



ACCESSIBILITY PLAN

Progress Report 2025

Effective 1 June 2025

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1. Plain language summary of the plan

This is the plain language version of the Canadian Transportation Agency (CTA) Accessibility Plan. You can read the full version of the Accessibility Plan [here](#).

The Accessible Canada Act (ACA) is a law to make Canada accessible. Under the ACA, Scandinavian Airlines (SAS) needs to make a plan to be more accessible. SAS is a commercial airline which operates commercial flights mainly to and from Scandinavia. The airline has three hubs located in Oslo, Copenhagen, and Stockholm. From Copenhagen the airline operates a route to Toronto, Canada.

SAS' goal forward is to make sure that air travel is accessible. This plan is one step to being more accessible. We created our plan by:

- Sending a survey to disability organizations.
- Talking to employees that have disabilities
- Talking to representatives in various disability organizations
- Internal workshop to list known barriers
- Made plans to reduce and/or remove known barriers.

We plan to make SAS more accessible by doing the following:

- Set up a clear process on how to receive and collect feedback about our accessibility plan
- Talking to disability organizations about potential barriers
- Having a dedicated Accessibility Officer
- Create an organizational awareness of disability
- Training staff on accessibility
- Update diversity, equity, and inclusion training to include disability

We welcome feedback on this plan. If you would like this plan in a different version (e.g., braille or audio), the instructions are linked here: [Feedback](#).

2. Full version of the Accessibility Plan

2.1. Description of Scandinavian Airlines – SAS

SAS is a Scandinavian airline which mainly operates commercial flights to and from Scandinavia. It is one of the largest airlines in Scandinavia and a founding member of the largest airline alliance, Star Alliance. SAS aims to reflect the diversity of society. The basis for all recruitment, skills development, promotion, and other cooperation is that all people are equal. 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 advancing accessibility and making it a priority in the delivery of our services. We will engage with persons with disabilities to better understand their experiences and meet their need when interacting with SAS.

All individuals have a right to benefit from our services equally. This accessibility plan represents our commitment to identifying barriers that our passengers may experience, and to taking meaningful action to reduce and/or remove them completely.

2.3. Contact Information and Accessibility Officer

We have appointed a “SAS Accessibility Officer” (SAO) who is mandated to receive and act on general feedback on identified barriers on behalf of SAS. You can contact SAS and the SAO by sending a letter, sending an e-mail, making a phone call or submitting feedback through our simple feedback form.

General feedback on our plan or barriers may be sent to:

Postal Mail:

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

E-mail:

accessibility-officer@sas.se

Phone:

+1 8555936279 and +1 6474176390

Feedback form at our webpage:

[“Link to feedback form”](#)

We will acknowledge all accessibility feedback we receive with contact information. Note that you are also entitled to submit anonymous feedback.

SAS will upon request provide the following alternative formats of this plan in:

- Print
- Large print (increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)
- Electronic formats that are compatible with adaptive technology

You can request alternative formats of this plan, and a description of our feedback process by contacting us at accessibility-officer@sas.se.

2.4. Definitions

The following are important terms in the ACA. They are used throughout this plan. They are defined here in plainer language. For the full ACA definitions, visit: [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.

2.5. Progress Report 2025

The progress report of 2025 will naturally be based on the Accessibility Plan from 2023 and the progress report from 2024. This year's report will have a different structure, where work, initiatives and progress will be presented as a separate headline under each chapter. We will still have the original initiatives in bullet points, even when there's no progress to be reported.

3. Identification of barriers and actions

3.1. Information and communication technologies (ICT)

Actions to remove and prevent new barriers:

- Starting in 2023, investigate the possibility of introducing a Safety Briefing Video to the A321LR used for Toronto.
- By the end of 2024, investigate the possibility of improving the procedure for receiving information about PWD's and assistance when a passenger books through a third party.
- By the end of 2024, investigate the possibility of creating and establishing a procedure that enables the airport to conduct their assistance in the best manner by sharing information about the passengers' needs.
- By the end of 2024, develop a solution in the mobile app that enables PWD's to request assistance.

Progress 2024:

SAS has followed up on so-called agent booking and made the agents aware that they need to collect information and make the booking 48 hours in advance of the flight. This is to ensure that all PWD's will get the best possible help and assistance throughout their journey.

Still working on the mobile app solution to enable PWD's to request assistance via the app. However, in the meantime, it's developed a solution to remind passengers who previously have booked assistance to do so in their upcoming bookings as well.

Progress 2025:

A large accessibility effort was started in Q4 of 2024 to make the website better. This included consulting with outside accessibility specialists, conducting audits and usability tests with people with disabilities and up-skilling development teams. As part of the effort, SAS is also making accessibility improvements to key parts of the purchase flow in the new version of the website, including location search, date selection, flight and ticket selection and payment.

There is also a project underway making all our information e-mail templates accessible. There's also work ongoing inside the aircraft which will be elaborated in chapter 3.5. below. Finally, there has been work going on in the app-department to secure WCAG 2.2 AA. Amongst other things, voice control, talkback, mobile screen reader, color and large text size have been improved.

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

Actions to remove and prevent new barriers:

- Starting in 2023, investigate the possibility of introducing printed information and placards in Braille, such as Safety on Board Card and in-flight menu card.
- Starting in 2024, investigate if we can have all information and placards readable for passengers with impaired or no vision.

3.3. Procurement of services and facilities

Actions to remove and prevent new barriers:

- By the end of 2024, SAS Suppliers Code of Conduct shall contain accessibility requirements in detail.
- Starting in 2024, add and include requirement on accessibility training and awareness in all vendor agreements.
- Starting in 2023, enhance the current procedures regarding the follow up on suppliers and vendors in their accessibility training and work.

3.4. The delivery of services and products

Actions to remove and prevent new barriers:

- By the end of 2024, set up a company policy that there are at least two alternative ways of requesting and purchasing all services and products on all markets.
- By the end of 2024, develop and create an accessibility checklist to the product cycle.
- Starting in 2023, initiate internal accessibility awareness campaigns to raise awareness throughout the company.

Progress 2025:

SAS is continuously working with raising awareness about digital accessibility requirements among internal stakeholders and product owners. It has been awareness campaigns on monitors around the offices and held workshops and meetings throughout the organization in different departments.

3.5. Transportation

Actions to remove and prevent new barriers:

- By the end of 2023, update the internal policy for how to handle PWD's when a flight diversion occurs in regards of alternative means of transportation and accommodation etc.
- By the end of 2024, we will update the procedures for ground personnel and flight crew to clarify accessible In-Flight Entertainment System (IFE).
- Starting in 2024, SAS will review the process of pre-seating arrangement to ensure that paralyzed passengers get the proper seat assigned.
- Starting in late 2023, ensure that employees who have direct contact with PWD's have undergone sufficient training in understanding and handling various disabilities.

Progress 2025:

As mentioned under chapter 3.1., there's also work ongoing inside the aircraft, where all movies that have closed captions also have transcribing audio to text for hard of hearing. In addition, a selection of movies has audio descriptions, and SAS is looking into the possibility of offering a broader selection of movies with this aid. In our newest aircraft, the Airbus A350 and the Airbus A321LR, we will implement "accessibility mode" on the IFE. The plan is to implement this during the fall of 2025.

3.6. The built environment related to aircraft

Actions to remove and prevent new barriers and accessibility goals:

- By the end of 2024, add to the cabin manual a specific instruction on how to ensure that the PWD's privacy is preserved when using the forward lavatory on the A321LR.

3.7. The built environment related to passenger terminals

Actions to remove and prevent new barriers:

- Starting in 2023, participate in a task force/working group directed by Avinor (the state-owned company that operates most the commercial airports in Norway) whose focus is accessibility and accessible travel.

Progress 2024:

SAS has also joined a national work force at Oslo Airport where representatives from some of the airlines operating to and from the airport and Avinor – which is the state-

owned airport operator – are working together on finding and resolving accessibility challenges at the airport.

Progress 2025:

SAS is still a member of the national task force led by Avinor, pushing for a better experience. A key initiative is that Avinor has changed the assistance service from being one provider, to having the different ground handling companies responsible for PWD assistance services. This has turned out to be successful.

Another project under evaluation is to have tactile paving or guiding paths in the terminal. However, SAS is not a decision maker in this project.

4. Provisions of Canadian Transportation Agency Accessibility-Related Regulations

The Canadian Transportation Agency has a mandate to decide in cases where an applicant has identified an accessibility barrier. If the applicant can demonstrate that they have a disability and that their mobility has been limited due to an accessibility barrier, it is up to the airline to either remove or reduce the barrier in general (by updating policies, terms, and conditions etc.) or take an individual measure that removes the barrier in the individual case. This applies unless there is an undue hardship for the carrier to reduce or remove the barrier.

SAS continuously works to reduce barriers. As part of this job, we will do the following:

- To guarantee that the passenger journey is entirely accessible, all functions and areas within SAS must have accessibility as an integrated part of their work. All staff will be trained in accessibility issues to meet this requirement by the end of 2025.
- We will have a dedicated Accessibility Officer appointed that will have a mandate to receive feedback on this accessibility plan.

As a large foreign carrier SAS is subject to the following provisions:

- 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](#)

5. Feedback information

SAS has established a feedback process in accordance with the requirements set out in the Accessibility Transportation Planning and Reporting Regulations. From last year's report and to May 10th 2025, SAS has received feedback via email. Some of the feedback was very specific, some have a more general character. We will of course consider all feedback in our work going forward.

6. Consultations

During the preparation of this plan, we have been in contact with both Scandinavian PWD organizations and SAS employees to identify potential barriers when purchasing or using our services. The meetings and workshops were all structured in the same way, where we talked about potential issues during booking, at the airport, at the gate, during flight and in the aircraft and post travel.

6.1. Results of consultation with employees

We carried out interviews with employees who themselves have disabilities. They identified the following:

- From last year's report there have been a lot of improvements, especially regarding booking assistance. They find it much easier to book assistance, i.e. through the booking flow.
- The main office has been renovated with automated doors in all office spaces, which is a good thing.
- There are some smaller meetings rooms that have high tables and chairs, which may cause problems for individuals in wheelchairs.

6.2. Results of consultation with The Norwegian Federation of Organizations with Disabilities

This year we consulted the Norwegian Federation of Organizations with Disabilities (FFO). They were generally happy with the progress made at several carriers, also SAS. However, some issues are persistent.

- As per the last couple of years, the point regarding the assistance service at the airport persists to be an issue. However, the service tends to see an improvement regarding the delivery of the service *before* boarding. Pick-up after arrival is still a pain point.
- However, even though the service is better, there's still a long way to go, especially regarding the time the assistance service allocate to each individual. There have been reportings of PWD's with booked assistance that have not been able to visit the restroom before boarding due to lack of time.

- Generally, the assistance service at the airport does not really work as intended, especially at Oslo Airport (OSL).

Progress 2025:

As stated, they were generally satisfied with SAS about delivering a good product for PWD's. They mentioned that booking assistance on SAS' webpage is now much better than it has been before. Mentioned specifically was the option and self-service to now book assistance at an earlier stage in the booking flow. SAS was also in attendance at the World Accessibility Symposium in Montreal, hosted by ICAO, IATA and ACI to gain experience and knowledge.