



Air New Zealand
Accessibility Action Plan
Progress Report

June 2024

Contents

CONTENTS	2
GENERAL	3
Designated person	3
Providing Feedback	3
INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)	4
COMMUNICATION, OTHER THAN ICT	5
PROCUREMENT OF GOODS, SERVICES, AND FACILITIES	7
DESIGN AND DELIVERY OF PROGRAMMES AND SERVICES	8
TRANSPORTATION	8
BUILT ENVIRONMENT	9
PROVISIONS OF CTA ACCESSIBILITY RELATED REGULATIONS	10
FEEDBACK INFORMATION	18
CONSULTATIONS	19

General

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.

- Matt McDonald – Customer Policy Manager
- Team managing on their 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 progress report, and request an alternate format of the description of our feedback process.

- Address: Air New Zealand Customer Relations, Private Bag 92007, Auckland 1142, New Zealand
- Telephone number: 1866 351 9528
- [**Air New Zealand Feedback Form**](#)
- [**Air New Zealand Anonymous Feedback Form**](#)

Information and communication technologies (ICT)

Accessibility Goal	Progress Report	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>	<ul style="list-style-type: none"> • We have conducted usability and accessibility testing of changes to our Unison Design System, to improve colour contrast ratios across our digital touchpoints. • We have held Accessibility training with designers and Front-end Software Engineers to improve our digital touchpoints' compliance. 	<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</p> <p><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> - 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.</p> <p>When using keyboard navigation, focus must always be clearly visible and move from element to element in a sensible order.</p> <p>Understandable</p> <p><i>Predictable</i> - 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.</p>	<ul style="list-style-type: none"> • We have plans to conduct a full Accessibility Audit of our digital booking and service touchpoints over the next year to confirm compliance with Web Content Accessibility Guidelines (WCAG). • Air New Zealand has been updating and improving our website information for customers with accessibility needs and we continue work to improve this. • We are looking at the options around creating a specific squad of people to develop a comprehensive airline accessibility strategy which would include all digital touchpoints. • We are working on the development of our check-in kiosks to ensure the contrast and text size is appropriate for customers who have low vision or other visual impairments. • We have conducted recent testing with people who have dyslexia, autism and down syndrome to understand how easy our existing journeys are to 	<p>Ongoing</p>

<p><i>Input assistance</i> - Form fields must be clearly labelled with hints where necessary. Input errors must be clearly described with field errors.</p> <p>Robust</p> <p><i>Compatible</i> - All pages must pass accessibility validation, e.g. using Lighthouse.</p> <p>Perceivable</p> <p><i>Adaptable</i> - Everything can be accessed via screen readers, such as NVDA.</p> <p><i>Distinguishable</i> - Text must have a strong colour contrast with its background. Use the Unison colour combinations documented in colour in use.</p> <p>Colour alone must not be used as the only means of conveying information. Always include a text description and consider including icons.</p>	<p>understand and incorporate feedback into improvements. This includes contrast animated illustrations.</p> <p>We are working on an audio accessible ADA check in journey for our airport kiosks. This will commence at targeted airports before being rolled out at other airports which have ADA accessible keypads. This functionality will also be a key requirement when selecting future kiosk hardware.</p>	
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Communication, Other than ICT

Accessibility Goal	Progress Report	Review Date
<p>Including hidden disabilities as part of all customers facing training. We are an airline that recognises the Sunflower Lanyard scheme for passengers that may need some extra assistance during their journey.</p>	<ul style="list-style-type: none"> Air New Zealand provides basic New Zealand Sign Language (NZSL) Supporters training to all airport staff and cabin crew. We recognise the Sunflower lanyard and provide training for this. An event for Global Accessibility Awareness Day on May 16th was held to further promote awareness of the Sunflower Lanyard to all staff. 	<p>December 2024</p>
<p>Communications plan(s) to include accessibility considerations</p>	<ul style="list-style-type: none"> Air New Zealand is working on a new communication strategy and accessible communications will be considered as part of this. 	<p>June 2025</p>

<p>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.</p> <p>We have 6 crew within our team who can communicate in NZSL and this is identifiable on their name badge.</p> <p>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'd like to investigate.</p>	<ul style="list-style-type: none"> • We are constantly reviewing aircraft options and are involved in working groups with major aircraft equipment manufactures on accessible options as part of new aircraft deliveries and cabin retrofits. • Air New Zealand as part of the New Zealand Disability employers network continue to develop plans to improve accessibility for employees and customers. • Cabin crew continue to provide individual safety briefings and information about onboard facilities and amenities to customers who are either low vision/blind, and deaf when customer has indicated they have an accessibility need. • Air New Zealand operated a specific individual flight where cabin crew used New Zealand Sign Language (NZSL) to communicate with passengers, including signing the in-flight announcements and onboard service offerings. Customers were encouraged to give NZSL a go, with illustration cards featuring signs for popular inflight items like, “water” and “Cookie” were placed on seats. 	<p>June 2025</p>
<p>Review our policy for customers travelling with Service Dogs in the aircraft cabin.</p>	<ul style="list-style-type: none"> • We have engaged externally with ‘Assistance Dogs New Zealand’ to gain insight from a customer and organisation perspective around the content to include in this policy. We have also been provided feedback around our current services and processes. 	<p>Dec 2024</p> <p>Jun 2025</p>

<p>Review our disability safety harness processes and information.</p>	<ul style="list-style-type: none"> We are conducting a review of the disability safety harnesses we permit in the aircraft cabin. The aim is to enable travel wherever possible, but still ensure this equipment can be used safely onboard, especially with the introduction of new cabin interiors to our fleet. 	
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Procurement of goods, services, and facilities

Accessibility Goal	Progress Report	Review Date
<p>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</p>	<ul style="list-style-type: none"> Air NZ continue to develop a Supply Chain strategy for Accessibility requirements. 	<p>Ongoing</p>
<p>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.</p>	<ul style="list-style-type: none"> Air NZ has developed new Inflight Entertainment (IFE) for use on our new and retrofit 787 aircraft. As part of this, end user testing for the accessible mode of this IFE was tested with Deaf Aotearoa, Blind and Low Vision New Zealand and Autism NZ. Air New Zealand's Enable Network provides Subject Matter Expert advice for development of new products and will engage with industry experts or people with lived experience as required to provide feedback. 	<p>Ongoing</p>

<p>Incorporate an accessibility lens into our procurement strategy. We currently have an ethical sourcing strategy where we only buy from ethical countries and companies.</p>	<ul style="list-style-type: none"> • Air New Zealand’s Enable Network provides Subject Matter Expert feedback and advocacy for Air NZ sourcing. • Air New Zealand has provided Flourish Cafe a space within our head office to operate their business. Flourish operates a training cafe for people with intellectual disabilities. 	<p>Ongoing</p>
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Design and Delivery of programmes and services

Accessibility Goal	Progress Report	Review Date
<p>We are currently working on an accessibility plan for Auckland Airports development, and it is something we are strongly advocating for in the project</p>	<ul style="list-style-type: none"> • Air New Zealand has developed Accessibility guidelines for Properties projects and any new Air NZ development is checked against these guidelines. 	<p>Ongoing</p>

Transportation

Accessibility Goal	Progress Report	Review Date
<p>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.</p>	<p>We continue to look at options as part of our ongoing work in this area.</p>	<p>Ongoing</p>

<p>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.</p>	<p>We will continue to look at options around this offering.</p>	<p>June 2026</p>
<p>Continue to work with our third parties, such as our disrupt accommodation providers, to ensure accessibility is always considered during disrupt situations.</p>	<p>A good line of communication has been developed with our disrupt accommodation providers via a chat function whereby we can specify accessibility needs for individual customers.</p> <p>Airports also ensure road transportation is accessibility enabled</p>	<p>Ongoing</p>

Built Environment

Accessibility Goal	Progress Report	Review Date
<p>Ensure we consider accessibility requirements with Air New Zealand property and infrastructure developments.</p>	<ul style="list-style-type: none"> While we continue to review this goal, the timeframe to deliver this piece of work has been extended. We are committed to engage with accessibility experts when needed. 	<p>June 2026</p>

Provisions of CTA accessibility related regulations

Air New Zealand is subject to Part 2 of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244)

CTA Provision	Overview	Air New Zealand Compliance
<p>Communication of Information to Persons with Disabilities</p>	<p><i>Communications is provided in formats and languages that disabled people can access independently, without relying on other people, and is compatible with assistive technology, such as computer screen readers.</i></p>	<ul style="list-style-type: none"> • TTY service is available for deaf / hearing impaired customers via NZ Relay on 0800 4 711 711 • Low energy Bluetooth radio equipped hearing aids are permitted for use during entire journey. • Air New Zealand Domestic and Regional Airports and Airline staff are aware of the Sunflower Lanyard and are encouraged to recognise customers with hidden disabilities.
<p>Personnel Training for the Assistance of Persons with Disabilities</p>	<p><i>A transportation service provider must ensure that members of personnel receive the training that is required under sections 16 to 19.</i></p>	<ul style="list-style-type: none"> • Staff are trained in the use of assistive devices like the Eagle Lift and DPL (Disabled Passenger Lift), slings, Aisle/Wheelchair, Forklift etc. • Staff are also trained to perform safe transfer techniques using specialised equipment like Banana boards. • We also offer classroom training for customer facing staff dealing with CTA regulations every 3 years. All customer facing staff complete a yearly online module that requires a pass rate to complete the module.
<p>Advance Notice</p>	<p><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></p>	<ul style="list-style-type: none"> • Advance notice of travel is not required except in cases where medical oxygen is required (AVIA or Portable oxygen bottles), stretcher service, medical devices carried onboard that require pre-approval for safety reasons (CPAP, POC, Insulin pumps, Nebulisers etc,) or Service animals travelling in the cabin. Medical clearance is required in most cases. The customer and their medical doctor are required to fill in our medical forms (MEDA Forms) and submit them to our team of Aviation-trained Doctors for a determination. • Our Airport teams will do their best to accommodate seating requests with leg room or seating next to toilets, moveable armrests etc, if available when a last-minute request is made. Note that EXIT row seating will always be unavailable to customers with disabilities due to safety requirements in an emergency.

<p>Medical Certificates and Other Information and Documents</p>	<p><i>If a person with a disability requests a service set out in this part (exceptions apply), a carrier may require that the person provide any information or documents, including a medical certificate, that are reasonably necessary to permit the carrier to assess the person’s request.</i></p> <p><i>A Carrier must make every reasonable effort to provide a service requested by a person with a disability even if the person does not provide any information or documents that are requested by the carrier.</i></p>	<ul style="list-style-type: none">• Medical certificate/fit to fly letter may be required by our Aviation doctors if the customer has undergone a recent surgery and is seeking to travel soon after.• Customers approved to carry liquid nutrition or liquid medical supplies in excess of 100ml for use during the flight will need to carry a doctor’s prescription in order to pass through Aviation Security (AVSEC).
<p>Assistance for Persons with Disabilities</p>	<p><i>Compliance with conditions for priority boarding, requirement to board and services to be provided on request</i></p>	<ul style="list-style-type: none">• Our Airport and Crew are able to identify customers needing assistance with Special Service Requests (SSRs) that can be added into the booking at the time of making the booking or by calling our Contact Centre. SSRs include,<ul style="list-style-type: none">➤ WCHR➤ MAAS➤ BLND➤ DEAF➤ PETC➤ LANG➤ DPNA• Our teams would appreciate advance notice for the above assistance categories. However, they will be able to assist our customers on the day except for wheelchairs with Lithium batteries in excess of 300Wh and Wheelchairs in excess of 200kgs.

<p>Transportation of Mobility Aids and Other Assistive Devices</p>	<p><i>Compliance with priority baggage where a carrier must, on the request of a person with a disability who needs a mobility aid during travel, accept the mobility aid for transport as priority baggage.</i></p> <p><i>Option to retain - The carrier must permit the person to retain their mobility aid until it becomes necessary to store it.</i></p> <p><i>Services - A carrier must provide the storage, disassembly assistance, returning the mobility aid without delay to a person with a disability who uses a mobility aid</i></p>	<ul style="list-style-type: none"> • We will carry all Mobility aids and assistive devices like wheelchairs and mobility scooters up to a limit of two per person without charge. There may be size limitations depending on the kind of aircraft operating the sector. • One personal, foldable wheelchair can be stored on board 789 and 773 aircraft on a first come, first served basis. • Wheelchair assistance will be provided on both Departure and Arrival. Depending upon the arrival airport. Personal wheelchairs may be delivered up to the gate or collected at the Arrival Baggage belt.
<p>Transportation of Support Persons</p>	<p><i>Compliance with, on the request of a person with a disability, accept a support person for transport if, because of the nature of their disability, the person, after departure and before arrival, needs assistance with eating meals, taking medication, using the washroom; assistance with transferring to and from a passenger seat; assistance with orientation or communication; or physical assistance in the event of an emergency, including in the case of an evacuation or decompression.</i></p> <p><i>The carrier must provide a passenger seat for the support person that is adjacent to the passenger seat of the person with a disability.</i></p>	<ul style="list-style-type: none"> • Assistant must be 16 years or older. • Travelling safety assistants must purchase regular fares. • For reasons of safety, assistants are required to be seated in the same cabin as the passenger. • Airlines must not require that a customer with a disability travels with another person (safety assistant) unless they fall into one of the following categories whereby, they must notify us at least 48 hours prior to travel: <ul style="list-style-type: none"> • Customer travelling in a stretcher. • Customer whose mental disability does not allow them to comprehend or respond appropriately to safety instructions • Customer whose mobility impairment is so severe that they are unable to physically assist in their own evacuation of the aircraft. • Customer who has both severe hearing and severe vision impairments which does not allow them to establish some means of communication with the airline. <p>However, if a customer in any of the above categories (with the exception of travelling in a stretcher) believes they are capable of travelling independently, we must determine; if we agree with their assessment and allow them to travel alone, or if we disagree in which case a safety assistant is required. If Air New Zealand determines that a safety assistant is required, there must be no charge for the transportation of this assistant.</p>

<p>Transportation of Service Dogs</p>	<p><i>A carrier must, on the request of a person with a disability who needs to travel with a service dog, accept the service dog for transport and permit the animal to accompany the person on board</i></p>	<p>A service dog that has been individually trained and has current documentation from a regulatory compliant and recognised organisation may travel in the aircraft cabin when required to assist a person with a disability.</p>
<p>Additional Passenger Seat</p>	<p><i>On the request of a person with a disability who needs more than one passenger seat because of the nature of their disability, the carrier must provide to the person any passenger seat adjacent to their passenger seat that is needed by the person.</i></p>	<p>The airport will endeavour to keep the immediate next seat vacant by blocking it out for the customer’s safety and comfort. This is usually possible on a flight where there are unsold seats in the cabin.</p> <p>Discomfort to our other customers may occur if seated next to a customer with a disability who is encroaching on their space.</p> <p>The Airport Service Control team will ensure they are seated according to the following guidelines:</p> <ul style="list-style-type: none">• Allocate a seat that has a moveable armrest to which will help make the customers journey more comfortable.• Allocate a window seat wherever possible (not an emergency exit row)• Allocate seat in an area where we can block out the next seat with an ‘NS’ edit. <p>If we have not received an advance request for an adjacent seat to be blocked off and the flight has no vacant seats, we will transfer the customer to the next available flight at no cost.</p> <p>In all cases, we do not charge for the extra seat.</p>

<p>Allergy Buffer Zone</p>	<p><i>On the request of a person who has a disability due to a severe allergy, a carrier must ensure that a buffer zone is established around the passenger seat of the person to assist them in avoiding the risk of exposure to the allergen by taking the following measures:</i></p> <p><i>Providing the person with a passenger seat that is in a bank of seats other than the bank of seats in which the source of the allergen is located and other than the bank of seats facing that bank of seats; and notifying the passengers who are sitting in the same bank of seats as the person that a passenger with a severe allergy is present and informing them of the allergen.</i></p>	<p>Customers who have life threatening allergies / severe allergies need MEDA approval, subject to the customer carrying the appropriate medication in the cabin and being fully aware that Air New Zealand is unable to ensure an allergen-free environment on board the aircraft.</p> <p>As per Policy, Air New Zealand cannot offer specific allergen-free flights due to:</p> <ul style="list-style-type: none"> • An inability to provide a sterile environment in the cabin primarily due to the actions of other customers. e.g., there is no guarantee that other customers will not take food on board containing the allergen. • The impact upon the comfort and convenience of all other customers travelling. • The risk of cross-contamination or exposures to allergens at various airports. • Limited control over ingredients in catering supplied by third party companies. • The inconsistencies created for customers connecting to codeshare partner airlines who do not have an allergy-free policy. <p>In view of the above policy and to ensure clarity for all concerned, the following conditions will apply when requests are received for carriage of persons with significant allergies.</p> <ul style="list-style-type: none"> • No requests will be accepted for an allergen-free environment. This includes food and other substances to be encountered in an aircraft cabin including perfumes. • Customers who request an allergen-free environment but then decide to travel must be warned that no exceptional cabin cleaning can be undertaken. <p>We will permit customers to carry their own food on board, but we will advise that that food cannot be heated or stored in the onboard fridges due to health and safety and the risk of cross contamination. Customers are permitted to carry a cooler bag and the crew may be able to top this off with ice.</p> <p>We will also permit pre-boarding if the customer wants to self-clean the seats and the area around them.</p>
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Communication of Information

If a person with a disability identifies the nature of their disability when making a reservation with a carrier, the carrier must engage in a dialogue with the person for the purpose of identifying their needs in relation to their disability and the services offered by the carrier in relation to those needs.

If a person with a disability identifies the nature of their disability when making a reservation with a carrier, the carrier must before assigning a passenger seat or cabin to a person with a disability, inform the person of the passenger seats and cabins that are available in the class of service that the person has requested and that have equipment and facilities that best meet the accessibility needs of that person, such as a wheelchair-accessible washroom or a passenger seat that has additional leg room, a larger seat pitch or movable armrests; and in assigning a passenger seat or cabin to a person with a disability, take into account the person’s opinion with respect to which seats or cabins would best meet the accessibility needs of that person.

Mobility aids — maximum weight and dimensions - A carrier must publish in electronic format on its website, or in another format if it does not have a website, information about the maximum weight and dimensions of mobility aids that each make and model of its aircraft, trains, ferries or buses, as the case may be, is capable of transporting.

On-board announcements - A carrier must, on the request of a person with a disability, ensure that any public announcement that is made on board is made in

- CTA Disability SSR Confirmation - The CTA requires that all airlines travelling into and out of Canada provide disability travellers with a confirmation of any special service requests (SSRs) included in their booking.

It is important customers receive key information, are aware of their rights, and know where to turn to for assistance or recourse.

Regulations requires that customers are advised of their rights in a timely, clear and accessible manner in respect of:

- *Flight delays or cancellations (including tarmac delays)*
- *Denial of boarding and minimum compensation and standards of treatment*
- *Lost or damaged baggage*
- *Compensation to which the passenger may be entitled for the inconvenience.*

The Air NZ website, our Conditions of Carriage and electronic ticket receipts reflect this information.

	<p><i>an audio format or a visual format.</i></p>	
<p>Procedures Applicable to Requests for Services</p>	<p><i>If a carrier is required by this Part to provide a service to a person with a disability, the carrier must, without delay, indicate in the record of a person’s travel reservation the services that the carrier will provide to the person and include a written confirmation of the services in the itinerary that is issued to the person and, if a service is confirmed only after the itinerary is issued, the carrier must, without delay, provide a written confirmation of the service.</i></p> <p><i>Retention of electronic copies -- If, on the request of a carrier, a person with a disability provides the carrier with information, including personal health information, in relation to a request for a service referred to in this Part, the carrier must offer to retain an electronic copy of that information for a period of at least three years for the purpose of permitting the carrier to use that information if the person makes another request for a service.</i></p>	<p>CTA Disability SSR Confirmation - The CTA requires that all airlines travelling into and out of Canada provide disability travellers with a confirmation of any special service requests (SSRs) included in their booking.</p> <p>If a customer submits an Air New Zealand MEDA form for pre-clearance to travel, we will keep these signed declarations and MEDA forms with medical information on file for three years. Customers can choose to request for a ‘blanket approval’ for travel if their medical condition is stable. This will be at the discretion of our Aviation doctors. The period of approval ranges from 3 months to 6 months, after which the doctor may request for further information or new MEDA forms to be submitted. If the customer’s medical condition changes in any way during the pre-approval period, it is their responsibility to inform our Special Handling team and seek a new approval to travel.</p>
<p>Refusal of Transportation</p>	<p><i>It is prohibited for a carrier to refuse to transport a person with a disability unless the transportation of the person would impose an undue hardship on the carrier.</i></p>	<p>Air New Zealand will not deny boarding to a customer with a disability unless the denial is required for reasons of safety of the customer or in an uncontrollable disruption. Examples include if we have not been given sufficient notice of medical requirements for travel like stretchers or provision of medical oxygen, or customers with an intellectual disability who are unable to understand and follow safety instructions and are travelling without an escort.</p>

Damaged, Destroyed or Lost Mobility Aids

If the mobility aid of a person with a disability is not retained by the person during transport and it is damaged, destroyed or lost during transport, or is not made available to the person at the time of their arrival at their destination, the carrier must, without delay and at the carrier's own expense,

- *Provide a temporary replacement mobility aid that meets their needs in relation to their mobility and that they are permitted to use until their aid is returned, repaired, or replaced.*
- *Reimburse any expenses incurred because the mobility aid was damaged, destroyed or lost.*
- *In the case of a damaged mobility aid, arrange for repair and return without delay, or in the case the mobility aid cannot be repaired, replace with a model that has equivalent features and qualities and meets the persons needs or reimburse the full replacement cost of the mobility aid.*

If a person with a disability who uses a mobility aid makes a reservation with an air carrier for transportation on an international service, the air carrier must advise the person of the option to make a special declaration of interest, under Article 22(2) of the Montreal Convention or under Article 22(2) of the Warsaw Convention, that sets out the monetary value of the mobility aid and a description of its identifying features.

For making special declaration the air carrier must permit a person

If your mobility aid is lost or damaged, customers may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations.

In all cases Air New Zealand's liability to pay compensation in the case of destruction, loss of, damage is founded on the applicable law and in most cases is limited to 1288 SDR's per customer under the Montreal Convention.

with a disability to make the special declaration of interest at any time before the mobility aid is removed by the carrier for storage in the aircraft's baggage compartment.

Notice on website - An air carrier that operates an international service must publish in electronic format on its website, or in another format if it does not have a website, a notice for persons with disabilities who use mobility aids that informs them of the option to make a special declaration of interest under Article 22(2) of the Montreal Convention or under Article 22(2) of the Warsaw Convention.

Feedback Information

Air New Zealand has not received any feedback or requests for copies of our Accessibility Plan since it was published on our website in May 2023.

We do continue to offer options of providing in person or anonymous feedback via our webform.

We do have measures in place to review and record any feedback which is provided to us regarding our accessibility plan.

Consultations

As we progress with the delivery of the goals in our accessibility plan, and in preparation of this progress report, we have engaged with the following organisations,

- **Blind and Low Vision NZ**

Air NZ conducted a one-day in person workshop in August 2023 with two members of Blind and Low Vision NZ. Discussions involved identifying challenges faced across the entire customer journey. Testing was also conducted on new inflight entertainment, which was still in the development phase.

The key findings of the workshop were around challenges of accessing information on the inflight entertainment, specifically around the crew call button, and how braille can be used onboard. There were no major issues identified with the new inflight entertainment and content. Feedback from the discussions will be incorporated into our plans to conduct a full audit of digital and service touchpoints.

- **Deaf Aotearoa**

A one-day in person workshop was held in May 2023 with members of Deaf Aotearoa. Discussions focused on the entire customer journey. Testing of new inflight entertainment was also conducted. The findings on the discussions identified challenges with PA announcements, the handling of disruption communication, and captioning on inflight entertainment. The feedback will be incorporated into our accessibility plans and goals going forward.

- **Autism NZ**

In August 2023 testing was conducted on new inflight entertainment as well as discussion on lived experiences in the overall customer journey. Discussions involved the specific challenges faced for autistic travellers, particularly around overwhelming customers with new information. This feedback will be incorporated into staff training and soft skills.

- **Assistance Dogs New Zealand**

A Discussion via video conference was held with Assistance Dogs NZ in May 2024, which included one member of the organisation who travel regularly on Air NZ flights with an assistance dog. The focus was around Air NZ's policy criteria on the dogs training standards, the clarity of the information on the Air NZ website, as well as staff training and confidence when interacting with customers who travel with service dogs.

An action from this discussion was to establish a new accessibility goal to review our service dog policy and website information later in 2024, as well as developing soft skills training for staff.

- **Access Advisors**

In May 2024 Air NZ's Digital Design squad held an in-person workshop with Access Advisors (Digital Accessibility Specialists) to review our Digital Platforms (App and Website). Feedback was provided on best practices and improvement recommendations were provided to be incorporated into our ongoing accessibility goal of continuing to develop the information and user experience of our website and mobile app.

- **New Zealand Disability Employers Network**

Air New Zealand conducts quarterly reporting and annual audits in line with the NZ Disability Employers Network's flagship programme 'The Accessibility Tick'. This involves quarterly half day reviews on progress of our accessibility plan. The areas of the business included are, Digital, Property, Recruitment, Products, and Customer. An annual audit was completed in October 2023, which included a CEO commitment to improve all areas of the business.

- **The Air New Zealand Enable Network**

Our internal advisory committee, continue to have a significant impact in gaining Air New Zealand's Accessibility Tick. It includes employees who care for someone with a disability. A member of Enable is also on the Accessibility Board for IATA, and members of Enable attend workshops at Boeing and Airbus. The group also provide lived experience feedback to the business around all accessibility decisions and meet as a committee once a month.

The Enable Network has helped implement an NZ Sign Language Online Learning Module launched in April 2023. which all Air NZ staff can complete. The module introduces the key components of effective sign language and helps recognise and practice 30 NZSL signs that are useful in an airline environment. We have plans to further enhance this module over the next year.

The network promoted Global Accessibility Awareness Day on 16 May 2024. This involved creating a greater awareness around Hidden Disabilities and the use of the Hidden Disability Lanyard within our Airport staff and Cabin Crew.

A key finding of the committee has been the value to Air New Zealand created by good open engagement with accessibility groups and the community.