

# China Airlines' 2025 ATPRR Progress Report

## 1. General

### Feedback Form

China Airlines Canada Branch Office welcomes accessibility-related feedback through our dedicated [Online Accessibility Feedback Form](#). The feedback form is monitored, reviewed and responded on a daily basis by the appointed Sales Representative, **Lillian Lin**, of the China Airlines Canada Branch.

This feedback form may be submitted anonymously.

All feedback will be meaningfully considered. China Airlines allows 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 responded in accordance with our applicable internal and external policies, including our [Privacy Policy](#).

### Requesting Alternate Formats

China Airlines welcomes feedback and comments from our customers and members of the public regarding accessibility-related matters. We are committed to providing accessible formats of our Accessibility Plan and Progress Reports upon request. Feedback and requests for alternate formats of our Accessibility Plan can be submitted using any of the communication methods listed below. You may also download

the Accessibility Plan in regular or large print formats, or request a braille or audio version by completing our [Online Accessibility Feedback Form](#) (please note the form may not fully meet all accessibility or language preferences), or by contacting us directly through one of the methods provided:

- **Phone:** +1-604-242-1168.
- **TTY** (for individuals with hearing disabilities): 1-800-455-9880
- **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
- **Online Submission:** [Online Accessibility Feedback Form](#)

### **Alternate Formats of the Progress Report**

- Print: [Download as PDF](#)
- Large Print: [Download as large print PDF](#)
- Braille: Available upon request. China Airlines Canada Branch will consult and coordinate with the Canadian Braille Press to provide this format within 45 days of the request.
- Audio: Available upon request. A pre-recorded audio version will be provided upon request within 45 days.

China Airlines is committed to continuously improving the accessibility of our services and operations. We value all

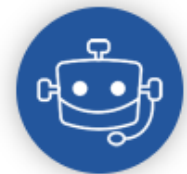
feedback received and will use it to assess our current practices, address any barriers, and enhance the travel experience for persons with disabilities. Through ongoing engagement with our customers and the public, we aim to ensure that our services remain inclusive, responsive, and aligned with evolving accessibility standards and expectations.

## **2. Information and Communication Technologies (ICT)**

China Airlines is committed to ensuring that our information and communication technologies are accessible to all individuals, including persons with disabilities. We continue to adopt and apply the [Web Content Accessibility Guidelines \(WCAG\) 2.1 Level AA](#) success criteria as our design standard to improve the accessibility and logical usability of our digital platforms. This ensures that our website and mobile interfaces are perceivable, operable, understandable, and robust for a wide range of users.

We provide real-time operational updates and communications to customers and passengers through multiple accessible channels:

- China Airlines Official Website  
[www.china-airlines.com](http://www.china-airlines.com)
- China Airlines Chatbot Service  
[Chatbot Access](#)
- China Airlines Mobile App  
[App Store \(iOS\)](#)  
[Google Play \(Android\)](#)  
[Huawei AppGallery](#)





- China Airlines Call Centre Services
  - Canada Branch: +1-604-242-1168
  - USA Branch: +1-800-227-5118
- China Airlines Call Centre Email Contacts
  - China Airlines 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)
- [Online Accessibility Feedback Form](#)
- Airport Accessibility Services

- **Regular Operations**

Upon check-in, passengers requiring accessibility assistance will be informed by China Airlines Traffic Ground Service Agents to return to the counter at a designated time. A golf cart or wheelchair escort service is provided to the departure gate.

Priority boarding is offered to passengers with disabilities or mobility limitations.

- **Irregular Operations**

If China Airlines faces any departure delays, gate or track assignments and schedule or connection changes, we make public announcements every 30 minutes in both audio and visual formats, in accordance with CTA regulations, at departure gates and lounges to ensure all passengers remain informed.

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

China Airlines prioritizes accessible communication by ensuring all passengers, including those with disabilities, receive timely, understandable, and equitable access to information about our services, both online and during travel.

China Airlines provides comprehensive training to its staff and service partners on accessible customer service. This includes modules covering the [Accessible Canada Act](#), the [Accessible Transportation Planning and Reporting Regulations](#) (ATPRR) and the [Canada Human Rights Act](#), with particular attention to provisions related to persons with disabilities.

In addition, China Airlines ensures that all third-party service providers acting on behalf of the airline are trained in accordance with the company's customer service principles and the China Airlines Passenger Service Manual. These principles establish standardized procedures and clear service guidelines to support a seamless and barrier-free travel experience for passengers with disabilities. This training is designed not only to maintain consistent service quality during regular operations but also to equip staff and service partners with the knowledge and skills needed to uphold the

same high standard of accessibility and customer care during irregular or unexpected situations.

### **Teletypewriter/Text Display Device (TTY) Service**

China Airlines supports TTY communication to ensure that our staff can effectively communicate through text-based messaging with those who can't or choose not to communicate verbally.

### **In-person Interaction**

All frontline staff, including airport ground agents and cabin crew, receive sensitivity and disability awareness training, with a focus on guest-centric interaction. This training prepares them to proactively identify and respond to the individual needs of passengers with disabilities and including individualized safety briefings and orientation to cabin features such as call buttons or lavatory locations.

### **Onboard Information Accessibility**

China Airlines ensures that essential safety and flight information is accessible to all passengers through multiple formats. English-language passenger safety cards are available on all aircraft, while braille forms can be provided to visually impaired passenger upon request for select aircraft types, including the Boeing 777, Airbus A350, and A321neo. In addition, individualized safety briefings are offered to passengers who may require additional assistance or prefer alternative formats, ensuring that all travellers receive the necessary information to travel safely and confidently.

### **Assisting Actions for Accessible Communication**

To ensure passengers with visual or hearing disabilities receive the same level of information access as other passengers, China Airlines undertakes the following measures:

- Information and announcements are delivered clearly and at a moderate pace, using plain, easy-to-understand language.
- For passengers with hearing impairment, safety instructions are also provided through video presentations.
- China Airlines' cabin crew will work collaboratively with passengers to establish effective, individualized communication methods that meet their specific needs, ensuring they receive the same information available to all passengers.
- Essential travel information—such as onboard services, flight status, and connecting gate details—is communicated clearly and in a timely manner, using methods suited to the individual communication needs of each passenger.

### **4. Procurement of goods, services and facilities**

China Airlines continues to maintain our partnership with contracted airport ground handlers to ensure the consistent provision of essential mobility support services, including wheelchairs and golf carts. These handlers are also

responsible for the safe and efficient loading and unloading of mobility aids for passengers.

All China Airlines aircraft operating in and out of Canada are equipped with accessible lavatories designed for passengers with disabilities. These lavatories feature service bells, handrails, and no-skid flooring to enhance safety and usability during the flight.

We also continue to incorporate accessibility features in the procurement of self-service technologies, such as check-in kiosks and signage, ensuring usability for passengers with various disabilities. Future procurement initiatives will further consider technological advancements and best practices in inclusive design.

China Airlines remains committed to improving the accessibility of our facilities and services, and we will continue to update our procurement processes in accordance with evolving regulatory standards and passenger needs.

## **5. Design and delivery of programs and services**

China Airlines is committed to ensuring that our programs and services are designed and delivered with accessibility and inclusivity in mind. Our front-line personnel who interact with passengers are required to complete mandatory training that includes modules on inclusive communication and the use of respectful, disability-aware service language.



To support effective and dignified service delivery, staff are trained to always communicate with sensitivity and professionalism. This includes using appropriate and empowering language, such as:

ALWAYS:

- Ask *“How may I assist you?”*
- Ask *“What can I do for you?”*
- Ask *“Do you require assistance today?”*
- *“Unfortunately, I cannot provide you with that seat; however, this is what I can do for you.”*
- *“What tasks or functions does your animal perform for you?”*
- *“What has your animal trained to do for you?”*

Training for airport ground staff places particular emphasis on the identification of passengers with reduced mobility and the appropriate methods for assisting individuals who use mobility aids or require the support of a companion.

China Airlines' cabin crew undergo specialized training that covers both service and safety procedures for assisting passengers with disabilities. This includes hands-on simulation drills designed to prepare crew members for a range of scenarios involving passengers with reduced mobility, ensuring responsive, respectful, and safe service delivery on board.

We strengthened our training programs by incorporating accessibility-related case studies and feedback from passengers with disabilities to improve staff understanding and sensitivity. We also periodically refresh for all passenger-facing employees to reinforce accessibility best practices and compliance with ATPRR requirements.

China Airlines will continue to review and improve our service delivery models to better meet the needs of passengers with disabilities, ensuring that accessibility remains a core element in every aspect of our operations.

## **6. Transportation**

To support accessible travel and reduce transportation barriers, China Airlines maintain service agreements with our contracted airport ground handling agencies to deliver essential mobility assistance, including wheelchair and electric cart services for passengers with reduced mobility. Upon request, our trained ground staff also provide guided escort services for passengers who are blind, have low vision, are deaf, or have hearing disabilities—from the check-in counter to the aircraft.

China Airlines currently implements the following accessibility measures for passengers with disabilities during transportation:

- Passengers with disabilities are granted boarding priority and assisted disembarkation following all other passengers, allowing for personalized and unrushed support.
- Cabin crew are trained to assist passengers with disabilities during boarding, deplaning, and throughout the flight, ensuring their comfort and safety.

- Passengers who use wheelchairs may bring a manual wheelchair into the cabin, and each aircraft is equipped with a collapsible on-board wheelchair for in-flight mobility.
- Dedicated cabin wheelchairs are regularly inspected and maintained to ensure readiness and safety for in-flight use.
- Mobility aids, such as walkers or wheelchairs, are handled with priority and care by China Airlines to ensure their safe transport.
  - a. Selected aircraft offers designated priority stowage space for one personnel, walker or non-battery-powered wheelchair, provided it is collapsible or can be manually folded and does not exceed the dimensions of 13 inch x 36 inch x 42 inch, without requiring disassembly or wheel removal.
  - b. Passengers who wish to utilize this onboard stowage option are required to present their walker or wheelchair during the pre-boarding process to ensure proper handling and accommodation
- China Airlines ensures the timely return of passengers' mobility aids and assistive devices at the gate or aircraft door whenever possible, unless otherwise requested.

### **Transportation of Service Animals**

China Airlines permits service animals to accompany passengers with disabilities in the aircraft cabin, and applies the following practices to ensure respectful and equitable transportation:

- Transportation cannot be denied based on the service animal's breed or type, nor based on potential offense or annoyance to crew or other passengers.
- On a flight segment, China Airlines may, as a condition of permitting a service animal to travel in the cabin, require the passenger using the service animal to provide documentation confirming that the animal has been individually trained by an organization or person specializing in service dog training to perform a task to assist the person with a disability with a need related to their disability.
- Service animals must remain harnessed, leashed, tethered, or secured in a kennel at all times while at the airport or on board.
- The service animal must be able to fit on the passenger's lap or within their foot space of the passenger (handler). If this is not possible, the passenger may be required to purchase an additional seat.
- If the service animal cannot be accommodated at the passenger's assigned seat, China Airlines will offer the option to relocate to another available seat where the animal can be safely accommodated.
- Service animals are permitted to accompany the passenger with disability in any seat, unless the animal obstructs an aisle or other area that must remain unobstructed in order to facilitate an emergency evacuation.
- In principle, passenger with service animals will be assigned either in bulkhead seat or in other seats with greater legroom space and preferably a seat with a movable aisle armrest for convenience.

China Airlines will continue to evaluate and strengthen transportation-related accessibility services to ensure alignment with ATPRR standards and to uphold the dignity, independence, and safety of all travellers.

## **7. Built Environment**

China Airlines is committed to providing a barrier-free travel experience and recognizes that an accessible built environment is foundational to ensuring dignity, comfort, and independence for passengers with disabilities. We ensure passengers with disabilities receive timely, accessible, and equitable access to all essential information at the airport, in accordance with the Accessible Transportation Planning and Reporting Regulations (ATPRR).

Our aircraft and associated facilities are designed or adapted to remove physical barriers where feasible. We provide accessible features onboard and in the airport environment to support the mobility, safety, and autonomy of travellers with disabilities.

### **Airport Accessibility Features**

China Airlines recognizes that passengers with visual or hearing disabilities, or are accompanied by service animals may require information in alternative formats or accessible methods. We ensure that our communication practices meet these needs.

Passengers who self-identify as requiring assistance due to a disability are provided prompt access to the same

information available to the general public, including but not limited to:

- Flight safety procedures
- Ticketing and fare-related information
- Flight check-in, gate assignments, and boarding updates
- Flight delays, schedule changes, and cancellations
- Baggage check-in procedures and claim information
- Volunteer solicitations on oversold flights
- Aircraft substitutions or equipment changes
- Connecting flight details and terminal transfer information
- Individuals being paged by China Airlines personnel
- Emergency situations or evacuation instructions

### **Airport Kiosks and Counter Services**

China Airlines ensures that passengers with disabilities have equitable access to all check-in and boarding services at the airport. We are committed to providing accessible self-service technology and alternative support where required.

If a self-service kiosk for check-in, baggage tag printing, or boarding pass issuance is not accessible or usable due to a passenger's disability, our trained airport ground staff will provide prompt in-person assistance. This support is available either directly at the kiosk or at a nearby staffed check-in counter.

### **Assistance at the Airport**

Upon check-in, China Airlines trained personnel will provide assistance with the following services:

- Navigating the check-in process at counters or kiosks

- Handling and checking baggage and carry-on items
- Guidance to and from the security screening checkpoint
- Assisting between boarding gates during flight transfers
- Boarding and deplaning support
- Assistance to and from baggage claim areas
- Guidance to and from restrooms and accessible facilities
- Escort to and from animal relief areas for passengers travelling with service animals
- Support with ground wheelchairs, motorized carts, boarding wheelchairs (aisle chairs), and onboard wheelchairs. A designated area with assigned ground personnel is in place to provide on-site support.

All ground handling service agents undergo accessibility training to ensure that assistance is delivered safely, respectfully, and in a manner that supports the independence and preferences of each traveler.

### **Aircraft Accessibility Features**

China Airlines' aircraft are equipped with accessibility features and services designed to reduce barriers throughout the journey, including:

- Lavatory Accessibility
  - Onboard lavatories are fitted with accessible components to accommodate passengers with reduced mobility or manual impairments. These features include service bells, handrails, and no-skid floors.
- Onboard Wheelchairs

- For aircraft configured with more than 60 passenger seats, China Airlines provides an onboard wheelchair upon request, regardless of whether a fully accessible lavatory is available on that flight.
  - When an onboard wheelchair is available, China Airlines will provide assistance to passengers in using the device to access and return from the lavatory during the flight.
- Movable Aisle Armrests
  - Movable aisle armrests are available in designated seating rows to facilitate easier boarding and seat transfers for passengers who use aisle chairs or have difficulty crossing over fixed armrests.

## **Seating**

- Movable Aisle Armrests
  - For passengers who use an onboard aisle chair to board the aircraft or who are accompanied by someone requiring transfer assistance, seats with movable aisle armrests are made available to facilitate safe and dignified boarding and seating transitions.
- Passengers Travelling with Service Animals
  - For safety reasons, passengers travelling with a service animal will not be assigned seats in exit rows or in locations where the service animal may obstruct the aisle or emergency evacuation routes.
  - Passengers accompanied by a service animal will be assigned with a bulkhead seat or an alternative seating arrangement that provides sufficient floor space. China Airlines accommodates such requests



based on availability and in alignment with the animal's size and the passenger's comfort and safety.

- Passengers with Fused or Immobilized Legs
  - For passengers with fused or immobilized legs, China Airlines offers priority seating in the bulkhead row or other locations that provide extended legroom (e.g., select aisle seats) to allow for additional mobility space and comfort during flight.

To promote transparency and ensure ease of access to information, China Airlines provides detailed accessibility information through dedicated sections on our official website. These webpages outline the accommodations available to passengers with disabilities, including how to request specific support services. While accessibility content was previously consolidated into a single section, it has since been reorganized into distinct, user-friendly pages for improved clarity and navigation.

[Airport and In-Fight Assistance / Mobility Aids / Visually Impaired Passenger Service Page](#)

[Service Dog Assistance Page](#)

China Airlines remains committed to continuously enhancing accessibility within the built environments in which we operate. We will continue to engage with Vancouver Airport Authority and service partners to identify and implement improvements that support inclusive, barrier-free travel experiences for all passengers.

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

China Airlines is subject to the applicable sections of Part 2, “Service Requirements Applicable to Carriers”, of the *Accessible Transportation for Persons with Disabilities Regulations* (SOR/2019-244). In compliance with the CTA’s regulatory framework, we continue to uphold and expand our accessibility commitments to ensure safe, dignified, and inclusive travel experiences for all passengers.

### **Policy Statement:**

China Airlines continues to uphold its commitment to providing accessible services and facilities to individuals with disabilities in accordance with the CTA accessibility-related regulations. Our policy ensures equal opportunities for all individuals to participate in our programs, use our services, and access our facilities.

### **Legal and Regulatory Framework:**

We remain vigilant in adhering to the CTA accessibility-related regulations and staying informed about any amendments or updates. Our efforts focus on meeting or exceeding the requirements outlined in these regulations to ensure compliance across all aspects of our operations.

### **Accessibility Goals and Objectives:**

Progress has been made towards achieving our accessibility goals and objectives. We continue to prioritize the removal of physical, communication, and digital barriers to enhance accessibility for all individuals. Our efforts are aligned with the CTA regulations, aiming to provide equal access to transportation services, ensure accessible facilities, and promote inclusive communication practices.

### **Roles and Responsibilities:**

Clear roles and responsibilities have been assigned to individuals overseeing the implementation of our accessibility plan. All employees are actively engaged in contributing to the success of our accessibility initiatives.

### **Communication and Training:**

We have effectively communicated our accessibility commitments, policies, and procedures to employees, customers, and the public. Training programs have been conducted to educate employees about disability awareness, inclusive customer service, and the use of assistive technologies. Our communication channels and materials, including our website and [customer support services](#), are accessible to all.

### **Monitoring and Continuous Improvement:**

A robust monitoring system has been established to track the implementation and effectiveness of our accessibility

initiatives. Regular audits, evaluations, and customer feedback assessments are conducted to assess compliance and identify areas for improvement. We actively seek feedback from individuals with disabilities and customers to enhance our accessibility features and services. Our commitment to continuous improvement drives us to review industry best practices, technological advancements, and customer needs to adapt our accessibility plan accordingly.

## **9. Feedback Information**

China Airlines views feedback on accessibility as essential to enhancing the travel experience for all passengers. We are dedicated to ensuring that every comment, concern, or suggestion is handled with care, and responded to in a respectful, timely, and accessible manner.

Each submission is carefully reviewed, and we acknowledge receipt using the same communication channel in which it was received—unless the feedback is submitted anonymously. For feedback received through our online form, acknowledgments are sent via email.

When an alternate format is requested, we provide our response in that format to ensure the communication is accessible to the individual. If the feedback concerns matter beyond China Airlines' responsibility, we will respond in a timely and respectful manner to individual that China Airlines is not the appropriate contact.

## **10. Consultations**

China Airlines remains committed to advancing accessibility through meaningful consultation and engagement with subject matter experts and external organizations. We recognize that consultation is a vital component in identifying and removing barriers, ensuring our services remain inclusive, and meeting the diverse needs of persons with disabilities.

Following our prior engagements in 2023 and 2024 with respected accessibility consultants—including the Rick Hansen Foundation and Universal Access Design—China Airlines continues to prioritize outreach and expert input as we refine and implement our accessibility strategies.

In 2025, China Airlines is committed to further consult with accessibility professionals and organizations to support the continued development and improvement of our Accessibility Plan and Progress Report. These efforts are intended to inform both our policies and employee training programs, helping to ensure alignment with the Accessible Transportation Planning and Reporting Regulations (ATPRR) and other applicable accessibility standards.

These consultation efforts will further strengthen our commitment to accessibility by integrating informed perspectives into our operational planning. In 2025, we will continue to consult with Stan Leyenhorst of Universal Access Design, whose expertise has been instrumental in shaping our past training and accessibility initiatives. We remain

dedicated to delivering a barrier-free travel experience and will actively seek constructive feedback from individuals with lived experience, advocacy organizations, and accessibility specialists throughout the year.