

MULTI-YEAR ACCESSIBILITY PLAN

A WORD FROM OUR VICE PRESIDENT

Hello,

At Air Canada Vacations, we celebrate the uniqueness of every individual, listen to every voice, and instill a sense of belonging that allows each team member's authentic self to truly shine. Our commitment to creating a diverse and inclusive team means that we adapt our processes and practices to make our workplace accessible for all.

From training our people to accommodating special requests, we know that there is always room for improvement. Our multi-year accessibility plan is a work in progress, which will grow as we do and expand as we make every effort to educate ourselves, so that all Canadians can feel like they truly belong when they interact with Air Canada Vacations.

Read on to learn more about the concrete steps we're taking to improve accessibility for our employees and our customers in the coming years.

Sincerely,

Nino Montagnese
Vice President, Air Canada Vacations

INTRODUCTION

Air Canada Vacations strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

This accessibility plan outlines the steps we're taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

SECTION I: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

CUSTOMER SERVICE

Air Canada Vacations helps all our customers have the perfect vacation, taking their needs and disabilities into account. In order to best accommodate customers with disabilities, we have procedures in place such as:

Flights

There are codes within our system that help identify passengers with an accessibility request, so that they can be easily accommodated from the moment they arrive at the airport.

Transfers

When making a booking for customers that require additional accessibility accommodations, our team makes a special request for our destination services team so that the needs of the customer can be met at destination.

Hotels

Once we are made aware of a customer's need for additional accessibility accommodations, we have a procedure in place to contact their desired hotel and make a special request on their behalf. If the hotel cannot meet their specific needs, we find alternate arrangements for them based on their request.

INFORMATION AND COMMUNICATIONS

Improvements for Customers

Our team has made significant improvements to the accessibility of our website, adhering to the WCAG 2.0AA standards, to remove barriers for our customers.

Examples include:

- Navigation using the TAB key
- Color contrast
- HTML compliant to allow reading for those with impaired vision

Improvements for Employees

In 2021, we replaced desktop computers with laptops and docking stations to allow all employees full

mobility. Telephone headsets were replaced by noise-cancelling USB headsets, offering employees the functionality to work from anywhere with an internet connection. Every employee can also now control the specific volume on their USB headset via the sound control panel. We provide employees with hearing impairment their own special headsets to meet their needs, upon request.

In addition, we've unlocked the graphic settings to all users in our organization, allowing each team member to change the resolution size on their screens to smaller or larger fonts depending on their visual needs.

EMPLOYMENT

We inform all our employees, both new and existing, of our accessible employment practices. This includes, but is not limited to, policies on providing job accommodations that take into account an employee's accessibility needs due to a disability.

Our group insurance provider creates an accommodation plan for each employee with a disability, which is then implemented by Air Canada Vacations. We involve the employee in the process, and seek outside expert help as required, to determine the employee's accommodation needs and ensure that they are fully met. The plan is then reviewed as often as necessary.

Our quarterly financial update webcasts are provided to all employees in accessible format through transcripts.

Our performance management system includes the capability for visually impaired employees to enlarge the font on their screens.

Employees with learning disabilities are given additional accommodations, such as extra time to complete tests while in training.

TRAINING

We believe that educating our team is the best way to remove barriers to accessibility. To that end, our employees completed a mandatory accessibility training on AODA's General Requirement Training Module. Depending on their roles and responsibilities, additional training was required of some departments to further enhance understanding of the barriers present in each of their areas and how to overcome them.

Our Sales and Product Development teams completed the Customer Service Standard Module. Our IT, Facilities, E-Commerce, Communications and Training departments completed the Information and Communication Standard Module. Finally, employees in Human Resources, Payroll, Benefits, and all People Managers completed the Employment Standard Module with the goal of understanding fair employment practices. All training was completed and documented before February 4, 2022.

We have also trained the QA, developer, and FA on our web team to understand WGA 2.0AA standards so that they can apply them to our business decisions and designs moving forward.

OTHER

We have incorporated instructions into our emergency response plan specifically for people with disabilities and communicated these details to our organization. Each floor of our office has been

assigned a fire safety liaison, responsible for ensuring that everyone has evacuated the level and an assistant fire safety liaison, responsible for waiting by the elevator with employees who have a disability and assists the fire safety liaison with evacuation. In the event of an emergency, employees with disability must wait by the elevators with the assistant fire safety liaison until they are told what to do by the building security or a fireman. These liaisons are clearly identified by name in the emergency response plan available to our entire workforce on our company intranet.

Upon request, we also provide our employees with ergonomic office chairs, sit/stand risers, and laptop risers.

SECTION II: STRATEGIES AND ACTIONS

INFORMATION AND COMMUNICATIONS

Air Canada Vacations is committed to making our information and communications accessible to people with disabilities.

To meet this goal, we are:

- Incorporating accessibility into our digital brochures, beginning in late 2022, to meet WCAG 2.0AA standards.
- Redesign of our customer newsletter, with improvements to HTML that screen readers for the visually impaired can more easily pick up on. This new format will be launched in the second half of 2022.
- Making accessibility a key deliverable in the design of our new website, with an expected delivery by 2024.

EMPLOYMENT

Air Canada Vacations is committed to fair and accessible employment practices.

To encourage the continuation of these practices, we are:

- As of mid-2022, when advertising job positions, we will clearly state that accommodations for job applicants with disabilities are available upon request.
- We will also post the above statement to the Careers page on our website by mid-2022.
- Beginning in 2022, when inviting a job applicant to participate in the interview process, we will inform them that accessibility accommodations are available upon request to support their participation.
- As of 2022, when offering a job to a successful candidate, we inform them of Air Canada Vacations' policies on accommodating employees with disabilities.

TRAINING

Air Canada Vacations is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

To ensure that we're meeting this goal, we are:

- Providing training to all new hires on accessibility as of 2022, as it relates to each employee's duties within the organization.



ADDITIONAL INFORMATION

For more information on this accessibility plan, please contact Cynthia Alonso, Director, Human Resources at HR@vacv.com.

Our accessibility plan is publicly posted at aircanadavacations.com.

Standard and accessible formats of this document are free upon request from our Human Resources Department at HR@vacv.com.