



ACCESSIBILITY PLAN

2023-2026

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The Accessible Transportation for Persons with Disabilities Regulations (ATPDR) made under ss.170(1) of the Canada Transportation Act apply to Aer Lingus flights to and from Canada.

At Aer Lingus we are fully committed to building and maintaining a fully inclusive experience for all of our customers. We have an internal cross-departmental working group dedicated to ensuring that Aer Lingus is compliant with its regulatory obligations and that we have the appropriate services, policies and procedures to ensure that all our customers have equal and barrier-free access to our services. We consult with disability organisations on our policies and services. Any feedback we receive is received and reviewed by this working group.

Aer Lingus is proud to be the official airline partner of Special Olympics Ireland and Paralympics Ireland, and to fly the teams to European and World Games. Those partnerships have also informed Aer Lingus policies and procedures for our customers with disabilities.

Aer Lingus has recently joined the Hidden Disabilities Sunflower as a corporate member. The Sunflower is widely recognised at many airports around the world including Toronto Pearson airport. In becoming an airline member of the scheme, it means our customers living with non-visible disabilities can have a seamless supported and accessible journey experience.

1 GENERAL

*****If you are looking for information about our special assistance and disability services or if you wish to request mobility or other assistance for an upcoming flight, please go to our website [HERE](#)*****

If you wish to contact Aer Lingus to discuss any aspects of this plan, to provide feedback or to request an alternate format of the plan or the feedback process, please contact:

Email: cta.accessibility@aerlingus.com

Tel.: (516) 622-4228 open 24 hours, 7 days or toll free on (877) 351-6882.

Post: Accessibility Officer, Customer Experience Team, Aer Lingus, Level 2
Shamrock House, Dublin Airport, Co Dublin, K67 A2N5, Ireland.

2 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

As a technology-driven company, we strive to promote the best development and design practices across our digital platforms. We continually monitor our conformance with the highest standards and endeavour to constantly improve accessibility functionality.

Our software engineering team is trained and upskilled in accessibility concepts for web development to ensure our web applications are fully accessible. Company guidelines have been created for engineers and accessibility is a key criterion of our digital quality assurance standards. Aer Lingus is compliant with WCAG 2.1 Level AA accessibility conformance standards and content is compatible with industry standard readers such as JAWS and NVDA. In addition, we strive to implement our web applications to work with accessibility resources including VoiceOver (iOS) & TalkBack (Android), to allow customers to make a booking via voice commands. We have used the latest versions of the following browsers in conjunction with those Screen Readers - Google Chrome, Mozilla Firefox, Apple Safari and Microsoft Edge.

We apply the principle of Inclusive Design Principle which means that it is part of the function of our user experience team of designers, researchers and content writers, to understand user needs. Poor or inconsiderate design can disable and exclude some users. We therefore we try to design inclusive, disability-neutral digital experiences which are accessible for all users. We apply WCAG recommended P.O.U.R. principles. These are industry standard for accessible digital design and means that our digital environment should be Perceivable, Operable, Understandable and Robust. As well as coding to enable assistive technologies, accessibility standards also apply to design, particularly to the treatment of text, colour and visual elements for low-visibility conditions.

As part of the design of our digital platforms, we communicate with customers by providing alternative means of communication in addition to telephone systems such as email (sent via webform).

Planned initiatives

Barrier	Desired Outcome	Target Date
Special assistance forms	Improved accessibility	Q4 2023
Calendar content	Address challenges for keyboard users on some of the website calendars.	Q4 2023
Flight search results page	Improvement to voice recognition and users of screen magnification	Q4 2023
Flight payment page	Improvement to the payment page for customers using screen readers	Q4 2023

3 COMMUNICATION, OTHER THAN ICT

At Aer Lingus we engage with customers through a variety of channels. We are committed to making our services accessible to all and to making your journey as simple and easy as possible. To that end we train our staff to interact and communicate with customers who have disabilities in a manner that is informed, respectful and accessible to those customers.

We ensure that all staff who interact with customers with disabilities receive specialised training to understand different types of disabilities, and how they can support our customers best, making travel simple and easy, and accessible to all.

Publicly available information on our website is made available in accessible electronic formats including PDFs. We provide individual safety briefings including familiarisation with onboard facilities and features, and safety information onboard aircraft is available in braille. Inflight entertainment has content with closed captions.

Public announcements in terminals are provided in both audio and visual formats in all passenger service areas inside terminals. These announcements include information concerning departure delays, gate assignments and schedule or connection changes.

Planned initiatives

Barrier	Desired Outcome	Target Date
Menus	Provide menus in accessible format as standard when menus are published	Q4 2023
Voice relay service	Improve service assistance for customers with hearing or speech disabilities. Explore options and consult prior to any planned implementation.	Q1 2024
Information video	Create information video with signing and add this to the website and IFE	Q4 2025

4 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

For the procurement of ground handling services and providers, Aer Lingus ground handling contracts include requirements to provide specialised services, facilities and personnel training including customers with disabilities.

Under Regulation (EC) 1107/2006 which applies to Aer Lingus as an EU carrier, the responsibility for providing assistance to customers with disabilities at airports rests with the managing body of the airport. Aer Lingus works closely with Dublin Airport to provide and monitor these services for our customers. Aer Lingus has directly engaged a third party to provide assistance for customers with disabilities at airports in Canada.

Aer Lingus has installed wheelchairs onboard its aircraft fleet. Seating is designed so that there are moveable armrests available on all aircraft. We have specialised equipment including ramps and lifts to facilitate customers travelling with heavy wheelchairs and mobility aids.

Planned initiatives

Barrier	Desired Outcome	Target Date
Embed accessibility in the procurement process	Review and analysis of current procurement policy to determine any non-compliance with accessibility goals	Q4 2024
	Include accessibility into procurement templates, similar to company documentation	Q4 2023

5 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Our customer's accessibility needs are central to the design and delivery of our services. For full details of our special assistance service and to request special assistance, please [CLICK HERE](#) to access our website.

We have set up a cross departmental working group dedicated to monitoring, reviewing and improving the policies and processes for the delivery of our services to customers with disabilities.

Training

Aer Lingus ensures that all staff, including ground handling staff, who interact with customers with disabilities receive specialised training to understand different types of disabilities, and how they can support our customers best, making travel simple and easy, and accessible to all. We audit and inspect staff and our ground handlers for compliance with company procedures and standards. Once fully trained, recurrent training is provided every one-three years.

Advance Notice

To ensure customers with disabilities receive the assistance they require, we ask that you notify us at least 48 hours before departure of your requirements or needs. Special assistance requests can be made before or after booking, by using our dedicated webform or contacting our dedicated special assistance phone number. You can also contact us via social media or online chat.

Assistance at the airport and boarding/disembarking

You can request assistance with moving through the airport to/from the aircraft. Airline lounges are accessible to customers with disabilities, including entry with a trained service dog. Bathrooms in our lounges at Dublin Airport and our Canada airports are fully accessible. Preboarding is available for all customers who require additional time to board is available on all flights.

Transportation of wheelchairs and other mobility aids

Subject to maximum dimensions and weight limitations, and any battery restrictions that

might apply, we will transport your wheelchair or mobility aid as priority baggage. If your wheelchair or mobility aid is delayed or damaged by us, we will repair or replace it (same or equivalent model).

Trained Service Dogs

We accept trained service dogs to travel in the cabin to assist a passenger with a disability subject to certain requirements and documentation. Customers travelling with trained service dogs may not be seated in an exit row; you may sit in a bulkhead row.

Onboard

We provide assistance with the needs of customers with disabilities throughout the flight. Our crew will assist to familiarise customers with the aircraft and facilities and give personal safety briefings if required. Our crew will assist with storing of customer's cabin baggage and any mobility aids. Should an adjacent seat be required because of your disability this can be arranged prior to travel by our special assistance team subject to any applicable fee [CLICK HERE](#)

Planned initiatives

Barrier	Desired Outcome	Target Date
Consultation	Review training to identify any further improvements	Q4 2024

6 Transportation

Dublin Airport

Further information is available [HERE](#)

Drop off:

At Dublin Airport, accessible drop off areas are available curb side at the terminal.

Car Parks/ Shuttles:

Help points are available in the Terminal 2 short term car park where there are 40 disability parking spaces.

Long term car park buses are all wheelchair accessible and additional help points are available adjacent to the dedicated parking spaces if required.

Within the terminal wheelchairs are available from the OCS customer service desk in Terminal 2, and an electric buggy service is available in the airside area, after security screening.

Toronto Pearson Airport

Further information is available at <https://www.torontopearson.com/en/accessibility>

Drop off:

Accessible drop off areas are available curb side at the terminal.

Self-service wheelchairs:

Self-service wheelchairs are available for your use from designated areas of the terminals, without pre-arrangement. Wheelchairs feature handlebars, arm rests, footrests and wheel locks.

Electric Wheelchair charging points

Aer Lingus operate flights from terminal 3 where there are charging stations located at Gate B28 and the departures area.

In terminal services:

In-terminal shuttle service is available after security for departing, arriving, and connecting customers requiring assistance to and from their gates. A LINK train is available connecting the two terminals and is accessible.

7 Built Environment

The Aer Lingus fleet operating to/ from Canada includes Airbus A330 and Airbus A321 LR (long range) aircraft. These aircraft are equipped with movable armrests in all cabins. Our aircraft have lavatories catering to accessibility needs and all have an onboard wheelchair.

Aer Lingus works closely with Dublin and Toronto Pearson airports to provide and monitor services for our customers with disabilities. We engage in consultation processes for large infrastructure projects undertaken at these airports. Dublin Airport is operated by Dublin Airport Authority. Full information regarding their facilities is available here: <https://www.dublinairport.com/at-the-airport/help-and-support/reduced-mobility>. For information on accessibility at Toronto Airport (Pearson), please see <https://www.torontopearson.com/en/accessibility>. Aer Lingus has directly engaged a third party to provide assistance for customers with disabilities at airports in Canada.

Aer Lingus owns and operates the Aer Lingus Lounge at Terminal 2, Dublin Airport. We use a third-party lounge at Toronto Airport (operated by Air France-KLM). Both lounges are accessible to customers with disabilities including entry with a trained service dog.

Planned initiatives

Barrier	Desired Outcome	Target Date
Lavatory call bells	Include call bells in the design specification as standard for all future aircraft ordered after	Q2 2023
Seat map	Update seat maps to included clearer indication of the location of lavatories on aircraft	Q4 2023

8 CONSULTATION

Voice of the Customer Survey

Aer Lingus continuously assess the needs and feedback of customers directly through the Voice of the Customer survey with questions specifically focusing on customers who seek assistance when travelling. Feedback reviewed by our Customer Insights team distributed to the appropriate teams for targeted actions and the accessibility working group.

Online Consultation

Aer Lingus has facilitated interactive sessions with customers with disabilities to understand how each person's disability can affect their use of digital technologies and customer-service channels, by listening to their perspectives, and asking respectful questions. (02-03 May 2023).

Hidden Disabilities

Aer Lingus have recently joined the Hidden Disabilities Sunflower and have worked with representatives in Ireland in advance of implementing training and awareness of the Sunflower lanyard across the airline. An awareness campaign launched in June 2023. The Hidden Disabilities Sunflower team has provided guidance on communication and training for employees and identifying ways in which we can make the customer experience more accessible for those wearing the Sunflower.

Aer Lingus is a corporate member of the Hidden Disabilities Sunflower and we are provided with support and advice on:

- How to support people with non-visible disabilities
- Workplace considerations
- Video content on specific non-visible disabilities
- Opportunity to receive Sunflower wearers' feedback
- Aviation sector specific advice.

Accessibility Consultation Group

Although Aer Lingus has consulted in the past, we have commenced invitations for

expressions of interest to participate in a formalised accessibility consultation group to work collaboratively on the Aer Lingus customer experience for customers with disabilities, barriers they identify and review and consultation of company training.

Planned initiatives

Barrier	Desired Outcomes	Target Date
Absence of a regular, formalised consultation process	Formalise our consultation process with disability groups	Q3 2023
Voice of the Customer Survey	Improved feedback opportunities for customers with disabilities	Q1 2024