



Air New Zealand Accessibility Plan

Table of Contents

Air New Zealand Accessibility Plan	1
General.....	2
Feedback Process.....	3
Information and Communication Technologies (ICT)	4
Communication, other than ICT.....	7
Procurement of goods, services and facilities	8
Design and Delivery of Programs and Services.....	9
Transportation	10
Built Environment	11
Provisions of CTA accessibility-related regulations	12
Consultations	13

General

Air New Zealand is working to ensure that meeting accessibility needs of our customers are always taken into consideration when we design, build and deliver our products and services.

We do this to ensure superior service standards for passengers with disabilities across the entire Air New Zealand network:

Our training ensures we consistently provide all customers with disabilities travelling on our network, with efficient and dignified service.

In doing this, our customers are critical in testing our solutions and providing feedback.

We recognise the importance of our role in the carriage of all customers, including those with disabilities.

We understand that the carriage of people with disabilities can present unique challenges for both customers and staff. As a result, we will make every effort to provide a consistently safe and dignified travel experience through:

- Training our staff to be competent in assisting customers with disabilities, including the use of specialised handling equipment
- Availability of booking services that identify and capture the specific requirements of customers, so we can ensure they are implemented throughout the customer journey
- Airport and aircraft environments that facilitate appropriate levels of access

You are entitled to certain accommodations and services under the *"Accessible Transportation for Persons with Disabilities Regulations"* For more information on what these are please click on this link to find out more (SOR/2019-244).

We also have a dedicated team of specialists to assist those customers with disabilities, who may require medical clearance and those who have additional specific requirements such as a fear of flying and to offer advice where needed.

For further information on how you can ensure your trip is comfortable and hassle-free refer to the Special assistance section of our website. Or call our friendly team on +649 255 7757 or email specialhandling@airnz.co.nz.

Feedback Process

Designated person

Below are the names and details of Air New Zealand's designated person and team that receive feedback on behalf of the Airline.

- Atishma Kumar – Senior Policy and Recovery Manager
- Team managing on her behalf – Customer Relations

Providing Feedback

Below are the details of how the public can provide feedback, request an alternate format of our accessibility plan or request an alternate format of the description of our feedback process. We will acknowledge your feedback in the same manner it was received. You may also submit anonymous feedback.

Online Form:

[Air New Zealand Feedback Form](#)

[Air New Zealand Anonymous Feedback Form](#)

Email:

Flightcomment@airnz.co.nz

Phone:

+64 9 366 2929

Mail:

Air New Zealand Customer Relations
Private Bag 92007
Auckland, 1142
New Zealand

Information and Communication Technologies (ICT)

Air New Zealand is committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability.

We are actively working to increase accessibility and usability of our website and in doing so we endeavour to comply with level Double-A of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0. Currently core travel information and services pages meet this standard.

The W3C guidelines explain how to make web content more accessible. We have performed testing with JAWS 16 and NVDA running on Internet Explorer 11. Older screen readers and versions of JAWS, and JAWS running on other browsers might not work as designed. In the meantime, should customers experience any difficulty in accessing the site, they can contact us toll free (from within USA): 1-800-262-1234

For TTY Relay Callers, see our TTY Relay Callers instructions for further detail on this service or email us: flightcomment@airnz.co.nz

For announcements made in the terminal at Vancouver for example, we are unable to make public announcements at the check in area of the terminal. In case of a departure delay or disruption, the information would be posted on the large FIDS screen over the check in area.

Notifications are also sent to passengers by SMS and/or email. Connection updates are also made by SMS /email.

Announcements will be made at the gate explaining the nature and duration of any departure delays or disruptions. The GIDS will also reflect any delay with the new departure time being posted to those screens.

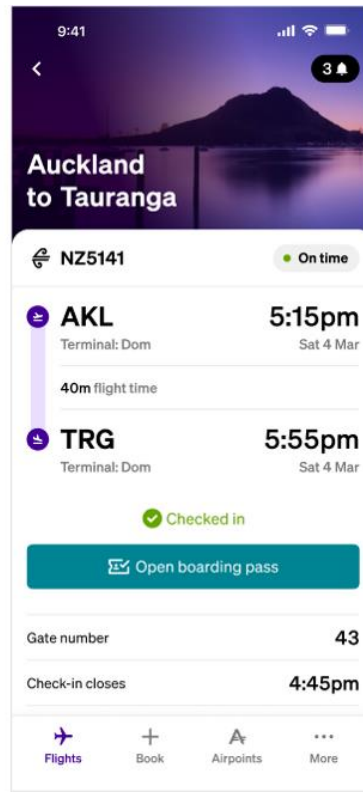
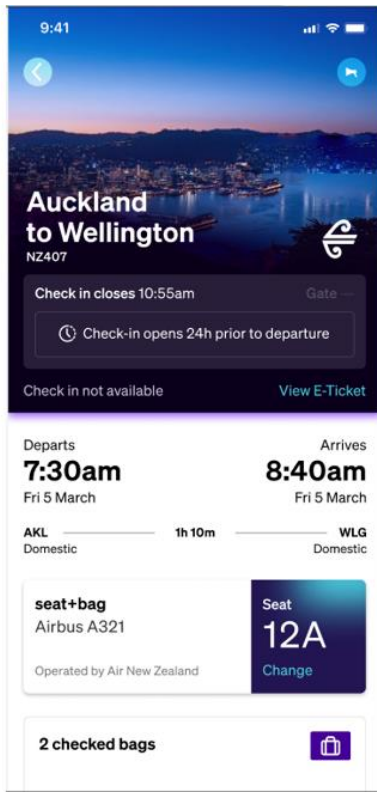
When making changes and designing new features we have a principle that we keep at the forefront of our mind to recognise our responsibility to all users and their diverse set of needs and preferences. Within this we are working to ensure the Air NZ customer app is accessible by default, by this I mean all new features and changes are thoroughly tested with users and the standards we must adhere to.

We are continuously looking for ways to improve accessibility in the app the remove any ICT barriers within existing features.

From a UI design perspective, we have standards that we need to meet and often look to exceed in order to ensure the app is as user friendly for all our customers.

A recent example of this in action is changes we've made to the Flight Details screen.

- The new design takes into consideration user devices with the larger font sizes turned on in their settings
- Removed text from the hero image to reduce clattering.
- Font sizes have been increased.
- Text colours and contrasts have been adjusted to ensure the app is more accessible e.g. no longer using teal text over dark background



We have a design system called Unison, which holds a collection of components and design principles for consistent design across all channels. Within Unison, the Digital Design chapter have clear accessibility principles - these mainly cover visual accessibility (colour, font size, screen reading etc) as opposed to copy/content.

Accessibility Goal	Business Owner	Review Date
<p>With new design approaches and simplifying the website we hope to make the website more user friendly to all our customers.</p> <p>Whilst Air New Zealand strives to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website.</p> <p>We continue to work to bring all areas of the site up to the same level of overall web accessibility</p>	<p>In terms of our mobile application, we have two agile squads in our Customer Touchpoints Tribe maintaining and developing new features for the Air NZ mobile app.</p>	<p>June 2024</p>
<p>We have the commitment to achieve WCAG AA across all products (global standards)</p> <p>Below are the principles and guidelines, and when products are in development, teams will have certain tools in place to ensure that implementation is accessible and meets standards.</p> <p>Operable <i>Keyboard</i> Everything must be able to be accessed using the keyboard alone, without relying on touch or a mouse.</p> <p><i>Navigable</i></p>	<p>Product Management Team</p>	<p>Ongoing</p>

Page content must be well-structured with appropriate headings and labels.
The destination or purpose of a link must be clear from its text or surrounding context.
When using keyboard navigation, focus must always be clearly visible and move from element to element in a sensible order.

Understandable

Predictable

Components must work how people expect them to. The WAI-ARIA Authoring Practices provide useful information on how to build custom components that follow best practices and are accessible.

Input assistance

Form fields must be clearly labelled with hints where necessary. Input errors must be clearly described with field errors.

Robust

Compatible

All pages must pass accessibility validation, e.g. using Lighthouse.

Perceivable

Adaptable

Everything can be accessed via screen readers, such as NVDA.

Distinguishable

Text must have a strong colour contrast with its background. Use the Unison colour combinations documented in colour in use.

Colour alone must not be used as the only means of conveying information. Always include a text description and consider including icons.

Communication, other than ICT

At Air New Zealand we understand how important communication is throughout the Customer journey, which starts before a flight is even booked. Airports are busy places, full of people moving between areas to make flights, meet arrivals or do business. Moving about the airport can be difficult for customers with disabilities. To provide outstanding service to all customers we sometimes need to provide service above and beyond the norm.

We understand that not all disabilities are easily seen, and any customer we meet or speak to may require some level of additional assistance. All employees representing Air New Zealand must provide exceptional service to every customer.

All our staff that have involvement with customers have yearly disability training which includes how to address our customers in a respectful manner and what interactions are appropriate to assist a customer with a disability.

A big part of training for our customer facing roles such as our staff that work on the ground at the Airports and our team in the skies, includes how we can best communicate with customers that may have a disability.

We take pride in ensuring we always;

- Take the time to understand the nature of a passenger’s disability and how they wish for us to assist and communicate with them.
- If they have an assistive device and/or need assistance with hearing or seeing
- Understanding if information has been added to their booking that identifies the nature of their disability.
- What services we can offer that best match the nature of their disability

Although usually only required in a crew and ground staff role, all our customer teams are trained to understand the full journey for a passenger with a disability, including what assistive devices are available on the ground and onboard the aircraft, such as use of an eagle lift device. Training covers a wide range of topics from passengers with allergies, to vision impaired passengers who we explain what food has been served to them

Accessibility Goal	Business Owner	Review Date
Including hidden disabilities as part of all customer facing training. We are an airline that recognises the Sunflower Lanyard scheme for passengers that may need some extra assistance during their journey.	Enable Network	December 2023
Communications plan(s) to include accessibility considerations	Enable Network	December 2023
There are some limitations with Aircraft providers – for example we have investigated the ability to have braille seat numbers, however Boeing and Airbus do not offer this. There are some barriers at an Aircraft level that are outside of our control. We have 6 crew within our team who can communicate in NZSL and this is identifiable on their name badge. Cabin crew provide individual safety briefings and information about onboard facilities, amenities etc to passengers who are either low vision/blind, and deaf. We don't have large format print or braille safety cards; however this is an area we acknowledge we can improve on.	Enable Network	June 2024

Procurement of goods, services and facilities

Air New Zealand is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is taken into consideration during our procurement process.

Identified barriers

We don't currently have specific evaluation criteria for accessibility – our sourcing evaluation criteria is flexible and fit for purpose.

Accessibility Goal	Business Owner	Review Date
For each relevant sourcing project, where there is a requirement to evaluate goods and services that will be used by, or to assist, persons with disabilities, we include direct requirement statements to address these needs, and these requirements are evaluated	Procurement and Supply Chain	Ongoing
We consider end user testing of products and services as part of the evaluation process and/ or a user-centred design and development process – both of which would include accessibility criteria. Where we don't have the expertise, we may also engage the help of an independent accessibility expert to provide assistance in our evaluations.	Procurement and Supply Chain	Ongoing
Incorporate an accessibility lens into our procurement strategy. We currently have an ethical sourcing strategy where we only buy from ethical countries and companies.	Procurement and Supply Chain	May 2026

Design and Delivery of Programs and Services

At Air New Zealand, Safety in Design is essential when delivering programs and services.

Identified barriers

There has been a lack of consideration on processes or in infrastructure at our main Auckland hub.

Therefore, we need in all planning that the Special Assistance Journey and those whom identify as having disabilities are catered for and all considerations given throughout their journey.

Accessibility Goal	Business Owner	Review Date
We are currently working on a for Auckland Airport Development, and it is something we are strongly advocating for in the project	Airport Operations and Strategic Well-being	

Transportation

At Air New Zealand we offer transportation outside of our flights to customers, with third parties. These include transport bookings in New Zealand to help customers get to and from the airport such as rental cars, taxis and shuttles.

From a disrupt perspective, our Airport Team works with our disrupt accommodation provider to secure an accessible room as well as suitable accessible transport to and from the accommodation.

Identified barriers

Accessibility Goal	Business Owner	Review Date
Whilst we do not implement anything for barrier removal in any of our partnership agreements, this is due to most online booking platforms through the third party not offering the option. We'd like to engage more with third parties to display this information during the booking process.	Travel Products Squad	Ongoing
Whilst there are accessible transfer and rental car options at Vancouver, they are not bookable via us and the traveller would have to proactively source that before or on arrival. We'd like to look into more offshore options to look at accessibility to and from the airport as part of the Customer Journey.	Travel Products Squad	June 2026

Built Environment

As an airline when creating new environments within our control, always do so with an accessible lens, however we're dictated to by Boeing and Airbus for what they offer in terms of accessibility of the Aircraft interior. We choose from a catalogue selection; however, it is always at the forefront of our choices that what we select for an aircraft needs to be accessible. We always make sure our international aircraft meet DOT requirements for accessibility (which includes the aircraft that operate to and from Vancouver)

We have minimal control over the airport-built environment. Whilst we play a small part in the built environment, we do however endeavour to make our check-in, boarding and disembarking processes as accessible as possible.

Accessibility Goal	Business Owner	Review Date
Air NZ Building Design Playbook - Demonstrate we have engaged with accessibility experts for i.e. building move	Enable Network	December 2023

Provisions of CTA accessibility-related regulations

CTA Provision	Overview	Air New Zealand compliance
Communication of Information to Persons with Disabilities		
Personnel Training for the Assistance of Persons with Disabilities	<i>A transportation service provider must ensure that members of personnel receive the training that is required under sections 16 to 19.</i>	
Advance Notice	<i>If a person with a disability makes a request for a service set out in this Part at least 48 hours before the scheduled time of departure, the carrier must provide the service.</i>	
Medical Certificates and Other Information and Documents		
Assistance for Persons with Disabilities		
Transportation of Mobility Aids and Other Assistive Devices		
Transportation of Support Persons		
Transportation of Service Dogs		
Additional Passenger Seat		
Allergy Buffer Zone		
Communication of Information		
Procedures Applicable to Requests for Services		
Refusal of Transportation		
Damaged, Destroyed or Lost Mobility Aids		

Consultations

In preparation of our accessibility plan, we have consulted with multiple organisations such as Tourette's New Zealand, National Foundation for Deaf & Hard of Hearing, Deaf Aotearoa, Blind and Low Vision Org, Sunflower Lanyards (Hidden Disabilities), New Zealand Dyslexia Foundation and New Zealand ADHD.

The accessibility plan has been reviewed by our Enable network who is our advisory committee. This is Air New Zealand's disability employee network that also advocates for customers to make air travel more accessible, and they work closely with the organisations named above.

The Enable Network has also played a huge part in gaining Air New Zealand's Accessibility Tick.

We are currently working on accessibility plans for disability inclusion in other areas of our business and New Zealand.

When establishing new products and programmes we always engage with the disability community.

We'd also like to acknowledge:

- The Auckland (Otago) Spinal Unit for the development of the transfer techniques used and specialist advice on handling passengers with spinal issues/injuries.
- The Disability Resource Centre Auckland for consultancy on equipment and transfer techniques.
- Air New Zealand Safety and Employee Wellbeing Group for providing ergonomic and specialist advice on equipment design, and development of transfer techniques and training.
- Melrose Kiwi Concept Chairs for the design and manufacture of a new generation onboard aisle chair. This chair has been designed and built by paraplegics who are frequent airline travelers and world leaders in the design and manufacture of specialty (e.g. tailor-made and sporting) wheelchairs.