

# **Avianca's feedback process relating to flights to and from Canada**

2026 – 2028

Last update: June 2026

## 1. CONTACT INFORMATION

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](mailto: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.

## 2. FEEDBACK PROCESS DESCRIPTION

We at Avianca, are committed to supporting accessibility measures supporting passengers with disabilities and to maintaining an open, accessible and effective feedback process. If you would like to provide feedback (either anonymously or by name) regarding our disability plans, processes or practices or require any additional explanations regarding same, please use the contact information mentioned above. This can be submitted in person, by mail, by telephone, via email or through any electronic means we use to communicate with the public.

The feedback process is available through accessible communication channels, and, upon request, information can be provided in alternative formats. If feedback is submitted anonymously, it will still be reviewed and considered as part of our improvement processes; however, we will not be able to provide a direct response. When contact information is provided, Avianca will acknowledge receipt of the feedback in a timely manner and respond as appropriate.

All feedback received is managed by the designated person responsible for accessibility and is reviewed by the Customer Accessibility team. When applicable, feedback is shared with the relevant internal areas to analyze the situation and define appropriate actions, improvements or adjustments. These actions are then evaluated against Avianca's overall accessibility plan and, when necessary, new initiatives or updates are incorporated as part of a continuous improvement approach.

In case you would like to receive the accessibility plan or the feedback process description in an alternative format, Avianca will respond within the timelines set by the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations:

- Print: on the 15<sup>th</sup> day after the day that the request is received.
- Large print: on the 15<sup>th</sup> 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.
- Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities: on the 15<sup>th</sup> day after the day that the request is received.

In parallel, we will meet 3 to 4 times in a year with our External Accessibility Committee, which includes members with different disabilities or care providers for the disabled, to proactively ask for their feedback regarding our improvement actions, and barriers or situations they have experienced recently, so we continuously consider more actions to our plan and efforts to remove accessibility barriers. This is an ongoing improvement process that must happen with the support and point of

view of the community, and the understanding of the airline industry and the multiple variables that must be considered.

With the feedback received, we will aim for more inclusive processes and policies at every customer touchpoint: from imagining a trip by air, booking it, flight transportation, to post-flight experience and every step in-between. We will seek high impact solutions to improve the experiences of people with disabilities flying with Avianca.

To further strengthen our listening mechanisms, Avianca has incorporated accessibility related questions into its customer satisfaction surveys, allowing the company to gather structured feedback. This information complements other feedback channels and enables a more comprehensive understanding of the passenger experience.

Also, Avianca has established employee feedback mechanisms designed to identify key areas of work and intervention related to the needs and wellbeing of its employees. These include the Wellbeing Survey, conducted every two years, and the Psychosocial Factors Survey, which is required annually by the Ministry of Labor in Colombia, Ecuador and Mexico. Avianca welcomes feedback from employees, whether provided formally or informally, and will utilize the feedback to remove and prevent barriers to accessibility in the workplace.