

CATHAY PACIFIC CANADA ACCESSIBILITY PROGRESS REPORT 2025



May 30, 2025

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CATHAY PACIFIC AIRWAYS CANADA 2025 ACCESSIBILITY PROGRESS REPORT

General

Cathay Pacific Airways is a world-leading airline and premium lifestyle brand. Based out of Hong Kong, servicing over 90 destinations in the world. Cathay 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 is committed to continuing to identify and remove barriers in the seven key areas as required by the *Accessible Canada Act* and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) as outlined in our Accessibility Plan.

Summary of Progress to Date

Cathay's Accessibility Plan and Feedback Process was published in September 2023. Our continued objective is to create a barrier-free environment and engage with people with disabilities in the journey to achieve them.

Summary of progress:

- Creation of North American Diversity and Inclusion Committee
- Dedicated Diversity, Equity and Inclusion page on Intranet for North American employees
- Manager awareness campaign on workplace accommodations
- Respectful Workplace Training
- Diversity and Inclusion Training
- Unconscious Bias and Allyship Training
- Celebration of International Day of Persons with Disabilities
- Accessibility audit of physical work locations
- Launch of award-winning In-Flight Entertainment system with focus on accessibility
- On-demand disability awareness and cabin safety training for in-flight crew
- Continued partnership with airport authorities in reporting accessibility feedback/barriers to improve customer experience
- Continuing to conduct accessibility testing on all Cathay web applications to ensure compliance with WCAG Level AA 2.2 standards

Feedback Information

No feedback was received from the public through our feedback channels.

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's Accessibility Plan is published on Cathay's website in a format that meets the requirements for Level AA conformance under the Web Content Accessibility Guidelines 2.2.

Key Areas

Employment

Cathay continues to focus on creating awareness around workplace accommodations, diversity and inclusion training and providing on-demand accessibility resources for all employees. Working with our Diversity and Inclusion Lead, we continue to review accessibility barriers in the workplace to create a place where we feel like we all belong.

Actions:

- *Provide accessibility guidance document to all managers outlining accommodation obligations and processes for employees.* The HR team held one-on-one meetings with all managers in Canada in 2024 raising awareness on and championing accessibility in the workplace. Education on workplace accommodation procedures and obligations were also shared. A resource guide on workplace accommodation was added to our Manager's Toolkit on the company SharePoint site. **Status: Completed.**
- *Engage with people living with cognitive disabilities to receive feedback on how to create an inclusive recruitment process.* Cathay created a partnership with Spinal Cord Injury Canada to obtain feedback from persons with lived disabilities on our accessibility progress and to identify barriers. The panel of people with disabilities provided feedback on how Cathay could improve the recruitment process for people with cognitive disabilities. Their feedback is being reviewed, and further steps will be taken to ensure these barriers are addressed. **Status: In Progress.**

Progress:

In May of 2024, a live virtual Diversity and Inclusion training workshop was held for all North American employees. Our Diversity and Inclusion Lead presented the training and highlighted the importance of D&I in the workplace. Information on our Ability2Fly (Disability) Network was shared. This company-wide Network serves as a resource and community for employees with different abilities, employees who are caregivers for individuals with different abilities, and employees who are ability allies. Employees can volunteer to join the Network to learn more about Ability2Fly, to sign up to be an Ability2Fly Ally, or to join the committee and help drive disability inclusion.

Respectful Workplace training was successfully completed in May of 2024 with our largest customer-facing employee group – Customer Service Agents. The training highlighted inclusivity, respectful workplace behaviors, diversity, and support resources.

In 2024, a local Diversity and Inclusion Committee was formed that partners with

the Head Office Diversity and Inclusion committee to champion equality, accessibility and inclusion in the workplace for North American employees.

A dedicated site for Diversity, Equity and Inclusion was created on the North American intranet to offer a source of access for knowledge, resources, feedback and support relating to all aspects of DEI, including accessibility in the workplace.

In December of 2024, Cathay held a celebration for International Day of Persons with Disabilities with our Ability2Fly Network. Two impactful events were held to raise awareness about the rights and dignities of people with disabilities. Disability simulations offered insights into the challenges faced by passengers with visual and hearing impairments while traveling. A second event was a comprehensive workshop focused on workplace accessibility and the importance of creating an accessible customer journey. We partnered with CareER, a Hong Kong-based NGO promoting disability inclusion, to conduct a workshop on disability etiquette and accessibility. Participants heard firsthand experiences from individuals with disabilities including visual impairments, mobility challenges and neurodivergent conditions. This broadened our employees' understanding of different types of disabilities and provided insights on how we can create a more accessible environment.

The built environment

Cathay 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 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 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:

- *Address and rectify the issue of the inaccessible 5th floor glass door at the Vancouver Head Office.* Negotiations continued in 2024 and are currently being finalized for the lease renewal with the landlord of this office location. This action may not fall within Cathay's jurisdiction as the door will no longer be part of

Cathay's office. Nonetheless, this barrier will be communicated to the landlord for their action with any future tenants. **Status: Completed.**

- *Conduct periodic assessments of the physical work locations.* Assessments of physical work locations in Canada were conducted to identify accessibility barriers. No new barriers were identified. **Status: Completed.**

Progress:

As a foreign air carrier, Cathay 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.

Cathay will continue to assess work locations and spaces for accessibility and will work towards having assessments conducted by people living with disabilities as recommended by the panel of people with disabilities that was consulted.

Information and communication technologies (ICT)

Cathay has continued to put accessibility at the forefront of its digital user experience for customers and employees. All Cathay products are compliant with WCAG level AA 2.2. This provides strong accessibility for web content for a wide range of users, including for people with disabilities.

Actions:

- *Conduct accessibility testing on mobile device applications to ensure compliance with WCAG 2.1 standards.* Our Digital Experience Team continually conduct audits on all Cathay products and applications to ensure compliance with WCAG level AA 2.2 standards. **Status: Completed.**

Progress:

Last year saw the launch of our new In-Flight Entertainment system (IFE) that will be progressively rolled out in our retrofitted Boeing 777-300ER aircraft. The new IFE has received multiple accolades and design awards as it focuses on visual harmony, intuitive user interaction and accessibility. The system enhances the journey for all passengers.

Communication, other than ICT

Cathay'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.

Actions:

- *Create procedural standards to add information on requesting alternate formats of communication for internal communications in Canada.* Ownership, the process and sourcing for producing alternate formats when requested is being reviewed. The procedural standards will be implemented once finalized. **Status: In Progress.**

Progress:

Based on the feedback received from Spinal Cord Injury Canada, the use of plain language would make Cathay's accessibility reports and other communications more accessible. This feedback was reflected in the writing of the 2025 Accessibility progress report and will be applied for future communications.

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 Canada is committed to ensuring that procurement in Canada considers accessibility and supplier diversity.

Actions:

- *In conjunction with head office, formulate appropriate supplier diversity statement for Canadian procurement activities.* Further discussions are required with all stakeholders to establish a meaningful supplier diversity statement. **Status: In-progress.**

Progress:

There were no new procurements for goods, services and facilities in Canada in 2024.

The design and delivery of programs and services

Cathay is committed to ensuring our services and programs are designed and delivered with accessibility in mind.

Actions:

- *Ensure all employees have completed Diversity & Inclusion Training.* Email reminders were sent out to all Canadian employees in 2024 to complete the Unconscious Bias and Allyship training. Currently, xx% have completed the training. We will continue to promote the training to achieve 100% completion, including for new employees. **Status: Completed and On-going.**
- *Develop process for establishing accessibility requirements when designing or delivering training or other services to Canadian employees.* Delivery of training in 2024 was reviewed for accessibility needs. Core processes and ownership of accessibility requirements for all training and services are being reviewed. **Status: In Progress.**

Progress:

On-demand disability awareness and cabin safety training for our in-flight crew is provided on our intranet. These online workshops provide in-flight crew a refresh on knowledge and skills while raising their awareness on disability and cabin safety. Courses include the use of Inflight Wheelchairs, Wheelchair Transfer Techniques and Personal Transfer Kits.

Transportation

Cathay makes every effort 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.

Actions:

- *Review identified barriers with In-flight services and Airports departments and determine action required to eliminate those barriers.* This work has been ongoing in conjunction with varying business units and with our Diversity and Inclusion Lead. External consultants have been hired to conduct assessments of potential barriers. **Status: In progress.**

Progress:

Our airport operations managers for YVR and YYZ were given a refresher on 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. They continue to liaise with relevant stakeholders to address and rectify any barriers in transportation during our customers' journey through airport facilities.

Consultations

Aligning with the key principle of the *Accessible Canada Act* – “Nothing Without Us”, Cathay was proud to partner with Spinal Cord Injury Canada to consult people with disabilities on our progress to date.

Internal Consultation

In 2024, an Employee Feedback form on accessibility was created and made available on our Diversity, Equity and Inclusion page on the company intranet. This allowed real-time feedback to be provided for anyone, including those who live with disabilities and experience any barriers in employment. Employees have the option to remain anonymous. Employees were encouraged to use the form through email communication spreading awareness of the form. No feedback was received from employees regarding accessibility barriers in 2024.

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. No public feedback was received through this channel in 2024.

In March of 2024, we were successful in engaging and working with Spinal Cord Injury Canada to create an advisory panel of people with a diverse range of abilities who have lived experience, are representative of the disability community and have flying/travel experience. The panel was established in March 2025 and consists of seven (7) panel members with varying experiences and lived disabilities including: blind, hard of hearing, deaf, sensory, cognitive, multiple chemical sensitivity and spinal cord injury. The first meeting with the panel to obtain feedback on Cathay's Accessibility Plan and progress was held in April 2025. The feedback received, the identified barriers and recommendations to improve accessibility at Cathay are being reviewed and will be shared with relevant stakeholders to determine the appropriate actions required. This will help to ensure that we are meeting our goals to achieve 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.

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](#).

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.