

Avianca's accessibility plan relating to flights to and from Canada

2026 – 2028

Published on June 1st, 2026

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1. GENERAL

1.1 Our Position on Accessibility

In Avianca, we understand that air travel is an essential service, especially in several of the countries and regions we serve. It must be open to all, and it must include all. The language we use must be inclusive. We are all people first, and we all have different abilities. We need to learn from the entire community and value the different mobility, intellectual, cognitive and/or sensory abilities.

Our objective is to identify, prioritize and break down barriers faced by people with disabilities during their travel experience. We strive for alignment among internal teams and with our main allies, to have a more accessible and inclusive air transportation at every point of contact with the customer: from the moment they imagine a trip, book it, get to the airport, until they get on the plane, the entire post-flight process, and every step in between. To achieve this goal, we use constant dialogue with relevant parties that can help us design products, policies, and processes from a different perspective. The sky belongs to everyone, and we seek to learn from all ways of flying. Although there are government regulations, we must comply with in every country we operate, we will not be constrained by government policies but will intend to go faster and further. We understand the power in diversity.

According to the World Health Organization, 16% of the global population experience a significant disability today, and all people can easily become disabled at any moment as average life span increases and new conditions become more evident. It is a hidden and growing market that makes doing the right thing even more evident and urgent. However, meeting the needs across a diverse community is not easy. We need to embrace the knowledge and insights of people with different accessibility needs. We want to invite people with disabilities to be open to share their conditions and challenges, so we can all learn and provide a better service. We want to make air travel more accessible for everyone, and we are dedicating time and money to find these solutions. We will look for innovative ideas, but mainly for effective, high impact actions that make the difference.

We will partner with Non-Governmental Agencies, authorities, with entrepreneurs, with industry partners and with anyone that can add to the solution. We believe that the whole industry should share the responsibility, share the cost and contribute to the solution without charging the final customer. There is still a long way to go until the industry gets to serve this community and we will work with our travel partners in the industry who provide applicable services that support or are complementary to our air transportation services, to also work with us in respect of our accessibility plans and goals. We will change the world one voice and one step at a time.

Michael Swiatek

Chief Accessibility Officer

1.2 Avianca's Accessibility Strategy

Our accessibility strategy is based on a practical, progressive, and people-centered approach that combines common sense, empathy, and universal design principles to sustainably transform the travel experience. We understand accessibility as a process of continuous improvement, prioritizing progress over perfection and making informed decisions that reduce real barriers while delivering solutions that are viable, safe, and operationally consistent.

To bring this strategy to life, we promote cost-efficient, scalable, and high-impact initiatives focused on raising awareness, training our employees, reengineering processes, integrating technological solutions, and implementing progressive infrastructure improvements. We recognize that accessibility requires shared responsibility across the industry; therefore, we actively foster collaboration with strategic partners and the exchange of best practices as key pillars in advancing toward increasingly accessible and inclusive air transportation.

1.3 Contact information and feedback process

If you want to provide any feedback, request an alternate format of this accessibility plan, or an alternate format of the feedback process description, please use the following contact information:

- Person receiving feedback on behalf of Avianca: Manager of Customer Accessibility
- Email address to which you can write: accessibility@avianca.com
- If you do not want to write an email, you can use the form [here](#).
- Mailing address in Canada: Pearson International Airport. P.O. Box 6028. Toronto AMF, ON L5P 1B2.
- Telephone in Canada: +1800 722 8222 or +1 437 442 9611

Note: the purpose of these channels is to receive requests or comments related to Avianca's accessibility plan or the feedback process. If you have an issue or complaint with one of our flights, please use the channels intended for this purpose (Contact Center, Web Page) so we can give you an adequate response.

If you request an alternate format of any of the documents, consider the following applicable times set in the regulation:

- Print: on the 15th day after the day that the request is received.
- Large print: on the 15th day after the day that the request is received.
- Braille: 45 days after the day that the request is received.
- Audio format: 45 days after the day that the request is received.

2. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

We are committed to identifying, reducing, and preventing barriers within the technological systems we use to communicate with passengers.

We will do so by working on the following actions:

- Considering that digital channels are one of the main points of contact with passengers, we will review and adjust the accessibility features of the website and mobile application, taking into consideration recognized standards such as the Web Content Accessibility Guidelines (WCAG), with the objective of facilitating navigation, access to information, and more autonomous travel management for people with different disabilities.
- Recognizing the importance of having digital documents that are understandable and easy to navigate, we will make all reasonable efforts to review and, when appropriate, redesign the electronic ticket in PDF format, introducing adjustments intended to improve compatibility with assistive technologies such as screen readers.
- Acknowledging that accurate disclosure of needs during the booking process is key to preparing the service, we will work to improve and strengthen digital ticket-purchase flows so that passengers can report a disability and request special assistance in a clear, intuitive, and consistent manner.
- Given the importance of having assistance-related information available throughout the passenger journey, we will review and adjust how data associated with special service requests (SSR) are integrated into digital systems, including the boarding pass, to support better coordination during service delivery.
- Recognizing that access to onboard content is also part of the digital experience, we will

evaluate potential improvements related to inflight entertainment, considering features that enable passengers with visual and hearing disabilities to access available content more independently. Given that aircrafts operating flights to and from Canada are not equipped with seatback screens, these efforts will focus on content accessed through passengers' personal devices.

- Aware that some passengers prefer or require digital service channels to address inquiries, we will review and adjust digital initiatives within the Contact Center, including chatbots and other remote service channels, with the aim of offering more accessible alternative means of communication.
- Building on initiatives aimed at providing greater predictability during the journey, we will work to strengthen digital communication mechanisms related to assistance services, ensuring the delivery of clear and accessible information about key aspects of the requested service or mobility devices carried.
- Considering the importance of preparation prior to a flight, we will continue improving our [Accessibility and Assistance](#) website including more information from airport operators regarding walkable distances, available accessibility services within the airport, silent or sensory rooms, as well as the possibility of accompaniment when applicable.
- Based on feedback received by both our client-facing employees and passengers with disabilities, we will evaluate digital solutions of external companies that work on eliminating communicational barriers for people with hearing impairments, neurodivergence or anyone who has difficulties in communicating.

3. COMMUNICATION, OTHER THAN ICT

We are committed to identifying, removing, and preventing barriers on how we address passengers with disabilities in an informed, respectful, and accessible manner, through methods other than technology.

We will achieve this by working on the following actions:

- Recognizing that safety information must be accessible to all passengers, we will do all reasonable efforts to provide alternative formats for safety-related information, such as Braille safety cards or sign-language-based safety materials to facilitate access to critical in-flight information for passengers with visual and hearing disabilities, subject to aircraft configuration and operational considerations.
- Acknowledging the need for clearer contact channels for people with disabilities, we will work to strengthen specialized service options that allow inquiries and requests to be addressed in a more direct and accessible manner.
- We will continue the work done on improving signage and including universal icons so people can better locate services and understand the services and information available during the travel journey.
- Recognizing the importance of providing clear information on specific regulatory requirements, we will review and adjust communications related to the transport of service animals, including relevant information for travelling to and from countries with more restrictive requirements.
- Considering that certain onboard operational messages may require specific reinforcement, we will evaluate the inclusion of announcements that clearly and respectfully communicate aspects such as the use of forward lavatories, access to water, or other services relevant to passengers.
- Continuing our internal and external communication efforts, we will develop actions that promote a culture of respect and inclusion across the organization and to other

passengers to raise awareness about the challenges of flying with a disability and what to consider for selecting the most adequate services.

- We will continue reviewing and coordinating internally and with the relevant airport authorities how to make public announcements more accessible to passengers with disabilities, including both audio and visual formats.
- We will continue to ensure that all our publicly available communications for passengers about our services or facilities are accessible by offering them in alternative formats such as braille, large print, audio format, or using simple and concise language.

4. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Where reasonably practicable, we will make all reasonable efforts to take into consideration input from people with disabilities when evaluating procurements for goods, services, and facilities that may impact accessibility, as part of its broader decision-making process. In this regard, Avianca will strengthen the way it contracts and manages assistance services provided by third parties, as well as training for the staff involved in the procurement.

As part of this approach, we will work to deepen the assessment of the conditions under which assistance services are delivered, identify opportunities to improve their oversight, and explore alternatives that help optimize their availability and operation. This includes evaluating pilot programs, where possible, with technological solutions that support mobility, in coordination with airports and service providers.

5. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

We are committed to identifying, removing, and preventing barriers in the way we design and deliver our programs and services to people with disabilities.

We will do so by working on the following actions:

- Considering the numerous options for assisting passengers with disabilities, we will do all reasonable efforts to work in coordination with airports and evaluate accessible alternatives in arrival areas and other key locations, enabling different solutions from the start of the experience and encouraging more appropriate use of subsequent services.
- In 2025, Avianca received more than 800,000 wheelchair-related requests, representing approximately 85% of total Special Service Requests (SSR), reinforcing the importance of continuing to refine the service model. We will review the design and delivery of assistance services, with the objective of better aligning available support with passengers stated needs, while considering safety, operational constraints, and airport-specific conditions. In this context, we will also evaluate adjustments in resource and staffing allocation, including same-gender assistance where applicable and adaptations for remote positions, with the aim of delivering a service that is safe, respectful, and appropriate.
- Considering that some passengers with visual disabilities may face communication challenges, we will assess mechanisms to facilitate this communication during the journey, promoting smoother interaction with flight crew and airport staff.
- Recognizing that advance preparation can reduce uncertainty and improve travel experience, we will make all reasonable efforts to develop initiatives for people with intellectual or psychosocial disabilities, or neurodivergence, and their families, through practical exercises, preparatory spaces, and pre-travel information that help anticipate different moments along the journey.

- Recognizing that for certain passengers, wheelchair assistance is not the appropriate solution for them, we will continue evaluating alternatives and adjusting processes related to boarding order or seat assignment, seeking greater flexibility and alignment with passenger preferences.
- Considering that airport wayfinding can influence passenger autonomy, we will work on the evaluation and implementation of digital orientation and navigation tools in selected airports to support movement within airport terminals.
- We will continue promoting and training on global programs, like Hidden Disabilities Sunflower, to deliver a more empathetic, consistent, and recognizable experience for passengers with non-visible disabilities.
- Given the importance of proper handling of mobility aids, we will strengthen the dissemination of good practices among operational teams, using recognized industry guidelines as a reference to promote more careful and consistent handling during loading and unloading processes.
- We will assess different moments of the travel journey in the Business Class experience, like the VIP lounges or the INSIGNIA check-in counters, to determine and evaluate solutions that guarantee the same access to information and services to all of our passengers, including people with disabilities.
- Considering the importance of reducing complexity for passengers traveling with service dogs, we will evaluate digital tools that may facilitate the submission and management of required information and documentation, with the objective of supporting a clearer and more accessible passenger experience while maintaining alignment with applicable regulatory requirements and operational processes.

6. TRANSPORTATION

Recognizing that terminal changes at airports may be part of the itinerary for some passengers with disabilities traveling on Avianca operations, we will continue to monitor airport facilities and related processes to support the smoothest possible transfers between terminals. This approach considers both the diverse conditions of passengers and the characteristics and infrastructure available at each airport, allowing for appropriate adjustments in accompaniment and coordination when necessary.

7. BUILT ENVIRONMENT

We are committed to identifying, removing, and preventing barriers within the built environment under our control, while taking universal design standards into account to ensure an accessible environment for all passengers.

We will do so by working on the following actions:

- Recognizing the importance of clear physical information for passenger orientation, we will strengthen the way written and visual information is presented onboard and in other spaces under our control, considering criteria such as legibility, contrast, and alternative formats. This approach builds on improvements already implemented on selected aircraft to facilitate the identification of rows, seats, and other relevant elements during the flight.
- Acknowledging that safety and universal design during the boarding and deplaning processes are essential, we have worked jointly with airports in Colombia to conduct operational tests using accessible ramps. We will continue to evaluate and prioritize accessible boarding and deplaning solutions within the scope of our operations, in coordination with airport operators and ground-handling service providers, recognizing

that infrastructure conditions may vary by location.

- Recognizing that access to the podium and the boarding process may require adjustments depending on how each passenger interacts with the environment, we will review practices related to pre-boarding times and associated signage to offer greater flexibility to passengers with different disabilities, beyond wheelchair use.
- Considering that airport infrastructure cannot be directly modified by the airline in most cases, we will conduct operational walkthroughs and joint site visits at key airports with higher operational impact, to identify and agree on infrastructure adjustments that improve accessibility during passenger movement within terminals. As a result of these exercises, concrete actions have been identified, such as the relocation of the accessibility and assistance counter at El Dorado International Airport, prioritizing its proximity to the airport entrance.
- Recognizing that initial points of contact significantly influence the passenger experience, we will review and adjust processes at counters and other contact points, considering profiles such as wheelchair users and people of short height, with the objective of providing more accessible interactions.

8. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

We confirm that the following Canadian regulations apply to us:

- Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Accessible Transportation Planning and Reporting Regulations (ATPRR)
- Accessible Canada Regulations (ACR)

In developing this plan, in addition to considering feedback received from the community, industry best practices and barriers identified throughout the customer journey, we ensure compliance with applicable regulations and periodically review our level of adherence. We also regularly review our fares, policies, and procedures.

The actions described in this plan complement the obligations set out in the ATPDR by focusing on planning, oversight, and continuous improvement mechanisms that go beyond minimum compliance. To meet and exceed accessibility-related requirements, we are implementing the following actions:

- Given that appropriate physical assistance is a core element of regulatory compliance, we are strengthening practical training for flight crew and operational staff, focused on transfers, onboard wheelchair use, and proper handling of mobility aids. These new and recurrent trainings are intended to ensure teams have the skills required to provide safe, dignified assistance aligned with industry's best practices.
- We will make all reasonable efforts to develop practical exercises that prepare crew teams to respond to specific situations, including evacuation drills involving people with disabilities. These exercises strengthen operational preparedness and help identify improvement opportunities.
- To enable safe management in line with regulatory requirements, we are evaluating tools such as mobility aid databases (wheelchairs and scooters), allowing personnel to access relevant information on characteristics, dimensions, and battery types, supporting informed operational decisions.
- We will conduct operational walkthroughs, accessibility tours, and quality reviews at key airports and stations. These quality control activities help identify opportunities for adjustment and reinforce accessibility practices.

- As part of a continuous improvement approach, we are carrying out awareness initiatives developed in partnership with external experts, to deepen understanding of different disabilities and reinforcing staff responsibilities related to accessibility, in line with current regulations.
- Recognizing the importance of internal engagement in advancing accessibility, we are evaluating the creation of Business Resource Groups or Employee Resource Groups, as well as the potential inclusion of specific accessibility-related responsibilities within certain roles. These will support internal awareness-raising, promote continuity of accessibility efforts, and provide structured channels to gather ideas and feedback from employees, while remaining aligned with organizational priorities and operational considerations.
- We developed an Accessibility Kit for all airports across the network. These kits include a message from our Chief Accessibility Officer highlighting the importance of an inclusive experience for passengers with disabilities, the Accessibility Service Guide with practical do's and don'ts for airport teams, a pin that reinforces the importance of asking "How can I help you?" rather than making assumptions, and sunflower lanyards for passengers.

9. CONSULTATIONS

In preparing this Accessibility Plan, Avianca consulted people with disabilities through ongoing and structured engagement mechanisms. These consultations are intended to create awareness and to support the prioritization of actions, as part of a continuous improvement approach.

External Accessibility Committee

Avianca's External Accessibility Committee meets three times per year. Meetings are held in hybrid format, combining in-person sessions at Avianca's headquarters and virtual participation. Formats and materials are adapted to participants' accessibility needs to ensure equal access and meaningful participation.

During these sessions, Avianca:

- Shares progress on the accessibility program and planned actions;
- Gathers feedback on the measures included in the Accessibility Plan;
- Learns from participants' travel experiences; and
- Identifies priority areas to improve the end-to-end customer journey.

Key leaders from operational and customer-facing teams participate in these meetings to strengthen internal awareness and accountability.

Feedback Channels

Avianca collects accessibility-related feedback through multiple channels, including a dedicated accessibility email address and an online questionnaire. On average, the accessibility email address receives 30 messages per month; however, almost 70% of these messages are not directly related to accessibility or disability matters. Feedback that is relevant for an accessible experience, is reviewed and taken into consideration for Avianca's accessibility program.

Customer Feedback, Complaints, and Social Media

Accessibility-related cases identified through the Contact Center, customer complaints, or social media are routed to the Accessibility Strategy team. Each case is analyzed with the relevant internal teams, and corrective or preventive actions are defined. These actions are reviewed against the Accessibility Plan and incorporated when needed. Social media feedback also provides positive input when Avianca communicates progress and improvements.

Accessibility-Related Critical Incidents

In cases where an accessibility issue compromises safety, regulatory compliance, or customer well-being, the Accessibility Strategy team leads a cross-functional review. An action plan is defined to prevent recurrence, and key learnings are shared at Executive Operations Meetings to raise awareness and reinforce accountability across the organization.

10. EMPLOYMENT

While employment-related initiatives are not prescribed under the Accessible Transportation Planning and Reporting Regulations for transportation service providers, Avianca includes this section in alignment with the broader objectives and principles of the Accessible Canada Act.

Inclusive Internal Communication

To strengthen inclusive internal communication, all videos intended for our employees now include subtitles and audio description, improving accessibility for people with hearing and visual difficulties.

All Avianca employees in the countries where we operate receive this internal communication through multiple channels, including the intranet, newsletters, internal emails, and events, among others.

Health and Well-Being Program:

The company has a comprehensive health and well-being program called WELL. It is structured around five key dimensions: physical, emotional, social, financial, and personal development.

For each of these dimensions, a range of programs is managed based on our organizational culture focused on building healthy life habits and on the results of the WELL survey, which is conducted every two years among our employees.

Among the programs available as a benefit for both employees and their families are:

- Financial education.
- WELL Line: confidential support via WhatsApp available year-round, with guidance from more than eight specialists, including general medicine, veterinary services, psychology, legal advisory, and academic support, among others.
- A catalog of partner agreements and family-owned businesses.
- WELL mentors.
- WELL fairs.
- The ICARO program.

The ICARO Flight to Well-Being program, part of the reintegration and job-adaptation strategy and aligned with the certified healthy-organization dimensions in Colombia, aims to support crew members who, due to physical or emotional health conditions, are temporarily or permanently reassigned to administrative roles. The program provides guidance and tools across financial, social, health, personal relationships, rest, and other areas to support their adaptation process.

Labor inclusion

As part of the ongoing review of inclusive employment practices, Avianca will assess the strengthening of partnerships with specialized organizations, such as Best Buddies, to identify hiring models that can be adapted to the company's operational context and needs across the different countries where we operate.

In coordination with the Human Talent team, we will continue to evaluate opportunities that facilitate the participation of people with disabilities within the organization, considering factors such as role sustainability, the required level of support, and operational feasibility.

These actions are framed as part of a gradual learning and adjustment process, aligned with business realities and with the development of increasingly diverse and inclusive talent practices.

Leadership with a Focus on Inclusion and Accessibility

At Avianca, we will do all reasonable efforts to continue developing the role of leaders as key drivers in building inclusive, accessible, and trust-based work environments.

Within this framework, we will create training and awareness-raising sessions aimed at strengthening understanding of topics such as psychological safety, workplace inclusion, unconscious bias, and sense of belonging within teams, with the goal of providing practical references and tools applicable to people management.

These sessions will support leaders in:

- Fostering work environments where people feel comfortable participating and expressing their ideas.
- Adopting a more conscious approach to decision-making in talent-related processes, taking potential biases into account.
- Encouraging conversations about equality of opportunity, recognizing diverse realities, including disability.

Consultations

We continue to strengthen feedback mechanisms across the company, such as the WELL survey and the Belonging Survey. These tools allow us to better understand the overall well-being of our employees, including people with disabilities, and to guide our actions more effectively.

In November 2024, we launched the Belonging Survey for the entire organization to understand employees' perceptions of diversity and inclusion and how they identify across different dimensions. The survey included 14 questions: 7 focused on identity (age, gender, ethnicity, race, sexual orientation, and religion), 3 on disability, and 4 on experiences related to inclusion and awareness of available tools. The survey remained open until February 2025, and its results are a key input for advancing our belonging and inclusion strategy.

For the analysis of results and the definition of actions, we worked with a consulting firm specializing in belonging, strengthening the technical rigor of our interventions.