

FIRST ACCESSIBILITY PROGRESS REPORT

September 12th, 2024

 **AIRPORTUGAL**

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1. GENERAL

The present Accessibility Progress report is published pursuant to the provisions of the Canadian *Accessible Transportation Planning and Reporting Regulations*, in view of providing updates on the implementation of TAP Air Portugal's 2023-2026 Accessibility Plan (the "**Accessibility Plan**"), and on the other accessibility-related progress that has been achieved since the publication of said plan and which may not have been captured therein.

TAP Air Portugal remains committed to treating all people in a way that upholds their dignity and independence through a proactive and evolving approach, aimed at fostering inclusivity.

Our approach to identifying and removing barriers for persons with disabilities is grounded in the principle of putting people first, as well as in our culture of being trusted, fair and helpful.

To do so, we are constantly striving to learn more about accessibility by listening to people with disabilities and channel their feedback towards the design of a barrier-free and equitable access to our services, programs, and environments.

We recognize that to uphold our organization's values and establish an inclusive and equitable environment, our workplaces, programs, and services need to be accessible, open and available to all people with disabilities.

1.1 Feedback Process

Any person wishing to provide feedback to TAP Air Portugal in relation to a service offered by the latter (such as, without limitation: a service provided when purchasing a ticket, at check-in, baggage drop off, boarding, on board, or at the arrival of the flight), in relation to a medium through which TAP Air Portugal interacts with the public (such as its website), in relation to TAP Air Portugal's Accessibility Plan, Feedback Process, the present Progress Report, as well as regarding any barriers that may have been encountered by persons that deal with TAP Air Portugal may provide said feedback through one of the means described below addressed to:

TAP Air Portugal
Care of: Customer Engagement Coordinator

- i) By Email – via the following link on TAP's website:
<https://www.flytap.com/en-us/support/talk-to-us/suggestion-or-praise>
 - ii) By Mail: **TAP Air Portugal**
C/O: Customer Engagement Coordinator
Edifício 25 do Aeroporto de Lisboa
1700-008 Lisbon
Portugal
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- iii) By Phone: 1-800-903-7914
- iv) On our website, whose address is listed below, in the “Accessibility Information” section:
<https://www.flytap.com/en-ca/accessibility-information>

1.2 Alternate Format

By using the means and contact information hereinabove, a person may request that TAP Air Portugal make the accessibility plan, TAP Air Portugal’s feedback process, or the present progress report available to them in print, large print, braille or audio format, or in an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

TAP Air Portugal will take the necessary steps to ensure the document requested is provided in the appropriate format within the applicable processing times, namely:

- (a) in the case of a request for a description in braille or an audio format, on the 45th day after the day on which the request is received; and
- (b) in the case of a request for a description in any other format, on the 15th day after the day on which the request is received.

2. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

TAP Air Portugal remains committed to employing all latest technological advancements in order to improve accessibility to its website, mobile application and social networks.

TAP Air Portugal is currently in the process of developing a new website and mobile app, which will comply with applicable accessibility standards.

Over the past few months since the publication of its Accessibility Plan, TAP Air Portugal has expanded support for hearing impaired passengers making it available 24 hours a day, 7 days a week.

TAP Air Portugal continues to closely monitor all its digital platforms and services, and regularly examines and considers expanding its processes and procedures in order to improve accessibility.

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3. COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

The members of TAP Air Portugal's team are sensitive to the needs and care required by people with disabilities, and adapts their conduct, speech, and language accordingly. In this respect, TAP offers its personnel training programs and manuals, containing specific sections dedicated to the services that should be offered to passengers with disabilities, as a means to improve accessibility.

4. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

TAP Air Portugal diligently strives to promote supplier diversity and to foster accessibility in the procurement process, as it constantly underlines to its suppliers the importance of inclusivity and of enhancing accessibility.

TAP Air Portugal observes applicable accessibility standards for people with disabilities as part of its calls for tender in relation to the acquisition or deployment of physical, as well as virtual, inventory, products and services. We continue to liaise with airport operators in order to facilitate and constantly improve the access, the use and the passage of people with disabilities through airport facilities, as well as their overall travel experience.

As for its fleet, TAP Air Portugal has altered the customization checklist for upcoming orders of Airbus A321NX and A320N aircraft in order to include additional call buttons in certain lavatories for the benefit of persons with reduced mobility, as well as alternate markings for certain seats comprising a fingertip rail.

5. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The improvement of access to TAP Air Portugal's network, while enhancing the customer experience, remains at the core of our efforts aimed at understanding and removing barriers for people with disabilities. TAP Air Portugal is also committed to fostering a safe, supportive and accessible workplace for all members of its team, while promoting a culture that values diversity, equity, inclusion and belonging.

Throughout the past months following publication of its Accessibility Report, TAP Air Portugal's department responsible for interactions with people with disabilities (*Manager de Comunicacao com o Cliente*) continued providing input as to TAP Air Portugal's operations with the aim of improving accessibility.

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TAP Air Portugal's immediate actions and short-term progress included improvements and changes to the *Cabin Crew Commercial Booklet*, concerning special categories of passengers, to increase awareness as to the special needs of passengers with disabilities.

6. TRANSPORTATION

TAP Air Portugal pursued its efforts aimed at ensuring wide access of all passengers to its transportation network, at removing access barriers and answering any specific needs that passengers with disabilities may have. TAP maintains its policies of providing free of charge several special services for clients with disabilities, including:

- i) Assistance to the customer:
 - a. assistance for passenger with a visual disability;
 - b. assistance for passengers with a hearing disability;
 - c. assistance to passengers with intellectual or developmental disability;
 - d. wheelchair to seat assistance (WCHC);
 - e. wheelchair to/from aircraft door assistance (WCHR);
 - f. wheelchair up/down stairs assistance (WCHS);
- ii) transportation of certified service dogs on board;
- iii) transportation of special equipment free of charge:
 - a. electrical and manual wheelchairs and other mobility aids (WCBD/WCLB/WCBW/WCMP);
 - b. medical equipment (MEQT);
 - c. Portable Oxygen Concentrator (POC);
 - d. Continuous Positive Airway Pressure equipment (CPAP);
 - e. kidney dialysis portable equipment (CAPD/APD).

We are continuously monitoring the quality of the services offered to people with disabilities and takes into account all feedback received during the provision of this service, with a view of regularly making improvements and ensuring the removal of accessibility barriers.

7. BUILT ENVIRONMENT

Our commitment to foster an inclusive and barrier-free environment in our offices and workspaces includes the ongoing process of identifying and addressing existing obstacles. As part of this commitment, TAP Air Portugal is reviewing ways in which accessibility can be improved when

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renovating existing spaces and developing construction plans. To enhance accessibility in the future, TAP AIR Portugal will continue to take a proactive approach to the removal of barriers in its interactions with the members of its team, as well as with external partners.

8. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

TAP Air Portugal is subject to and complies with Portuguese and European legislation applicable to the carriage by air of people with disabilities and is compliant with legislation applicable to foreign carriers of the states to which its flights are operated.

TAP Air Portugal complies with the Canadian legislation applicable to the carriage of people with disabilities and to the removal of barriers in their transport, including the provisions of Part 2 – *Service Requirements Applicable to Carriers*, of the *Accessible Transportation for Persons with Disabilities Regulations*, SOR/2019-244, such as the provisions pertaining to:

- Assistance for persons with disabilities, including priority boarding;
- Transportation of mobility aids and other assistive devices;
- Transportation of support persons;
- Transportation of service dogs;
- Additional passenger seats; or
- Allergy buffer zones.

9. FEEDBACK INFORMATION

TAP Air Portugal has not received any feedback since the implementation of its feedback process. Nevertheless, a process was set in place whereby we acknowledge the receipt of all feedback in the same manner as it was communicated, save for feedback shared anonymously where no contact information is made available.

The feedback received is initially reviewed by Customer Engagement Agent, who will thereafter assign it to the appropriate operational teams as required for review and any due action deemed necessary. The person providing feedback is advised that the feedback is reviewed and is provided information as to any improvement actions TAP Air Portugal implements in response to the feedback.

10. CONSULTATIONS

Since the publication of its Accessibility Plan, TAP Air Portugal continued to learn a great deal about accessibility barriers, and ways in which they can be addressed through direct consultations

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with people with disabilities and with parties involved in the provision of services to people with disabilities. As part of this process, TAP Air Portugal:

- 1) Maintained its commitment to perform an annual review of accessibility services offered to people with disabilities, with the involvement of all departments of its enterprise, which are required to report on relevant experiences of the preceding year, and to propose a plan of improvements for the year that follows. The annual review covers all of TAP Air Portugal's network and consists of affirmative actions by all departments involved in the accessibility of passengers with disabilities at all destinations to which TAP Air Portugal operates its flights.
- 2) Continued soliciting the input of several leading partners in the field of accessibility, as well as community associations in relation to the development and deployment of accessibility plans and projects.

Furthermore, TAP Air Portugal conducted a survey among the passengers who travelled on board TAP Air Portugal's flights and requested a wheelchair service.

The survey included 102 passengers, and was performed between June 27th, 2022 and April 16th, 2024 through an invitation email containing a link to said survey. The surveyed participants were consulted on the following questions and gave the following answers:

1. How do you rate the special assistance provided at airport (0-10)?

Answer:

- A: Average score: 6,8

2. What aspects could have been better?

Answers:

- Waiting time: 38%
- Staff: 26%
- Equipment (wheelchair; transport vehicles): 29%
- Hand luggage: 3%

3. We are pleased to hear that you were satisfied. Could you please tell us which aspects you particularly liked?

Answers:

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- Waiting time: 48%
- Staff: 84%
- Equipment (wheelchair; transport vehicles): 67%
- Hand luggage: 28%

4. Would you like to add something about the special assistance service provided?

(Free Text Answer)

5. How far in advance did you make your request for special assistance?

Answers:

- More than 36 hours before the flight departure: 80%
- Less than 36 hours before flight departure: 12%
- Check-in: 8%

6. What is the flight number on which the assistance was provided?

(Free Text Answer)

7. At which stage of your trip did you receive the special assistance service? (More than one answer allowed)

Answers:

- Departure: 66%
- Arrival: 20%
- Transit: 14%

The answers received through this survey were shared with TAP Air Portugal's operations in order to improve overall accessibility to the carrier's services, including the accessibility elements covered by the *Communication*, the *Design and Delivery of Programs and Services*, and the *Transportation* sections of the Accessibility Plan.

In addition to the foregoing, following a risk assessment requested by TAP Air Portugal's Flight and Airport Services Directions, the limitation on WCHC seats eligible for reservation was changed to allow the choice of the seat by the persons with reduced mobility, according to individual preferences.

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These actions are facilitating the gradual removal existing obstacles that may have affected personnel or passengers during their travels, and the overall improvement of the travel experience, based on both qualitative and quantitative criteria.

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