

EXPECTED IMPROVEMENTS

Assistance for the hearing or vision impaired

Airnorth will investigate providing the following in Braille for visually impaired passengers:

- On board safety briefing cards
- Check in and flight information.

Airnorth will investigate providing the following for hearing impaired passengers:

- On board menus, drinks lists and prices
- TTY or National Relay Service accessibility

Training

Airnorth will continue to review and hone its Customer Service training programs to ensure the needs of special assistance passengers are met.