



AIR CANADA
EXPRESS

ACCESSIBILITY PLAN.

JUNE 1, 2023

Table of Contents

1. General	3
1.1 About Jazz Aviation LP	3
1.2 Contact Information	3
1.3 Feedback Process – Air Canada Express Passengers Served by Jazz	3
2. Consultations.....	4
2.1 Consultations – Air Canada Express Passengers Served by Jazz	4
2.2 Who Was Consulted	4
3. Information And Communication Technologies	4
4. Communication (other than ICT)	5
5. The Procurement of Goods, Services and Facilities.....	5
6. The Design and Delivery of Programs and Services	6
7. Transportation	6
8. The Built Environment	7
9. Provisions of CTA accessibility-related regulations	7

1. General

1.1 About Jazz Aviation LP

Jazz Aviation LP (“**Jazz**”) is the largest regional carrier in Canada and the primary operator of Air Canada Express flights to 80 destinations across North America.

Jazz and Air Canada – Capacity Purchase Agreement

Jazz and Air Canada are partners under a commercial agreement called the Capacity Purchase Agreement (the “**Agreement**”). Jazz operates regional flights on behalf of Air Canada as Air Canada Express.

From a passenger perspective, Air Canada is responsible for setting the standards for service, including accessibility, for all flights operated by Jazz. Jazz must adhere to these standards as part of the Agreement between the two carriers.

Under this Agreement, the passengers are Air Canada passengers and so, Air Canada is accountable and responsible to passengers, including those travelling on Jazz operated flights. This relationship uniquely benefits passengers, as it ensures that all travellers receive consistent and equal access to high-quality service, support, and commitment to an accessible travel experience.

Under the Agreement, Air Canada is responsible for the direction of customer relations for all Air Canada and Air Canada Express flights (as operated by Jazz).

Given Air Canada is responsible for setting the standards for service and because Air Canada is responsible for the direction of customer relations for all Air Canada Express flights (as operated by Jazz), the Jazz Accessibility Plan is linked to Air Canada's Accessibility Plan.

1.2 Contact Information

Passengers of Air Canada Express flights (as operated by Jazz) are directed to provide feedback regarding accessibility matters directly to Air Canada.

Refer to Air Canada's Accessibility Plan for further details.

1.3 Feedback Process – Air Canada Express Passengers Served by Jazz

The Agreement sets the policies and procedures for receiving feedback from Air Canada passengers. Jazz refers all feedback on the identified barriers and priorities to Air Canada for remediation.

Refer to Air Canada's Accessibility Plan for details on the Air Canada feedback process.

2. Consultations

2.1 Consultations – Air Canada Express Passengers Served by Jazz

Air Canada engaged an independent consulting firm to help conduct its consultations, which were designed to allow passengers with disabilities to provide feedback confidentially, to encourage greater dialogue, and to gain a deeper understanding of their experiences. Air Canada included Air Canada Express flights operated by Jazz in this consultation process.

2.2 Who Was Consulted

Refer to the Air Canada Accessibility Plan for greater detail in relation to consultations held. Air Canada consulted persons with disabilities in four ways: advisory panels, working groups, travelling passengers, and direct testing over several months in all aspects of a passenger's journey from booking to end of travel for persons living with disabilities, including people with limited vision, hearing, or mobility, various cognitive disabilities, neurodiversity, mental health issues, and traveling with service dogs.

3. Information And Communication Technologies

All information provided to, and all communications with Air Canada passengers is provided by Air Canada.

Under the Agreement, all telecommunication systems for Air Canada passengers are controlled and directed by Air Canada. Some systems are operated by Jazz in the service of Air Canada passengers. Air Canada sets the policies and standards for these systems.

An assessment of barriers and priorities regarding Information and Communication Technologies was completed by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

4. Communication (other than ICT)

All communication methods for Air Canada passengers are determined solely by Air Canada.

All Jazz employees who interact with Air Canada passengers must complete training with respect to the transportation of persons with disabilities, including best practices for communication. This includes considering the nature of the person's disability, communicating in clear, concise, and plain language, and using alternate methods of communication such as pen and paper. An assessment of barriers and priorities regarding communication (other than ICT) was completed by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

5. The Procurement of Goods, Services and Facilities

All procurement of goods, services, and facilities for passengers are completed in conjunction with Air Canada to meet accessibility commitments.

The procurement of goods, services, and facilities for the public is included in the Agreement under the control and direction of Air Canada. Jazz operated airport facilities in Canada are administered through leasing arrangements between Air Canada and the various airport authorities. Public facing goods and services provided by these airport facilities are determined by the various airport authorities.

Jazz considers accessibility with respect to required Procurement of Goods, Services, and Facilities in consultation with Air Canada.

An assessment of barriers and priorities regarding the Procurement of Goods, Services and Facilities for Air Canada passengers was completed by Air Canada

Refer to the Air Canada Accessibility Plan for further details.

6. The Design and Delivery of Programs and Services

The design and delivery of programs and services for Air Canada passengers is controlled solely by Air Canada. Air Canada sets the policies, processes and standards which Jazz follows in the service to Air Canada passengers.

An assessment of barriers and priorities regarding the design and delivery of programs and services for Air Canada passengers was completed by Air Canada.

Jazz considers accessibility with respect to required delivery of programs and services, which are approved by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

7. Transportation

If there are transportation arrangements for Air Canada passengers, then all such transportation is controlled by Air Canada.

Transportation for Air Canada passengers may also be determined by airport authorities where Air Canada/ Jazz are a tenant.

An assessment of barriers and priorities regarding transportation for Air Canada passengers was conducted by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

An assessment of barriers and priorities regarding transportation for all passengers may have been conducted by individual airport authorities where Air Canada/ Jazz are a tenant.

Refer to Airport Authority Accessibility Plans for further details.

8. The Built Environment

The built environment for Air Canada passengers includes aircraft and airport facilities. Air Canada determines the aircraft flown by Jazz and Air Canada determines the airport facilities where Jazz provides such services.

Jazz considers accessibility with respect to required built environment (aircraft and facilities) which are approved by Air Canada.

An assessment of barriers and priorities regarding the built environment for Air Canada passengers was conducted by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

An assessment of barriers and priorities regarding the built environment for all passengers may have been conducted by individual airport authorities where Jazz is a tenant under leasing arrangements between the various airport authorities and Air Canada.

Refer to Airport Authority Accessibility Plans for further details.

9. Provisions of CTA accessibility-related regulations

As a Canadian air transportation provider, Jazz is subject to the Accessible Canada Act (S.C. 2019, c. 10), Parts 1, 2, 3, and 7 of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244), the Accessible Transportation Planning and Reporting Regulations (SOR/2021-243) and the Accessible Canada Regulations (SOR/2021-241).