

# China Airlines' Accessibility Plan

This Accessibility Plan or plan includes both an accessibility plan and a description of the feedback process, of China Airlines based on the requirement of *Accessible Canada Act* and *Accessible Transportation Planning and Reporting Regulations (ATPRR)*. The plan complies with *Accessible Canada Act (ACA)* and the *Accessible Transportation Planning and Reporting Regulations (ATPRR)*. The ATPRR apply to transportation service providers (TSPs- like China Airlines) that operate in the federal transportation network and that are required to comply with any Canadian Transportation Agency (CTA) accessibility-related regulations.

## 1. General

China Airlines is a foreign carrier operating daily service between Taiwan Taoyuan International airport and Vancouver International airport. Our Canada Branch office is in charge of the accessibility plan as well as the receipt and management of feedback from our customers and the public at large. The General Manager of China Airlines Canada Branch is designated to receive feedback on behalf of China Airlines.

### 1.1 Feedback Collection

Customers and members of the public may submit comments regarding accessibility using our Online Accessibility Feedback Form, including providing comments on any barriers you may have encountered or to request an alternate format of our Accessibility Plan. The feedback we receive will help us identify, prioritize, and address accessibility issues within China Airlines to improve employee and guest access.

This feedback form may be submitted anonymously.

Alternatively, China Airlines is happy to receive feedback and comments from our customers and members of the public using one of the following communication methods:

To request an alternate format of our Accessibility Plan, please use the below contact information:

- **Phone:**1-604-242-1168. Please use 1-800-455-9880 (TTY) for those who have hearing disability.
- **Email:** [accessibility\\_canada@china-airlines.com](mailto:accessibility_canada@china-airlines.com)
- **Fax:** 1-604-242-1166
- **Mailing Address (Canada Branch):**

CHINA AIRLINES CANADA BRANCH OFFICE

Attention: China Airlines Canada Branch Customer Service Agents  
10451 Shellbridge Way #240,  
Richmond, BC, Canada  
V6X 2W8

### [FEEDBACK FORM LINK](#)

## 1.2 Feedback Response

All feedback will be meaningfully considered. China Airlines allow anonymous feedback. We will respond to each feedback submission acknowledging receipt using the same communication method or by email for submissions received through our Feedback Form, except for submissions made anonymously. All feedback will be reviewed and maintained in accordance with our applicable internal and external policies, including our [Privacy policy](#).

## 1.3 Alternate Format

**You can download our Accessibility Plan in regular or large print formats or request a braille or audio version by completing our Accessibility Feedback Form External site which may not meet accessibility guidelines and/or language preferences or by contacting us through one of the communication methods provided above.**

- **Print: Download as a PDF (Link)**
- **Large Print: Download as large print (Link)**
- **Braille: please allow 45 days**
- **Audio: please allow 45 days**
  
- **Phone:** 1-604-242-1168. Please use 1-800-455-9880 (TTY) for those who have hearing disability.
- **Email:** [accessibility\\_canada@china-airlines.com](mailto:accessibility_canada@china-airlines.com)
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CHINA AIRLINES CANADA BRANCH OFFICE

Attention: China Airlines Canada Branch Customer Service Agents  
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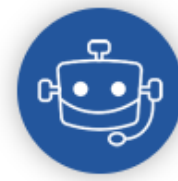
## 2. Information and Communication Technologies (ICT)

China Airlines have been using the [Web Content Accessibility Guidelines \(WCAG\) 2 Level AA](#) success criteria as the design standard to improve the logical usability our website for those with disabilities. China Airlines also provides real time operation information and communication to customers and passengers by various ways, including:

(1). China Airlines website: [www.china-airlines.com](http://www.china-airlines.com)

(2). China Airlines Chatbot:

<https://calaics01.china-airlines.com/cichatbot/chatindexframe.aspx?Lang=en-US>



(3). China Airlines Mobile App:



App Store: [China Airlines App on the App Store \(apple.com\)](http://china-airlines-app.apple.com)

Google Play:

<https://play.google.com/store/apps/details?id=com.chinaairlines.mobile30&hl=en-US>

AppGallery: <https://appgallery.huawei.com/#/app/C103248573>

(4). China Airlines Call Center Service:

- Canada Branch: +1-604-242-1168

- USA Branch: +1-800-227-5118

(5). China Airlines Call Center Email:

Vancouver Station Canada Branch: [accessibility\\_canada@china-airlines.com](mailto:accessibility_canada@china-airlines.com)

Los Angeles Station USA Branch: [laxccci@china-airlines.com](mailto:laxccci@china-airlines.com)

(6). Customer Feedback platform: <https://calec.china-airlines.com/dot-experience/experience.aspx?lang=en-US&country=us&locale=en>

(7). Airport:

If China Airlines faces any departure delays, gate or track assignments and schedule or connection changes, we will make public announcements by both audio and visual formats to all passengers at the check-in counter or boarding gate lounge.

### **3. Communication, other than ICT**

China Airlines is committed to training our staff in accessible customer service, including educating our staff on the [Accessible Canada Act](#), [the Accessible Transportation Planning and Reporting Regulations](#), and [Canada Human Rights Act](#) that relate to persons with disabilities.

In addition, China Airlines will train all other service providers who provide services on behalf of the organization in accordance with China Airlines customer service principles and our China Airlines Passenger Service Manual. China Airlines customer service principles formulate a standard service procedure, which provides guidelines for our staff and service providers to facilitate a smooth and barrier free traveling process. This training ensures that staff and service providers are trained to be able to provide the same level of service in abnormal situations and ensure customers experience a high quality of service, regardless of their needs.

**Teletypewriter/test display device (TTY)** – China Airlines provides TTY access service to ensure that our staff are able to communicate through type messages with those who can't or choose not to communicate verbally.

**In-person interaction** – Frontline agents and cabin crew members receive guest-centric sensitivity training, which focuses on engaging in a conversation with a passenger to determine their needs and provide tailored assistance and services in relation to those needs.

**Aircraft** – All aircraft are equipped with English passenger safety feature cards and braille formats are available upon request (available for Boeing 777, Airbus A350 and

A321neo). Individualized briefings are also provided as a part of onboard orientation for information such as call button locations.

### **Assisting Actions**

To ensure person with visual or hearing disability can receive publicly available information about China Airlines service or facilities in ways that are accessible to those travelers, China Airlines is able to provide information in alternative formats such as:

- Providing information or announcements in a clear and slow manner with good quality by using colloquial language. If necessary, these communications can be rephrased remarks when passengers have difficulty understanding.
- China Airlines' cabin crew member will work to establish a communication method that suits the needs of the passenger and ensures that they have access to all information and announcements available to other passengers.

## **4. Procurement of Goods, Service and Facilities**

China Airlines has contracted with our airport service provider, in this case, Airport Terminal Services Ltd. (ATS) to provide adequate and sufficient equipment and services such as wheelchairs, and golf carts. In addition, ATS will provide loading and unloading of mobility aids for passengers.

China Airlines incorporates accessibility criteria and features when procuring or acquiring good, services or facilities, including self-service kiosks, and will continue to consider accessibility in future procurement practices.

## **5. Design and Delivery of Programs and Services**

China Airline's staff who interact with passengers will receive training on how to communicate in a language that is informed, respectful and accessible to persons with disabilities.

Training of our staff will include but is not limited to:

- Education on the purpose of the ACA and the ATPRR
- Establishing the China Airlines Customer Service Standard
- Proper procedures for communicating with and identifying passengers with reduced mobility.
- Standard protocols for checking in on passengers with reduced mobility.

- Appropriate methods for interacting with individuals with disabilities who use assistive devices or require the assistance of a service animal or support person.
- Procedures for the use of the equipment or devices available on-site or otherwise that may help staff provide the goods, services or facilities available to people with disabilities. These include:
  - Wheelchair
  - Golf Carts
  - Aisle Chair
- The contingency plan will to be followed if a person with a disability is having difficulty in accessing any of China Airline’s goods, service or facilities.

### **Travelling with an Assistive Device**

Passengers who require assistance devices due to their disability may use their personal assistive devices when accessing China Airlines goods, services or facilities.

China Airlines will ensure our staff and our service provider personnel are trained and familiar with various assistive devices on site that may be used by customers with disabilities while accessing our good service or facilities.

### **Travelling with a Service Animal**

When China Airlines cannot easily identify that an animal as a service animal, our staff may request documentation from a regulated health professional confirming that the individual requires the service animal for reasons relating to their disability.

## **6. Transportation**

China Airlines operates the services between Taiwan Taoyuan Airport (TPE) and Vancouver International Airport (YVR).

For those passengers who require mobility assistance and wheelchair service at the TPE airport, our ground handling agent will assist their needs within the terminal. When leaving TPE terminal, the passengers can take their own car, bus, taxi, and MRT in an environment that supports accessibility. Taiwan is a country regulated with Barrier Free Environment requirement.

In YVR airport, our ground handling agent (ATS) provides golf cart service for persons with disabilities who require mobility assistance between the check-in counter and gate for departure. On arrival to YVR, the golf cart service is also served between the arrival gate and the baggage carousel. If needed, ATS or a China Airlines staff member

can escort and assist a passenger who requires mobility assistance due to their disability to their own car, or to take a taxi, the bus or the sky train.

## **7. Built Environment**

China Airlines is deeply committed to delivering exceptional service to all of our valued customers. We strive to ensure that individuals with disabilities have equal access to our services and facilities, and we uphold our commitments in compliance with the regulations set forth by the CTA regarding the built environment. In line with these regulations, we have taken proactive steps to ensure the built environment available to our passengers ensures that it is easily accessible for passengers with disabilities.

Our dedication to inclusivity begins with the recognition that accessible transportation is essential for fostering an inclusive society. We believe that every individual deserves to travel with ease, comfort, and dignity. As such, we have implemented comprehensive accessibility measures across our operations, including our aircraft, airport facilities, airport terminals, passenger transportation, travel services, and customer service protocols.

<https://www.china-airlines.com/us/en>

In accordance with the CTA regulations, we have established specific guidelines and standards for accessibility within our organization. These guidelines encompass a wide range of aspects, such as ensuring accessible seating options, providing wheelchair assistance, implementing effective communication methods, and accommodating service animals. We have trained our staff to be knowledgeable about these regulations and to provide respectful and courteous assistance to customers with disabilities throughout their journey.

To ensure transparency and ease of access, we have made our commitments to customers with disabilities readily available. Our website:

<https://www.china-airlines.com/us/en/fly/prepare-for-the-fly/special-assistance/index> features a dedicated accessibility section where customers can find detailed information about the services and accommodations we offer. This section includes comprehensive descriptions of our accessibility policies, procedures, and available support, including the aspects of the built environment that are developed to help remove any barriers to travel. We are committed to regularly updating this information to reflect any changes or improvements to our accessibility initiatives and the built environment within which we operate.

China Airlines is fully committed to providing the highest quality of service to all our customers, including those with disabilities. We embrace the regulations set forth by the CTA and diligently work to comply with them in order to create an inclusive and accessible built environment. Through ongoing improvements, transparency, and active engagement with our customers and members of the public, we continuously strive to exceed expectations and make travel a seamless and enjoyable experience for everyone.

## **8. Provisions of CTA Accessibility-Related Regulations**

### **Introduction:**

China Airlines is subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, of the *Accessible Transportation for Persons with Disabilities Regulations* (SOR/2019-244).

The purpose of this accessibility plan is to outline our commitment to meeting the provisions of CTA accessibility-related regulations and ensuring equal access for individuals with disabilities.

This plan is designed to promote inclusivity and remove barriers in our services, facilities, and communication methods.

By implementing this plan, we strive to create a positive and accessible environment for all customers.

- **Policy Statement:**

China Airlines is dedicated to providing accessible services and facilities to individuals with disabilities in accordance with the CTA accessibility-related regulations. We are committed to eliminating discrimination and ensuring equal opportunities for all individuals to participate in our programs, use our services, and access our facilities.

This policy extends to all aspects of our operations, from customer service to physical facilities and digital accessibility.

- **Legal and Regulatory Framework:**

China Airlines recognizes and adheres to the CTA accessibility-related regulations as the foundation for our accessibility initiatives.

We are aware of the legal obligations outlined in these regulations and strive to meet or exceed their requirements.



We stay informed about any amendments or updates to the regulations and adjust our accessibility plan accordingly.

- Accessibility Goals and Objectives:

China Airlines' accessibility plan establishes clear goals and objectives aligned with the CTA accessibility-related regulations.

We aim to remove physical, communication, and digital barriers that hinder accessibility. Our objectives include providing equal access to transportation services, ensuring accessible facilities and amenities, and promoting inclusive communication practices.

- Roles and Responsibilities:

China Airlines assigns specific roles and responsibilities to individuals to oversee and implement the accessibility plan. All employees have a responsibility to contribute to the successful implementation of accessibility initiatives.

- Communication and Training:

China Airlines communicates our accessibility commitments, policies, and procedures to employees, customers, and the public. We provide training programs to educate employees about disability awareness, inclusive customer service, and the use of assistive technologies. We ensure that communication channels and materials are accessible, including websites, information kiosks, and customer support services.

<https://www.china-airlines.com/us/en/contact-us/index>

- Monitoring and Continuous improvement:

We have established a monitoring system to track the implementation and effectiveness of our accessibility initiatives.

We conduct regular audits, evaluations, and customer feedback assessments to assess compliance and identify areas for improvement.

We embrace a culture of continuous improvement by actively seeking feedback from individuals with disabilities and customers and have set timelines for conducting future consultations to better improve our accessibility features and services.

We regularly review industry best practices, technological advancements, and customer needs to enhance our accessibility measures.

We adapt our accessibility plan accordingly, incorporating innovative solutions and strategies to improve accessibility continually.

## 9. Consultations

China Airlines is committed to becoming one of the world's greatest service brands in the way that we treat every journey as our customer's most important journey. To achieve this, we pride ourselves on ensuring that we communicate and use language in a respectful, clear and accessible manner. We have several online training programs available to employees, such as disability awareness, unconscious bias and allyship and diversity and inclusion.

China Airlines will continue work to address guest-facing accessibility challenges, such as:

- Improving our website and mobile applications
- Identifying opportunities for training all frontline staff to better assist persons with disabilities
- Streamlining onboard medical accommodation processes
- Enhancing staffing during identified peak travel periods

As a part of creating this accessibility plan, China Airlines engaged in consultations with the Rick Hansen Foundation in November 2023 and China Airlines continues to seek consultations and feedback from various external consultants to improve our accessibility plan and identify and address any existing barriers to our service.

From consulting with the Rick Hansen Foundation, China Airlines plans to consult with other disability related groups including the Universal Access Design and the Wavefront Centre for Communication Accessibility. China Airlines has plans to engage these groups in 2024 to seek professional insights for how to better serve passengers with disabilities.

Through 2025, under the guidance of professional organizations, China Airlines is committed to continue to develop accessibility practices and provide training for its employees in Canada on accessible communication.

China Airlines is committed to valuing and engaging with diverse concerns, including people living with disabilities, disability advocacy groups, passengers, and employees, to gather accessibility feedback. This input will be incorporated into the

ongoing development of our accessibility plan, ensuring a commitment to a barrier-free employment and travel experience.