilities, we can be confident that all users have access to the same information and functionality.

In general, the text sizes on our pages can be enlarged by using the zoom-in function on the browser. The website also supports JAWS, screen reading software for visually impaired users. (https://www.cathaypacific.com/cx/en_CA/site-help/accessibility.html). We also offer customers the option of live chat through WhatsApp as an alternate form of digital communication and chatbots through the website.

Actions:

- Educate and promote use of the Microsoft 365 Accessibility Checker through communications to employees. **Status: Completed.**
- Conduct accessibility testing on mobile device applications to ensure compliance with WCAG 2.1 standards. **Status: Completed.**

Progress:

A user-friendly, simple one-page guide was created and shared with all Canadian employees to encourage use of Microsoft Accessibility Checker across all its platforms. The function has been up and running on all our Microsoft 365 applications since 2023, however this guide and communication helps to promote accessibility for all end-users, including for people with disabilities.

Our accessibility testing team in our head office in Hong Kong continually conduct audits on each application before its launch. Annual audits are also performed.

Communication, other than ICT

Cathay Pacific's stated ambition is to become one of the world's greatest service brands in the way that we treat every journey as our customers' most important journey. To achieve this, we pride ourselves on ensuring that we communicate and use language in a respectful, clear and accessible manner.

Cathay Pacific provides its customers the TTY/TDD (711) telecommunications number for reservations and customer support in Canada and globally. In addition, customers have the option to contact the company for help and support through our Customer Care team, WhatsApp chat or chatbots through the website. Alternative forms of communication such as

translations, transcriptions in plain text and print copies are available upon request.

On our aircraft, our cabin crew provide a personal safety briefing to blind or visually impaired passengers explaining in detail all safety procedures and allowing passengers to feel and handle the safety demonstration mask and life jacket.

Actions:

- Create procedural standards to add information on requesting alternate formats of communication for internal communications in Canada. **Status: In Progress.**

Progress:

Standards have been drafted and further discussion and feedback is required on best practice for implementation and ownership of requests for alternate formats. The procedural standards will be implemented once finalized.

The procurement of goods, services and facilities

Our head office in Hong Kong is responsible for the procurement of facilities, aircraft, supplies, new systems, applications, and software. Cathay Pacific Canada is committed to ensuring that procurement in Canada considers accessibility and supplier diversity.

Actions:

- Endeavor to ensure accessibility requirements are considered for all procurements of goods, services and facilities in Canada. **Status: Completed.**

Progress:

There were no new procurements for goods, services and facilities in Canada in 2023.

The design and delivery of programs and services

Cathay Pacific is committed to ensuring our services and programs are designed and delivered with accessibility in mind. Customers who require additional assistance when traveling with Cathay Pacific can request assistance through Customer Care prior to their flight, at the time of check-in at the airport and while on board our aircraft. Our customer-facing employees are trained to provide aid to passengers who require additional assistance or care in their journey. Our website outlines all services available to people with disabilities under "[Disability and Mobility Assistance](#)".

Actions:

- Ensure all Canadian employees have completed Unconscious bias and allyship training. **Status: In Progress.**

Progress:

This training was rolled out to all Cathay Pacific employees globally in 2023, however it was not mandatory. At the end of 2023, we had a 91% completion rate for the training for employees in Canada. Consultation with our head office Learning Academy and plans for in-person training has been discussed and is being rolled out and will include making the online training mandatory. Our goal is to have a 100% completion rate for all Canadian employees by the end of 2024.

Transportation

Cathay Pacific Airways strives to ensure that our customers experience a barrier-free journey from the first point of contact in booking a flight to the end of the journey at the arrival airport.

Our customers with disabilities can be confident in experiencing a supportive, safe and seamless journey with Cathay Pacific. All Cathay Pacific Airways aircraft are certified in accordance with the law and requirements as stipulated by the Hong Kong CAD and with the U.S. Department of Transportation requirements for those aircraft operating to the US. Cathay Pacific also has an internal policy which ensures non-discrimination in air travel on the basis of disability. The policy is comprehensive and applies to all aspects of air travel.

Actions:

- Continue working with airport authorities in reporting accessibility feedback/barriers to improve customer experience. **Status: Completed.**

Progress:

Our airport operations managers for YVR and YYZ have been provided education and awareness of their duties and responsibilities to ensure the goals under our Accessibility Plan are achieved and that all feedback or barriers related to accessibility are reported and rectified. Few accessibility-related customer complaints were received in 2023 in Canada and all were handled by the Customer Care team according to Company policy.

C. Consultations

Internal Consultation

In May of 2024, a digital survey was sent to all Canadian employees, including those who live with disabilities. Employees had the option to remain anonymous. The survey requested feedback related to Cathay's progress on the Accessibility Plan and accessibility barriers. The survey was sent to 135 employees and the response rate was 33%. The feedback received was positive and employees were encouraged by the progress made on our accessibility goals thus far. No feedback was received regarding accessibility barriers.

External Consultation

In February of 2024, we established an online feedback form for our customers to provide feedback on accessibility and their experience. Customers have the option to remain anonymous. This form is available on our website under Accessibility Contacts. To date, we have not received any public feedback through the online feedback form.

Cathay Pacific has made several efforts to consult with, build relationships with and obtain feedback from various disability advocacy organizations for our 2023 Accessibility Progress Report. In March of 2024, we reached out to three different organizations to obtain feedback on our accessibility progress to date. Our initial attempts were not successful due to lack of response from the organization or the organization's lack of capacity to assist us. However, in March of 2024, we were successful in engaging and working with a disability advocacy group to create an advisory committee of people with a diverse range of abilities who have lived experience, are representative of the disability community and have flying/travel experience. Our goal is to have an advisory committee established by early 2025. This will help to ensure that we are meeting our goals to achieve a barrier-free employment and travel experience. This continuing engagement and feedback will be incorporated into our yearly progress reports as well as updated Accessibility Plans in the future.

D. Provisions of CTA accessibility-related regulations

Cathay Pacific is a foreign transportation service provider that is required to comply with the provisions of the Accessible Transportations for Persons with Disabilities Regulations (ATPDR), which apply to all flights that depart from or arrive in Canada. Cathay Pacific is subject to applicable sections of [Part 2 – Service Requirements Applicable to Carriers, of the Accessible Transportation for Persons with Disabilities Regulations](#).

E. Glossary

Accessibility is the combination of aspects that influence a person's ability to function within an environment.

Accessible refers to a place that is easily reached, an environment that is easily navigated or a program or service that can easily be obtained.

Barrier means anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. (obstacle)

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society. (handicap)

Discrimination means treating someone differently or unfairly because of a personal characteristic or distinction, which, whether intentional or not, has an effect that imposes disadvantages not imposed on others or that withholds or limits access that is given to others.

Inclusion is the act of recognizing, valuing and building on differences in identity, abilities, backgrounds, cultures, skills, experiences and perspectives while respecting human rights.