ACCESSIBILITY PLAN AND FEEDBACK PROCESS 2026

November 2026

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1. Plain language summary of the plan

This is a plain language summary of the Canadian Transportation Agency (CTA) Accessibility Plan 2026. Read the full plan here.

The Accessible Canada Act (ACA) aims to make Canada accessible and free of barriers. It requires Scandinavian Airlines (SAS) to develop a plan to improve accessibility for persons with disabilities (PWD).

SAS operates commercial flights mainly to and from Scandinavia, with hubs in Copenhagen, Stockholm and Oslo. It also flies between Copenhagen and Toronto, Canada.

This plan reflects SAS' commitment to making air travel accessible and trouble-free for everyone.

To improve accessibility at SAS we are committed to:

- Maintain a clear process for receiving and collecting feedback on our accessibility plan.
- Discuss potential barriers with disability organizations.
- Dedicate an officer with responsibility for accessibility.
- Raise awareness of disability across SAS.
- Provide accessibility training for staff.
- Include disability in our diversity, equity and inclusion training.

We welcome your feedback on this plan. To request another format, such as braille or audio, follow the instructions here.

2. Accessibility Plan 2026

2.1. Description of Scandinavian Airlines System (SAS)

SAS is a Scandinavian airline operating commercial flights to and from Scandinavia. With hubs in Copenhagen, Stockholm, and Oslo, its operations are centered on these three Scandinavian cities. As the largest airline in Scandinavia, SAS connects the region with destinations around the world, providing connectivity between Scandinavia and the wider international network.

SAS operates regular flights between Copenhagen and Toronto, Canada. This service forms part of its commercial flight operations and provides an air connection between Scandinavia and Canada through its Copenhagen hub. The Copenhagen–Toronto route is the Canadian service described in this Accessibility Plan.

SAS aims to reflect the diversity of the society in which it operates. The principle that all people are equal provides the foundation for its approach to recruitment, skills development, promotion, and other forms of cooperation. This principle applies across these activities, linking the way SAS recruits people with the way it supports their development and considers opportunities for advancement and cooperation.

All employees and applicants must be treated according to formal and objective criteria. SAS recruits based on competence. No one who works at SAS should be subject to discrimination or favoritism because of age, sex, ethnicity, nationality, religion, sexual orientation, disability, political beliefs, or social status. Neither do we accept physical, psychological, verbal, or sexual harassment.

2.2. Statement of Commitment

SAS is committed to improving accessibility for persons with disabilities and making it a priority in the delivery of our services. This commitment places accessibility at the center of our efforts to meet the needs of passengers with disabilities when they use SAS services.

We will engage with people with disabilities to gain a better understanding of their experiences when interacting with SAS. By listening to their perspectives, we aim to understand their needs more clearly and use that understanding to help us meet those needs in our service delivery.

Everyone has the right to benefit equally from our services. This accessibility plan sets out our commitment to identifying barriers that passengers may encounter and taking meaningful action to reduce or eliminate them. Identifying these barriers and addressing their effects are connected parts of our work to improve accessibility.

The Accessibility Plan 2026 brings these commitments together and reflects SAS' aim to make air travel accessible and trouble-free for everyone. It expresses our commitment to understanding passengers' needs, identifying the barriers they may face and working to reduce or remove those barriers.

2.3. General

As a Transport Service Provider (TSP) SAS has appointed an Accessibility Officer (SAO) to receive general feedback about identified accessibility barriers.

The SAO is authorized to act on this feedback on behalf of SAS, providing a designated point of contact for these matters.

You can contact SAS and the SAO in writing, either by sending a letter or by email:

Postal Mail:

Scandinavian Airlines System
Att: SAS Accessibility Officer (CHPDP)
195 87 Stockholm
Sweden

E-mail:
accessibility-officer@sas.se

Phone:
+45 34461201

2.4. Feedback process

SAS welcomes feedback on its Accessibility Plan.

SAS has a process for collecting feedback on the plan and identified accessibility barriers.

This process meets the requirements of the Accessibility Transportation Planning and Reporting Regulations and allows customers and others to share accessibility-related comments with SAS.

SAS uses all feedback to inform its future work, considering both specific issues and broader comments.

SAS acknowledges all accessibility feedback that includes contact details.

Feedback can be submitted using the following methods:

- In person
- By mail
- By telephone
- Via mail

SAS also acknowledge feedback submitted anonymously.

SAS submits feedback in the same way as the feedback is submitted to SAS with an exemption as regards feedback submitted anonymously.

On request, SAS will provide this plan in the following alternative formats:

- Printed text
- Large print (larger text)
- Braille (raised dots read by touch by people who are blind or have low vision)
- Audio (a recording of the text read aloud)
- Electronic formats compatible with adaptive technology

To request an alternative format of this plan or a description of our feedback process, email accessibility-officer@sas.se.

2.5. Definitions

The following key ACA terms appear throughout this plan.

Their definitions are simplified below.

For the full ACA definitions, see Summary of the Accessible Canada Act - Canada.ca.

- **Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

- **Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

- **Accessibility:** The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

3. Identification of barriers and actions

The Accessibility Plan 2026 builds on the barriers and actions identified in the 2025 Progress Report and the 2023 Accessibility Plan. Together, these documents provide the basis for the barriers addressed and the actions set out in this plan.

No new barriers have been identified since the 2025 Progress Report.

Nevertheless, the work to identify potential barriers remains ongoing through regular internal and external processes. These processes continue even though no additional barriers have been identified during this period.

Since the previous Accessibility Plan 2023, SAS has continued its work to remove the barriers already identified. The following set out these barriers and the related actions, providing an overview of the work carried forward from the previous plan.

3.1. Information and communication technologies

Actions to remove and prevent new barriers:

- SAS has developed a Safety Briefing Video to the A321LR used for the flight to Toronto.

- SAS has developed a solution in the mobile app that enables PWD's to request assistance.

3.2. Communication (other than ICT) related to below areas

Actions to remove and prevent new barriers:

- SAS continues to explore providing printed information and placards in Braille, including safety cards and in-flight menus.

- SAS continues to explore ways to make all information and placards readable for passengers with low or no vision.

3.3. Procurement of services and facilities

Actions to remove and prevent new barriers:

- SAS has updated the company's Suppliers Code of Conduct to ensure that the guidelines contain accessibility requirements in detail.

- SAS requires accessibility training and awareness in all vendor agreements and follows up on how this requirement is met.

3.4. The delivery of services and products

Actions to remove and prevent new barriers:

- SAS has updated the company policy to ensure that there are at least two alternative ways of requesting and purchasing all services and products on all markets.

- SAS maintains an internal accessibility awareness campaign to raise awareness in understanding and handling various disabilities throughout the company, including webinars and seminars.

3.5. Transportation

Actions to remove and prevent new barriers:

- SAS' internal policy for how to handle PWD's when a flight diversion is updated in regard to alternative means of transportation and accommodation, etc.

- SAS' procedures for ground personnel and flight crew are updated to clarify accessible In-Flight Entertainment System (IFE).

- SAS have reviewed our process of pre-seating arrangement to ensure that body paralyzed passengers get the proper seat assigned.

- SAS ensures that employees who have direct contact with PWD's have undergone sufficient training in understanding and handling various disabilities.

3.6. The built environment related to aircraft

Actions to remove and prevent new barriers and accessibility goals:

- SAS' cabin manual now contains a specific instruction on how to ensure that the PWD's privacy is preserved when using the forward lavatory on the A321LR on flights to Canada.

3.7. The built environment related to passenger terminals

Actions to remove and prevent new barriers:

- Since its first Accessibility Plan in 2023, SAS, as the largest customer, maintains a close dialogue on accessibility for persons with disabilities with Swedavia and

Avinor — the state-owned operators of most commercial airports in Sweden and Norway — and Copenhagen Airport, its global hub. This dialogue aims to continually improve the passenger experience and make travel as accessible and trouble-free as possible.

The dialogue also includes the different individual ground handling companies responsible for PWD assistance services.

4. Provisions of Canadian Transportation Agency Accessibility-Related Regulations

The Canadian Transportation Agency has a mandate to decide cases in which an applicant identifies an accessibility barrier. These cases concern barriers that an applicant has encountered and brings before the Agency for a decision.

If an applicant demonstrates that they have a disability and that an accessibility barrier has limited their mobility, the airline must address that barrier. It must either remove or reduce the barrier generally, for example, by updating its policies, terms and conditions, or take measures to remove it in the applicant's individual case.

The response may therefore involve a broader change or measures addressing the particular case. This obligation applies unless reducing or removing the barrier would cause the carrier to undue hardship.

SAS continually works to reduce accessibility barriers that passengers may encounter when using its services.

As part of this ongoing work, SAS guarantees passengers the following commitments concerning the accessibility of their journey and the receipt of feedback:

- SAS is committed to ensuring a fully accessible passenger journey. This commitment extends across every function and area, with accessibility integrated into their work rather than treated as a separate consideration.

- SAS has appointed a dedicated Accessibility Officer with a mandate to receive feedback on this accessibility plan. This appointment provides a designated point of contact for passengers wishing to share their comments on the Accessibility Plan 2026.

As a large foreign carrier, SAS must comply with the provisions listed below. These provisions set out the applicable legislative and regulatory requirements, including those relating to accessibility:

- Part 2 of the Accessible Transportation for Persons with Disabilities Regulations.

- Accessible Canada Act

- Canada Transportation Act

- Accessible Transportation Planning and Reporting Regulations
- Air Passenger Protection Regulations
- Air Transportation Regulations

6. Continuous focus on accessibility

SAS maintains regular contact with Scandinavian organizations representing persons with disabilities, as well as with SAS employees.

Through this ongoing contact, SAS seeks to identify potential new barriers that customers may encounter when purchasing or using its services. These discussions support a continued focus on accessibility throughout the passenger experience, encompassing both the purchase of services and their use.

By maintaining this dialogue, SAS keeps attention to the barriers passengers may face and on its aim of making the customer experience as accessible and trouble-free as possible.