

YVR Accessibility Plan 2023-2025

Year One Progress Report





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About Beyond Accessibility

In 2023, the Vancouver International Airport (YVR) published Beyond Accessibility, our comprehensive 3-year Accessibility Plan that builds upon YVR's longstanding efforts to provide a welcoming, inclusive and accessible travel experience for individuals of all ages and abilities. We have embarked on a journey of inclusion and new ways of ensuring YVR is accessible to everyone. Co-developed with input from the airport's community partners, the plan seeks to broaden perspectives, enhance services and explore new ways to go beyond regulatory requirements. This approach marks a shift from 'doing the right thing' to 'doing the smart thing,' by prioritizing strategic innovation in accessibility initiatives.

Beyond Accessibility adheres to the seven provisions outlined in the Canadian Transportation Agency's Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and outlines our accomplishments, insights from public consultation, input from the community, collaboration with airport partners, and guidance from accessibility consultants. Additionally, our plan includes areas earmarked for improvement. Meaningful access is our path to a world-class experience for all.

At YVR, we are proud to play a leadership role in accessibility and one of our top priorities is providing an accessible airport for everyone. Our purpose is to serve our community and the economy that supports it. We are more than an airport, YVR is a platform for our community to connect and thrive as we work together to

co-create a more accessible and inclusive future for everyone. Our airport is located on land that is the traditional, ancestral and unceded territory of the Musqueam people. We are privileged to walk alongside the Musqueam as we work together pursuing opportunities that strengthen our partnership and community.

In 2023, YVR served 24.9 million travellers, implemented several operational improvements and increased our collaboration with government and airlines to build resilience and deliver a more efficient, predictable travel experience. This included delivering accessibility programs and initiatives that meet the diverse needs of travellers and employees. In 2024, YVR was named Best Airport in North America at the Skytrax World Airport Awards in Frankfurt, Germany.

Our path to become a truly inclusive airport started with our building, quickly moved to our staff and the services we provide, and finally extended to our significant role as an employer. Despite all of that, we believe we can — and need to — do more. Incorporating the advice and insights from community partners, consultants, and travellers, is helping ensure people can move independently and with dignity throughout our airport.

— Tamara Vrooman, President & CEO,
Vancouver International Airport

At YVR, We All Belong

Building a YVR where we all belong does not happen by accident, it must be deliberate. The collective decisions we make every day will influence our ability to deliver an authentic experience for everyone. This is why we need to transition beyond accessibility to an authentic guest experience. We do not want anyone to feel they must change to fit in; we want everyone to feel they belong.

Our commitment to Beyond Accessibility will follow these simple principles:

- Mirroring the community we serve
- Delighting guests and enabling business success
- Partnering with communities to champion accessibility and address inequalities
- Creating an environment where all employees feel welcome, feel heard and thrive

We aspire to provide a world-class experience for all, and meaningful access is integral to our journey. We will achieve this by working with community partners, consulting people with disabilities and creating a network of individuals and groups who work together to deepen accessibility and inclusivity values, developing a shared understanding of barriers while improving access for everyone.



Year One Progress Report

This report provides an overview of what we achieved in year one and what we will continue to progress for years two, three and beyond. The report highlights key actions within each of the seven provision areas.

The Year One Progress Report assesses the implementation of accessibility initiatives outlined in the plan and shares progress on actions accomplished during our first year to improve accessibility for people of all abilities. YVR believes in transparency in our efforts toward reaching our accessibility goals, demonstrating accountability and fulfilling accessibility commitments.



Our Purpose

YVR exists to serve our community and the economy that supports it.

Our Accessibility Mandate

We developed our airport-wide 3-year Accessibility Plan to create a welcoming environment that reflects people of all abilities and supports the needs of travellers, guests and all airport employees. It's an ongoing mandate of inclusion and continual improvement, as reflected in this progress report.

Our Accessibility Mandate in Action

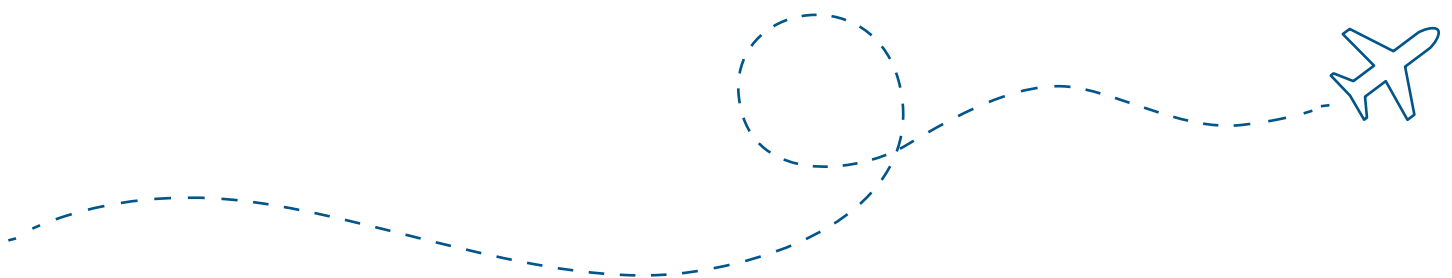
We aim to meet the highest standard of accessibility and inclusion, making sure our airport operates efficiently and respects people with disabilities, allowing everyone to maintain their dignity and independence.

We foster a culture where employees' unique contributions and insights are valued and respected, and where employees feel empowered to guide and influence our passenger experiences by removing and preventing barriers to accessibility. This in turn creates the driving force for our long-term sustainability and success.

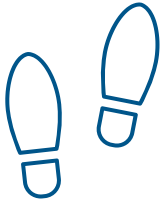
We will go above and beyond the regulatory requirements set by the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the Canadian Transportation Agency (CTA).

Our Aspiration

Meaningful access is our path to a world-class experience for all.



Our Pillars



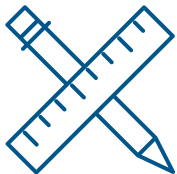
Leadership

- Accessibility and inclusion are part of everything we do.
- We are proactive and are at the forefront of innovation.
- We create environments where everyone is welcome and can take part.
- We always strive to exceed regulatory requirements.



Engaged Community

- Our plan is deeply rooted in listening closely to our guests, community partners, employees and community.
- Together, we will co-create our plan to deliver the best experience for everyone.
- We will continue to create community partnerships to help us evolve our services and develop new programs that make travel better for all.



Design

- The inclusive design of our airport reflects ease of use and the needs of our guests, employees and the community we serve.
- Our design is universal, welcoming and evolving so that we deliver meaningful access for all our guests.
- Our design is forward-looking and drives value for our guests.



Experience

- We create an experience that fosters accessibility and inclusion across the entire journey.
- We create workplaces, environments and services that respect individuals' choice, autonomy, dignity and independence.
- We want everyone to have the opportunity to fully take part in all aspects of the YVR experience.



General

Feedback Mechanism Process and Contact Information

Serving our community is at the heart of what we do. Listening closely to our customers and engaging with our community is one of the key pillars of our Accessibility Plan. By listening to our customers, employees and community partners, and responding to their suggestions, we are designing an airport with their needs at the forefront and evaluating our impact based on their lived experiences.

YVR has setup several ways for people to share feedback, compliments, complaints or suggestions. Feedback on this plan or any barriers encountered can be submitted personally or anonymously through the five methods below. Our 24/7 Guest Experience team will acknowledge receipt of your feedback and follow up with you directly to take action and maintain anonymity.

Appointed Contact Position: Senior Accessibility and Inclusion Specialist

At YVR, everyone is accountable for creating an accessible experience. We want to ensure that our guests have 24/7 access to information about accessibility. Our appointed contact is the Senior Accessibility and Inclusion Specialist.

Telephone Number

Direct: 604-207-7077
TTY (TTD): 604-207-7070

Mailing Address

PO Box 44638
YVR Domestic Terminal RPO
Richmond, BC, V7B 1W2

Email

customercallcentre@yvr.ca

Contact Us

yvr.ca/en/contact-us

Feedback Form

yvr.ca/en/passengers/accessibility-at-yvr/feedback

Alternate Formats

Please contact us for accessible formats of our Accessibility Plan or our future progress reports. This document is available in print, large print, braille, audio format, plain language or electronic format.



Scheduled	Airline	Flight	Destination	Counters	Gate	Status	09:56
09:55	WestJet	WS448	Winnipeg	013-34	B18		
10:00	WestJet	AC8466	Castlegar	041-58	C35	Final Call	
10:20	WestJet	AC206	Calgary	041-58	C50	Final Call	
10:30	WestJet	WS108	Calgary	041-58	C50	Pre-Boarding	
10:30	WestJet	WS3202	Fort St. John	013-34	B14	Pre-Boarding	
10:45	WestJet	AC112	Toronto	013-34	B24	Pre-Boarding	
10:50	WestJet	AC8151	Victoria	041-58	C49		
10:50	Porter	PD304	Toronto	041-58	C42		
10:55	WestJet	WS3054	Cranbrook	124-126	B27	Delayed to 11:55	
11:00	WestJet	WS710	Toronto	013-34	A12		
11:05	WestJet	4N511	Victoria	013-34	B15	Pre-Boarding	
11:15	WestJet	AC236	Edmonton	002-5	B20		
11:15	WestJet	WS3320	Kelowna	041-58	C43		
11:15	WestJet	WS3320	Kelowna	013-34	A7		

Scheduled	Airline	Flight	Destination	Counters	Gate	Status	09:56
11:20	WestJet	WS3069	Kamloops	013-34	A10		
11:30	WestJet	AC312	Montréal	041-58	C46		
12:00	WestJet	WS3277	Prince George	013-34	B23		
12:05	flair	F8830	Edmonton	006-12	B21		
12:15	WestJet	WS166	Edmonton	013-34	B16		
12:30	WestJet	WS112	Calgary	013-34	B15		
13:00	WestJet	AC114	Toronto	041-58	C49		
13:00	WestJet	WS940	Winnipeg	013-34	B13		
13:00	WestJet	AC308	Montréal	041-58	C47		
13:10	WestJet	AC8293	Sandspit	041-58	C33		
13:10	WestJet	AC296	Winnipeg	041-58	C30		
13:15	WestJet	AC8058	Kamloops	041-58	C29		
13:15	WestJet	AC8089	Prince Rupert	041-58	C35		

Scheduled	Airline	Flight	Destination	Counters	Gate	Status	09:56
13:15	WestJet	WS3109	Yermoc	013-34	B14		
13:15	WestJet	WS714	Toronto	013-34	B14		
13:20	WestJet	AC212	Calgary	041-58	C48		
13:20	WestJet	AC324	Kelowna	041-58	C47		
13:30	WestJet	AC394	Toronto	041-58	C46		
13:30	WestJet	AC394	Toronto	041-58	C46		
13:40	WestJet	AC298	Cranbrook	041-58	C39		
13:40	WestJet	AC343	Prince George	041-58	C32		
13:40	WestJet	AC307	Fort St. John	041-58	C40		
13:40	WestJet	AC3478	Yellowknife	041-58	C40		
13:40	Porter	PD306	Toronto	124-126			
13:45	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	F8334	Edmonton	006-12			

Scheduled	Airline	Flight	Destination	Counters	Gate	Status	09:56
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		
13:50	WestJet	WS3322	Kelowna	013-34	B25		

Scheduled	Airline	Flight	Destination	Counters	Gate	Status	09:56
14:00	WestJet	AC118	Toronto	041-58	C50		
14:00	WestJet	AC8157	Victoria	041-58	C46		
14:10	WestJet	AC8311	Hanalei	041-58	C46		
14:15	WestJet	WS42	Whitby	002-5			
14:15	WestJet	AC740	Edmonton	041-58	C41		
14:15	WestJet	AC7744	Saskatoon	041-58	C49		
14:15	WestJet	AC8192	Regina	041-58	C44		
14:15	WestJet	WS911	Toronto	013-34	B18		
14:15	WestJet	WS116	Calgary	013-34	B14		
14:30	WestJet	WS3295	Victoria	013-34	B21		
14:30	WestJet	WS3051	Comox	013-34	A12		
14:35	WestJet	WS3051	Comox	013-34	A12		
15:00	WestJet	WS172	Edmonton	013-34	B17		
15:20	WestJet	WS40	Kelowna	002-5			

Scheduled	Airline	Flight	Destination	Counters	Gate	Status	09:56
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			
15:20	WestJet	WS40	Kelowna	002-5			



Provisions of CTA Accessibility-Related Regulations

Provisions of CTA Accessibility-Related Regulations

YVR strives to create a predictable, stress-free and enjoyable airport experience that passengers can trust. We are subject to our guests and following the guidance set out by Canadian Transportation Agency (CTA) regulations and work hard to meet and exceed provisions to deliver an enjoyable travel experience.

YVR is subject to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the provisions of these regulations that apply to it. Under the ATPDR, our obligations are to the following sections:

Part 1: Requirements Applicable to Transportation Service Providers

Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17(a), 17(b), 17 (d), 17 (e), 18, 19(1), 19(2)(a), 19(2)(b), 19(2)(f), 20, 21, 22 and 23

Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225(1), 225(2)(a), 226, 227, 228, 229, 230 and 231





Washroom
Toilette



Built Environment

Built Environment

Our inclusive airport design is built to reflect universal design, ease of use and the needs of the community we serve. Our built environment spans 378,255 square meters. This includes accessible areas throughout the entire journey, from wayfinding and curbside areas to washrooms and beyond.

YVR has had an Accessibility Certified Gold rating since 2018 from the Rick Hansen Foundation – a rating system to measure the accessibility of buildings and sites. We were the first airport to complete the assessment and were one of the highest-rated buildings, receiving 93 out of 100 points. We follow the Canadian Standards Association,

B651- Accessible Design for the Built Environment, which provides requirements for built environments. We are committed to continuing to consult with external universal design experts and people with lived experience to ensure the built environment provides meaningful access and meets the needs of people with disabilities in both the workspace and public space.

YVR has designed our own universal access design requirements, which include design guidelines for meaningful access and designs that go beyond code. These design guidelines are required for all new construction at YVR and for our tenants.



Built Environment

What We Have Achieved

- Installed two nursing pods in the Domestic Terminal and a nursing room at South Terminal. The pods are available to parents and caregivers seeking privacy or space while travelling through YVR.
- Completed designs for curbside assistance intercom buttons that will be expanded to Domestic, International and U.S. curbside Departures in 2024. The new intercoms will provide additional ways to reach our Guest Experience team for curbside assistance.
- Revamped existing washrooms in the International Arrivals area, equipped with the latest accessibility features, including grab bars, automated faucets, soap dispensers, paper towel dispensers, accessible sinks, emergency call button and baby-change facilities. Two new, private single-stall washrooms also feature vertical push-button door openers and adult-sized changing benches.
- Installed auto gates equipped with an accessibility lane in front of Gate 50 between the Domestic and International areas of the airport to help improve passenger movement.
- Improved wayfinding signs with directional arrows to animal relief areas.
- Engaged with our accessibility consultants, people with lived experience and one of our community partners to get input on future quiet room designs. Future consultations will be held to receive input from additional community partners and people with lived experience.
- Identified future locations for charging outlets at the U.S. terminal. These future locations will include newly designed charging outlets incorporated into passenger seating for easy access.



Built Environment

What We Are Focusing on Next

- Continuing to review our wayfinding signs to identify enhancement opportunities. This includes clear signs in the security screening area and emphasizing areas where passengers progress in their journey. We will trial new sign design standards in our Domestic Terminal.
- Developing a future design for information counters to modernize them and ensure they are more inclusive for volunteers, employees and guests. We will trial the new design concept post-security in the Domestic Terminal (Pier C). Key features include:
 - Height-adjustable counter for guests and employees to allow for maximum flexibility and accessibility
 - Translation services on phone and tablet
 - Keyboard tray and adjustable computer monitor arms for flexibility and ergonomic benefits
- Continuing to explore ways to improve the travel experience, including streamlining the security screening process. We are working with the Canadian Air Transport Security Authority (CATSA) to install modern equipment and technology at most security checkpoints at YVR. The latest security screening checkpoint to undergo renovations for enhanced security screening improvements is our Domestic Terminal (Pier C). Once complete, the new facility will include five high-efficiency screening lanes with new CATSA Plus equipment, increasing security screening capacity by almost 40%, meaning more passengers will clear security screening per hour, elevating the guest experience. This will be the third of four security screening checkpoints to undergo renovations.
- Installing additional braille and tactile signs throughout the airport in 2024 to improve wayfinding for people who are blind or partially sighted.
- Adding more curbside assistance intercom buttons that feature the new design to all sectors in 2024 to provide more options for guests to request curbside assistance.
- Continuing a multi-year project to install push-button door openers throughout the airport, including existing washrooms and path of travel locations. All new washrooms incorporate a push-button door opener as part of the design requirements.

Built Environment

What We Are Focusing on Next (continued)

- Adding charging outlets in the U.S. terminal in 2024 to improve access and availability to travellers. Outlets will feature a new design integrated into passenger seating for easy access. We will explore other areas for future outlet installations.
- Continuing to design the airport with guest-inspired services and features. Following our design engagement on quiet rooms, we will work to create design plans for new quiet spaces.
- Adding animal relief areas at International Arrivals (indoor) and the Domestic Terminal (outdoor).
- Exploring the feasibility of upgrading our existing self-service baggage drops with the aim of installing more in the future.
- Reviewing future flooring solutions to consider a “path within a path” design to determine the best approach to make it easier for everyone to navigate the airport. This review will assess flooring surfaces, such as carpet and hard surfaces, to study and evaluate future design options.
- Upgrading pay parking kiosks to further modernize the parking experience, including new accessibility features.
- Reviewing locations for assisted change rooms or Changing Places washrooms in Domestic/Transborder post-security for people who require access to a height-adjustable bench and lift hoist. YVR continues to offer manual adult dimension change benches that are available in all sectors.
- Adding a nursing pod in Domestic Arrivals by early 2025. This new location will be available to parents and caregivers seeking extra privacy in our Domestic Arrivals area.





Information and Communication Technologies (ICT)

Information and Communication Technologies (ICT)

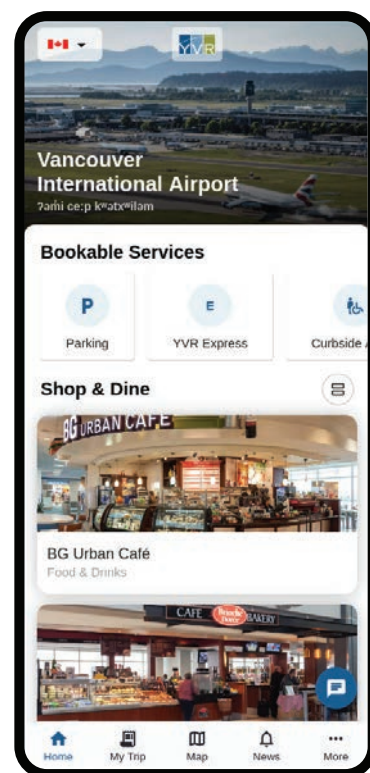
YVR is committed to delivering an inclusive digital experience to ensure we are meeting the communication needs of people with disabilities. Our website is WCAG-AA 2.1 compliant and designed to meet accessibility requirements, ensuring that our web content is accessible to a wide range of people with disabilities, including persons using adaptive technology. A qualified third-party service provider regularly monitors and audits our website to ensure it is compliant. We consult people with disabilities about their specific needs and preferences for accessing information to ensure that the information is provided in a format with our guests in mind and that it is compatible with their adaptive

technologies. This can include screen readers, text-to-speech software and other tools that make it easier for people with disabilities to read and understand electronic information.

At YVR, people are at the centre of the airport's digital transformation. For YVR's Innovation Hub, this means elevating how the airport serves all employees, guests and the community at large. YVR's Innovation Hub will run parallel in supporting the Accessibility Plan through digital optimization and future-proofing the airport by testing and trialing new and innovative technologies to provide the best service to all guests.

Our Story: Passenger Experience Platform

In 2024, YVR's Innovation Hub will debut an AI-powered, web-based passenger experience platform designed to revolutionize travel for all users. Compliant with WCAG accessibility standards, the platform will provide insights into the needs of travellers from the outset of their journey. The platform will integrate a custom mobility assistance form, simplifying reservations for curbside accessibility assistance. Automated email and calendar alerts will ensure seamless coordination with YVR's operations teams, enhancing the mobility, navigation and sighted guidance assistance program.



Information and Communication Technologies (ICT)

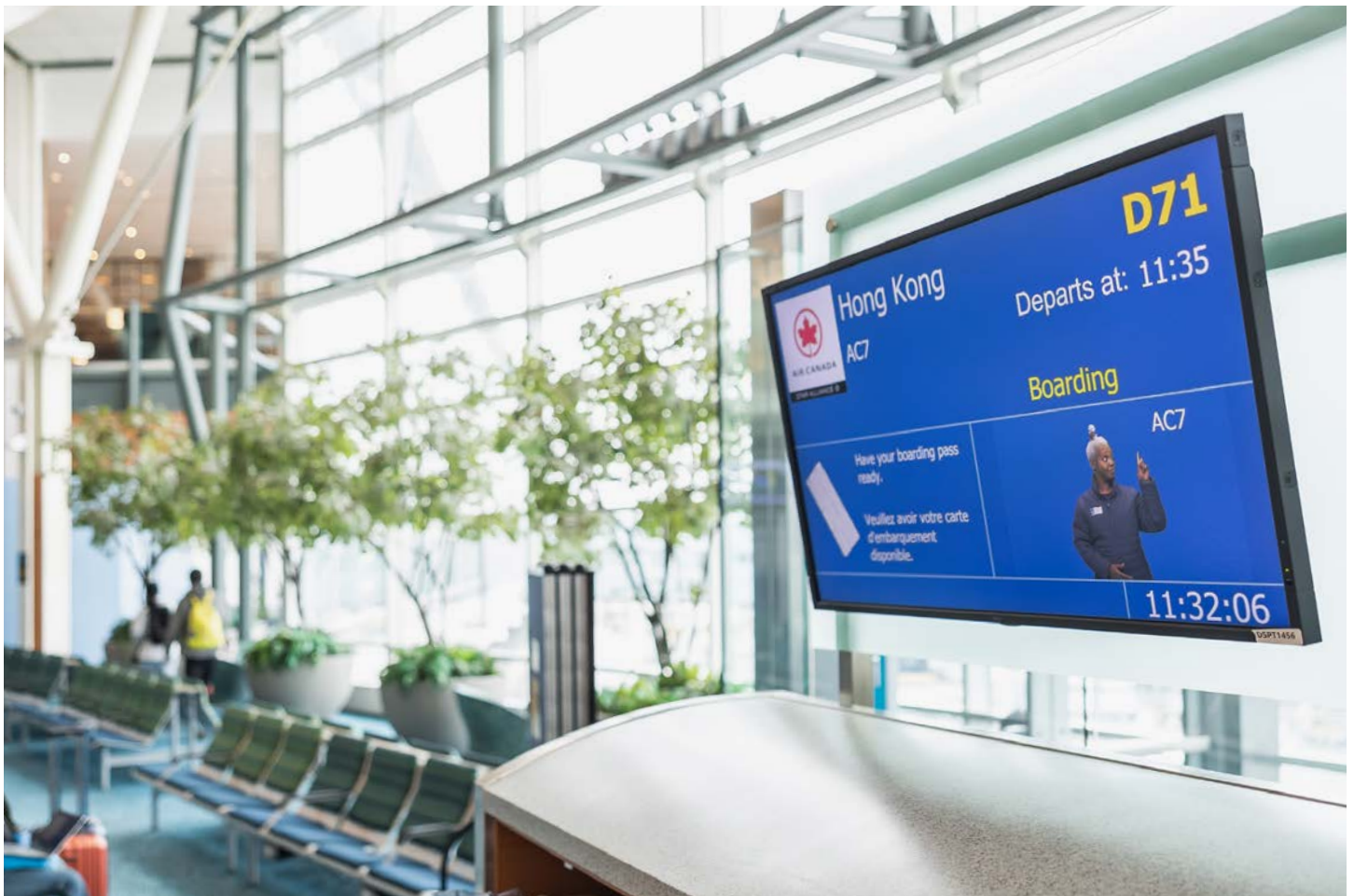
What We Have Achieved

- Updated accessibility requirements of our website following the Web Content Accessibility Guidelines (WCAG) from a grade of WCAG 2.0 AA to WCAG 2.1 AA, ensuring that our web content is easier to use for all guests.
- Continued ongoing monitoring of our digital services with our guests in mind, including the use of a third-party monitoring service to ensure our website is meeting accessibility requirements.
- Added an accessibility tool to our website to provide additional personalization options. Users can now change settings based on their needs, allowing them to adjust font, contrast and navigation tools.
- Redesigned YVR's accessibility page to make it easier for people to navigate for information.
- Continued to provide alternative text descriptions for tables and images.
- Improved our public address system. This included a terminal-wide review of public announcement (PA) sound levels, with adjustments made following best practices to ensure a more relaxing and consistent experience throughout the airport. The PA system was upgraded with new server hardware and software to improve sound clarity and to build the foundation for future paging feature enhancements.
- Introduced sign language boarding messaging on all gate information display screens in the Main and South terminals and paging announcements in audio and visual format. When an airline triggers a boarding announcement (pre-boarding, delayed boarding, boarding and final call), flight remarks will display messages on the screen in three different sign languages: American Sign Language (ASL), langue des signes québécoise (LSQ) and International Sign (IS).

Information and Communication Technologies (ICT)

What We Have Achieved (continued)

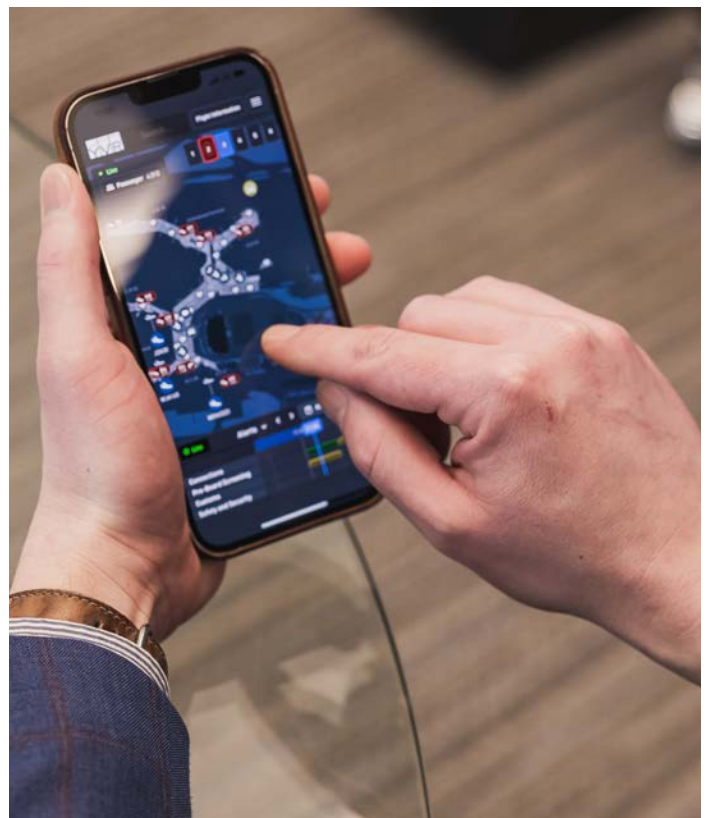
- Improved the contrast on the flight information display screens throughout the airport to make it easier for guests to find information about their flight status.
- Completed self-service kiosk user testing for community input on accessibility and function. We also updated the self-service kiosk information on our website.
- Installed wheelchair tracking tools for improved wheelchair management and to reduce passenger wait times for the next available wheelchair.
- Added tactile/braille signs on the auto gates to help guide travellers who are blind or partially sighted to where to scan their boarding passes.
- Worked with our valued airline and agency partners to offer our new service YVR EXPRESS. This service is available for flights within Canada or to the United States, allowing travellers to schedule specific times for security screening, streamlining the travel process by reducing wait times and creating a more predictable experience.



Information and Communication Technologies (ICT)

What We Are Focusing on Next

- Ensuring our digital communication options provide a great user experience and conducting lived experience user testing of our website to learn and create a roadmap of improvements from a digital experience lens.
- Researching and identifying future technology for more inclusive public announcement paging options.
- Adding sign language videos to our website accessibility page to improve information for the Deaf community.
- Exploring the addition of live chat on our website to provide alternative communication options.
- Preparing to launch a new online curbside assistance booking tool as another option for our guests to request curbside assistance. We are conducting final user testing to ensure the new tool is accessible and easy to use, with plans to have the tool available by summer 2024.
- Introducing an interactive mapping tool in 2024 for guests to plan travel within the airport with ease. New features that will be available include point-to-point navigation view and the ability to search points of interest. Whether guests are searching for a nearby water bottle filling station, restaurant options or their gate location, this new tool will make it easier to explore and navigate YVR.
- Exploring innovation opportunities with accessibility organizations and academic institutions.
- Integrating YVR's mobility assistance program wheelchairs and visualizing in our Digital Twin. Through our integration, data helps our team with the efficient collection of wheelchairs, capacity planning and ensuring we are maintaining wheelchair availability in various locations to meet guest needs.
- Collaborating with BCIT's Architectural Science program on a wayfinding study to understand how guests navigate from Domestic Arrivals to curbside pickup without digital technology.
- Establishing an accessibility incubator concept, which will analyze innovative trials, features and applications aimed at improving the overall experience and accessibility.





Communication, other than ICT

Communication, other than ICT

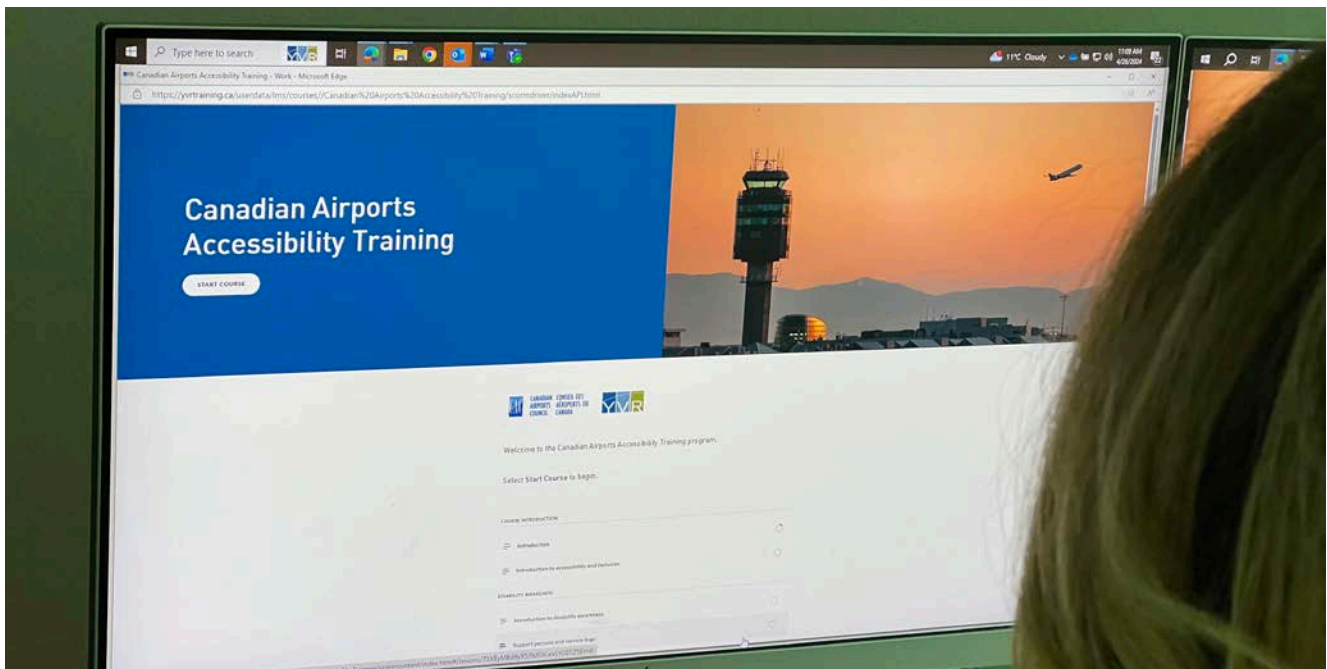
Our team uses best practices for interacting with people with disabilities at all points during the travel experience. Our staff are trained in how to best serve people with disabilities in a manner that is informed, respectful and accessible to everyone.

YVR's training program was designed with leaders in the field of accessibility and inclusion

possessing practical knowledge and lived experience. Our training ensures that employees understand the key training principles, proper language, communication and helping techniques needed so we can best support people of all abilities. We believe everyone deserves equally effective communication that understands and accommodates their needs.

Our Story: Canadian Airports Accessibility Training

In 2024, YVR launched the Canadian Airports Accessibility Training program. This training program was developed through collaboration with other Canadian airports and leaders in accessibility and inclusion who have practical knowledge and lived experience. The training ensures that employees understand key training principles, proper language, communication and customer assistance so we can best support people with disabilities. The training provides consistency between Canadian airports to ensure an authentic, inclusive guest experience that supports people with disabilities.



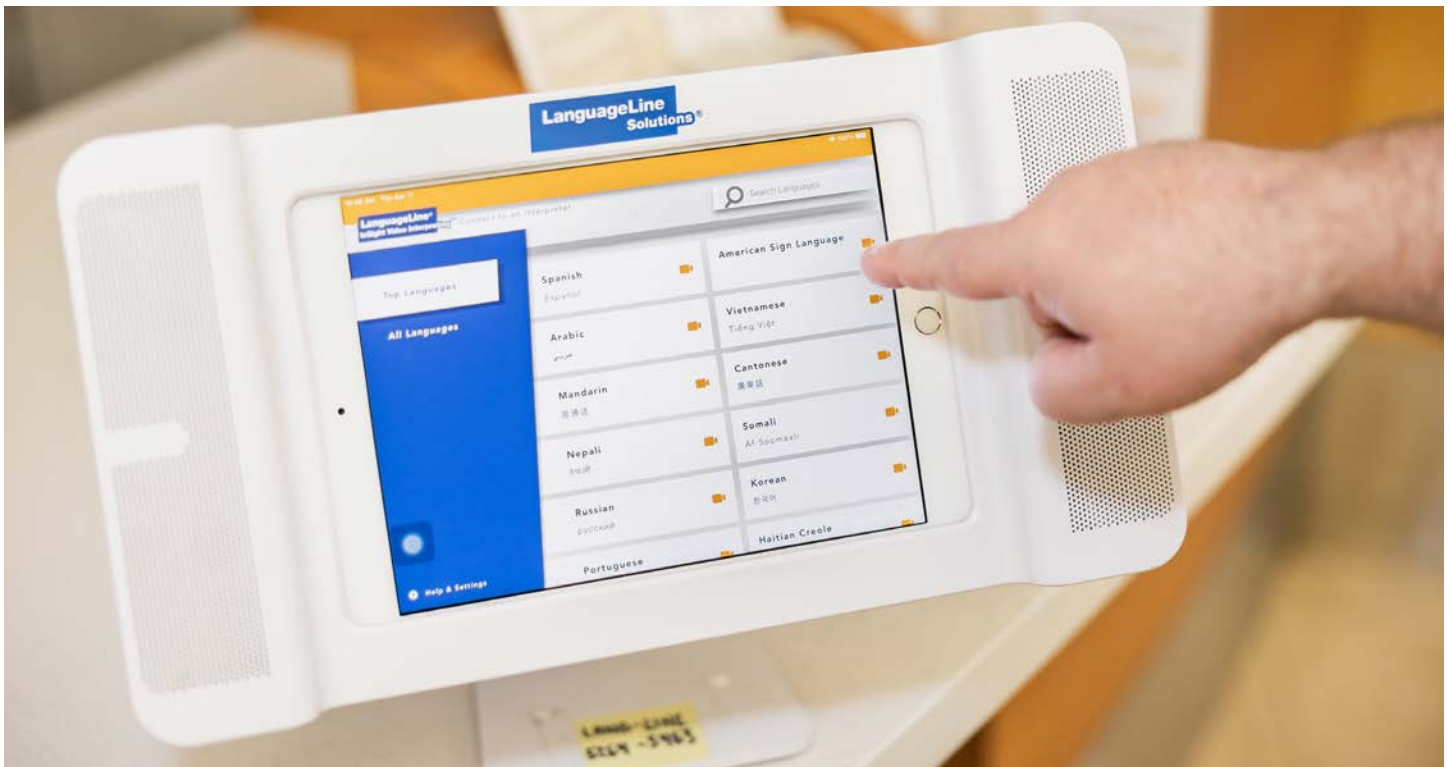
Communication, other than ICT

What We Have Achieved

- Expanded translation service iPad inventory and improved communication accessibility so our team can support guests who communicate in other languages, including American Sign Language (ASL).
- Added an audio accessibility device to an employee meeting space to help create a more inclusive environment for employees and volunteers who are hard of hearing.
- Performed hearing loop system maintenance.
- Showcased the Hidden Disabilities Sunflower Program on display screens at information counters to increase awareness. We have also introduced program information and posters distributed to airport partners.
- Removed plexiglass from information counters to enhance face-to-face communication.
- Introduced roaming Guest Experience team members at key entrances to the airport to improve communication and service delivery.

What We Are Focusing on Next

- Installing assistive listening devices to public meeting spaces and airline check-in counters.
- Exploring alternative accessible phones to improve communication access for guests.





Procurement of Goods, Services and Facilities

Procurement of Goods, Services and Facilities

Accessibility is at the forefront of all our procurement processes. We review and follow guidelines to ensure we meet universal design requirements in all procurement of goods, services and facilities. We incorporate universal design principles in all requests for proposals, including design, contracts, purchases, emergency planning and operations. We consult with external universal design experts and engage with our community partners on new designs, services or purchases of equipment and tools.

Our Story: A&K Robotics - Autonomous Pod Trial

YVR's Innovation Hub is working with a local Vancouver company, A&K Robotics, to trial self-driving pod technology in the terminal. The self-driving pod technology will be a complimentary option for guests experiencing varying mobility challenges or who may just need a little help when travelling through YVR.

The trial with A&K is being supported by Innovate BC and the Ministry of Jobs, Economic Development and Innovation, marking YVR as the first testbed partner under the Integrated Marketplace program. This program offers government funding opportunities to connect made-in-BC clean tech businesses with industry, thus supporting the local tech ecosystem and aligning with the Innovation Hub's mission.

A&K manufactures leading-edge robotics technologies, and through its partnership with YVR there is potential to increase the company's global commercialization while improving airport operations, increasing passenger accessibility and enhancing the traveller experience. Guests may choose assistance to and from facilities like washrooms, nurseries and pet relief areas, or between their gate and any of the nearby shops and commercial services before a flight.



Procurement of Goods, Services and Facilities

What We Have Achieved

- Continued our accessibility-focused approach to procurement, including following universal design guidelines.
- Conducted ongoing consultations with community partners on universal design.
- Increased awareness of commercial tenants regarding accessible point-of-sale machines and encouraged adoption of accessible options for customers.
- Released a request for proposal for self-service parking kiosks.

What We Are Focusing on Next

- Continuing to follow accessibility guidelines to minimize barriers and improve guest experience when procuring any new equipment for the airport.
- Continuing to expand our wheelchair inventory to improve access for guests needing wheelchair assistance.
- Reviewing additional equipment options that will enhance accessibility at YVR.



Design and Delivery of Programs and Services

Design and Delivery of Programs and Services

We want everyone to have a great airport experience where guests feel welcomed and comfortable, leaving satisfied and eager to return for future journeys. Our wide range of service programs are readily available to assist passengers with information and our team strives to create an unrivaled experience for our guests.

Our teams are here to help, from information counters to curbside assistance. Our new in-house Guest Experience team is available 24 hours a day, 7 days a week. We currently have 358 Green Coat volunteers, who have been providing services since 1989. These teams are often the first point of contact when

guests arrive at YVR and are passionate about creating a welcoming and positive experience.

We're also building awareness of our programs and services to create an equitable, respectful and barrier-free airport for everyone. This includes engaging with community partners, external accessibility and inclusion consultants, internal teams and service providers, including airlines, Canadian Air Transport Security Authority (CATSA), U.S. Customs and Border Protection (USCBP) and Canada Border Services Agency (CBSA) in co-creating the design and delivery of our programs and services.



Design and Delivery of Programs and Services

Our Story: Float Plane Lift

We believe everyone should have a great experience and travel with ease and dignity. Innovation is a core value for YVR and we are committed to a continuous journey of meaningful access and inclusion.

YVR and Seair Seaplanes worked together to introduce a new lift at their YVR float plane base located near the South Terminal. This new lift is designed to make travel seamless for guests with mobility needs by making it easier to board and exit float planes. The innovative new lift was developed by a local company, Aircraft Access Solutions, and is making a real difference by reducing travel barriers to regional and remote communities. Seair Seaplanes has incorporated four of these lifts into their operation, making travel more accessible throughout the various communities that they serve.



Design and Delivery of Programs and Services

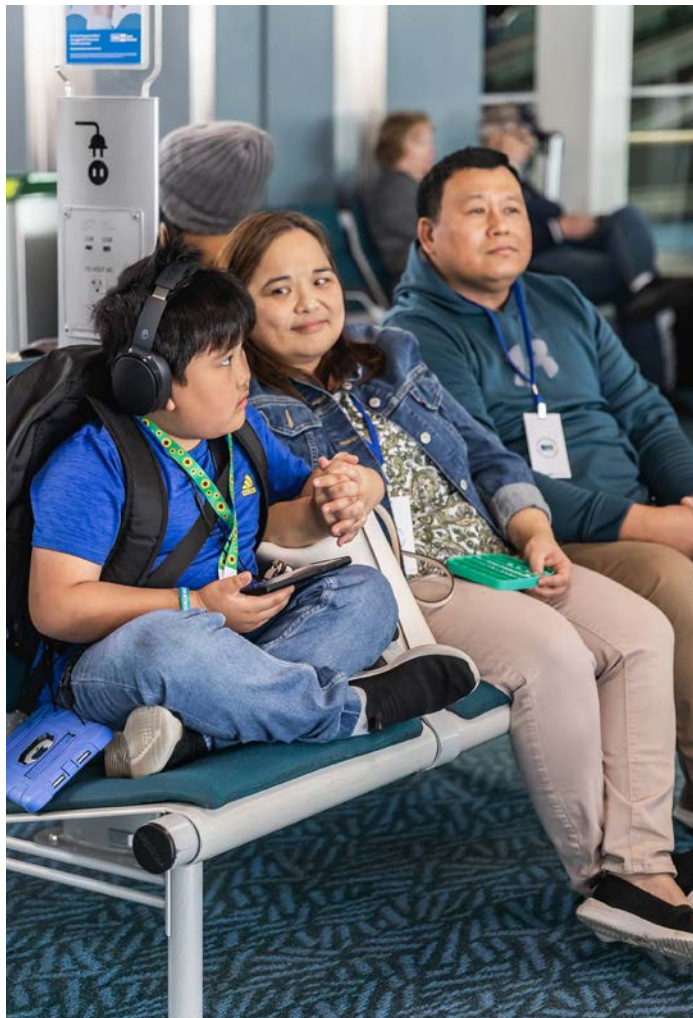
What We Have Achieved

- Launched our new curbside greeting program in 2023. This unique guest experience program helps by enhancing support for travellers from the very start of their journey at YVR. Our team proactively greets and assists guests at the curb as they first arrive at the airport, from offering help with finding a baggage cart and wayfinding to assisting guests with any accessibility requests or needs. Since our launch in December, we have served over 5,000 guests with support such as wheelchair assistance, sighted guidance, navigation support and luggage assistance.
- Continued to expand our Guest Experience team, including the introduction of additional roaming Guest Experience team members and new terminal zone lead roles that are positioned throughout the airport to enhance the overall guest experience.
- Became the largest airport in Canada to achieve Level 1 Airport Customer Experience Accreditation by Airports Council International (ACI). This achievement in July 2023 further recognizes YVR's efforts in prioritizing customer experience through the airport's thorough understanding of passenger expectations, satisfaction, comments and complaints.
- Expanded wheelchair inventory by 45%; installed trackers to improve guest access and reduce wait times; and added wheelchair storage areas at Departures to increase visibility and guest access. Introduced wheelchair collection services to ensure wheelchairs are readily available to guests across the airport.
- Launched the new Canadian Airports Accessibility Training program with updated content, providing more consistent training across Canadian airports to make the travel experience more accessible and welcoming for people of all abilities.
- Launched Paper Planes Café, a first-of-its-kind food and beverage area that provides inclusive employment opportunities for neurodivergent individuals with a diverse range of abilities.
- Partnered with Pacific Autism Family Network and AIDE Canada to create and launch a neurodiversity interactive video series to enable neurodiverse individuals the opportunity to familiarize themselves with various travel processes.
- Developed a training plan to ensure YVR employees gain the knowledge and skills to provide an authentic airport experience that reduces travel barriers and makes the airport a less stressful and more hospitable environment for guests with disabilities.
- Provided autism awareness training through the Pacific Autism Family Network to our Guest Experience team, Terminal Duty Officers and Fire & Rescue team of first responders in 2023. New front-line teams will continue to take this training as part of their orientation.

Design and Delivery of Programs and Services

What We Have Achieved (continued)

- Held emergency planning exercises where we invited people with disabilities to participate and help test and evaluate our emergency response. The exercises highlighted the need for additional training on how to communicate effectively with people with disabilities.
- Built awareness of the Hidden Disabilities Sunflower Program through partner updates, social media, promotional posters and dynamic screens, resulting in 1,750 Hidden Disabilities Sunflower lanyards being distributed within the year.
- Reintroduced the therapy dog program as part of the Less Airport Stress Initiative (LASI) and in partnership with the St. John Ambulance Therapy Dog program, which provides ambassador dogs who are highly trained to offer emotional support and comfort to travellers who experience anxiety associated with travel. Over the summer, the ambassador dogs collectively dedicated approximately 174 hours to supporting passengers – that’s 174 hours of tail wags, friendly snuggles and heartwarming moments for our guests. The LASI program is now a permanent program at YVR.
- Welcomed 61 individuals to Vancouver International Airport (YVR) on May 4 with Canucks Autism Network (CAN) and Air Canada for an annual accessibility tour, with two additional tours held on May 25 and 26, 2024. The tours provide the opportunity for individuals to become prepared, confident and comfortable with their travel experience at YVR, from check-in and security screening to locating their departure gate and boarding their flight. CAN and YVR began their partnership in 2014 to help decrease anxiety associated with air travel and build confidence for future travel success. Since its launch, over 400 individuals have attended the YVR and CAN airport accessibility tour, many of whom have since travelled successfully. Special thanks to Air Canada, Canadian Air Transport Security Authority (CATSA) and Canada Border Services Agency (CBSA) for their support of the program.
- Continued to participate in a study working with the University of Ottawa LIFE Research Institute.



Design and Delivery of Programs and Services

What We Are Focusing on Next

- Developing a public announcement policy for volume and language consistency.
- Conducting a trial with a local robotics company on autonomous pods.
- Developing a new individual travel rehearsal program to provide an opportunity for passengers with booked travel to rehearse the various airport steps before their flight. The airport rehearsal is designed to help reduce barriers to air travel and to provide a chance for individuals to practice and prepare for their upcoming trip, making the airport a less stressful and more familiar environment. We are planning to launch this new program, along with the requirements to participate, in June 2024.
- Continuing to provide accessibility tours to community partners, including our first tour partner since 2013, Spinal Cord Injury BC, to help individuals be prepared, confident and comfortable with their travel experience at YVR. We are exploring the opportunity to develop new tour programs and travel support tools.
- Consulting with rideshare/taxi companies to build awareness of curbside drop-off locations.
- Pursuing Airports Council International's Accessibility Enhancement Accreditation.
- Reviewing ways to improve overall guest transportation in the terminal.





Transportation

Transportation

All YVR parking facilities include designated accessible parking spots for people with disabilities (with a valid permit) to provide extra parking width and proximity to facilities. Our accessible drop-off spaces at the departure level offer a 15-minute window for people who need extra time. YVR has agreements with several service providers to provide accessible transportation to and from the terminal. This includes taxis, South Terminal courtesy shuttle, jetSet, Value Long Term Lot, Canada Line and car rentals. We also offer curbside assistance for guests regardless of how they arrive or plan to depart.

What We Have Achieved

- Updated our drop-off area by wrapping curbside bollards in blue with a high-contrast international symbol of access to trial, making it easier for drivers and passengers to locate accessible drop-off locations.
 - Promoted on our website that curbside assistance extends to the Canada Line.
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What We Are Focusing on Next

- Engaging with ground transportation providers to ensure a seamless and supportive experience for guests, including building awareness of drop-off locations, service animal regulations and wheelchair anchor points for passenger/guest safety.
- Identifying additional signage opportunities from the YVR shuttle service to long-term parking.
- Introducing a new online curbside assistance booking tool.
- Developing plans to anticipate and address guest impacts when escalators or elevators are not available and additional support is required.
- Assessing airport seating regularly to ensure we have available seating at intervals throughout the journey.
- Evaluating options to support guests travelling long distances throughout the airport.

Our Story: Curbside Greeting Program

YVR's curbside greeting program that launched in December 2023 is the first of its kind in an airport setting. The program enhances guest experience and accessibility by ensuring a seamless journey from arrival at the Departures curb to the Main Terminal. Greeters are strategically stationed across Level 3 Departures to welcome guests and proactively provide them with information, directions and assistance.

From the moment they arrive at the curb, guests can feel prepared for a successful journey ahead and have a positive experience. The program's commitment to accessibility is based in its proactive and personalized approach to identifying and addressing guest needs, reducing or eliminating response times and ensuring smooth service for guests requiring assistance with wheelchairs, mobility aids or sighted guidance. Ultimately, the goal is to make navigating the airport easy and comfortable for everyone.

In the words of a guest who used the program in 2024, **“Our curbside greeter truly went above and beyond to assist me in my time of need and I cannot thank her enough for her kindness, compassion, and dedication. Her quick thinking was instrumental in helping me find my lost phone at YVR airport. I am forever grateful for her exceptional service and willingness to help a stranger in need.”**





Consultations

Consultations

YVR fully supports the “nothing about us, without us” philosophy to include people with lived disability experience in the planning and operation of our facilities. From our professional accessibility consultants to our community partnerships and journey mapping, we continue to work directly with the community of people with disabilities to design the best airport experience for everyone.

Consulting with community partners is key to ensuring our programs and services are meaningful to our guests. Involving our guests and community is instrumental to ensuring YVR is barrier-free and delivering leading services and solutions for everyone.



Consultations

What We Have Achieved

- Engaged with 10 community partners in 2023.
- Invited community partners to participate in 2024 engagement activities via multiple formats, including online, in-person and through written response.
- Held monthly Terminal Working Group meetings with airport partners.
- Engaged with Return on Disability Group to gather new insights on disability-related trends.
- Increased frequency of customer satisfaction surveys.
- Launched the YVR Co-Pilots online community forum. Members can provide feedback on current operations or be part of brainstorming sessions to find or choose solutions for new or old airport challenges.
- Received an overall customer satisfaction score (CSAT) of 91 percent in 2023, an increase of two percent over 2022. CSAT scores measure in-terminal satisfaction across various aspects of the airport experience, helping inform future initiatives. The overall CSAT score is based on surveys conducted every four days over a given year.
- Held an online accessibility survey to gather feedback from people with disabilities about their experiences at the airport. This feedback will further guide YVR in enhancing accessibility and the overall airport experience.
- Launched an online survey on our new curbside greeting program.

What We Are Focusing on Next

- Working with Canadian airports to help create a 5-year accessibility roadmap for Canada's Airports as part of the Canadian Airport Council accessibility working group. The roadmap will outline current, imminent and future initiatives by airports.
- Reaching out to new community partners to include them in our ongoing engagement efforts.
- Ongoing engagement with airport partners.

Consultations

Our community partners representing people with disabilities include:

- Alzheimer Society of British Columbia
- Canucks Autism Network (CAN)
- Canadian Mental Health Association (CMHA)
- Canadian National Institute for the Blind (CNIB)
- Cerebral Palsy Association of British Columbia
- Pacific Assistance Dogs Society (PADS)
- Pacific Autism Family Network (PAFN)
- Rick Hansen Foundation
- Return on Disability Group
- Spinal Cord Injury – British Columbia (SCI BC)
- United Way British Columbia
- Universal Access Design
- Wavefront Centre for Communication Accessibility



Employment

Employment: Purpose Through People

People are core to our business and critical to our strategy – both our direct employees and the employees of our business partners on Sea Island. We continue working to align our values, behaviours and employee value propositions so that we can create a workforce reflective of our diverse community and a working environment that supports multi-generational needs and adapts to the changing expectations of how we work. We strive for a culture in which everyone is seen, has a voice and is heard. Our Diversity, Inclusion & Belonging Integrated Strategy builds on and learns from the past, adapts for the future and focuses on the strategy of “At YVR, we all belong.” Our approach integrates community, passengers, employees and supply management, and supports working together to build a strong culture of belonging, not only at the Airport Authority but with the YVR community of employers.

YVR strives to create a workplace that embraces the rich diversity of the community we serve. We value the contributions of all employees and are committed to employment equity and the strategic advantages of diversity, inclusion and belonging. By being more inclusive and supportive of diversity, we can draw on a wider field of excellence across the region. We support the Employment Equity Act and take measures to ensure fair employment practices and treatment of employees across our organization. We aim for all practices to be integrated and embedded into our culture and behaviours. We offer leadership training, which contributes to building a strong and healthy culture.

We welcome employment applications from all qualified candidates, including women, Indigenous peoples and people with disabilities. We encourage applicants to self-identify with a designated group(s) to support our team in filling gaps in areas where we can be more diverse. Applicants can ask for accommodations throughout the selection process and while working at YVR. We share postings with our partners to increase opportunities for diverse groups, including internships and summer students.

If you need support applying online, please contact us at 604-303-3152 or careers@yvr.ca

YVR has a process in place for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability. The employee is responsible for showing the need for accommodation to the manager or Human Resources contact. We consider the accessibility needs of employees during any employment process, including performance management, career development and redeployment. The Human Resources team aids managers and employees in developing suitable accommodation plans where requested.

In 2023, YVR added a new role — Director, Diversity, Inclusion and Belonging to the People and Culture team. This role designs and leads short and long-term initiatives to increase diversity, inclusion and belonging in YVR’s workforce. Disability is central in this work, alongside the other identities of our colleagues and stakeholders.

Employment: Purpose Through People

Our Story: Paper Planes Café

In 2023, YVR launched Paper Planes Café in partnership with the Pacific Autism Family Network (PAFN) in our efforts to build meaningful inclusion opportunities, foster empathy within our airport community and provide employment opportunities. Paper Planes Café is a first-of-its-kind, inclusive and accessible café in a Canadian airport. Our partnership with PAFN reflects our commitment to accessibility serving our community and the economy that supports it. The café is operated and staffed by a team of individuals of different abilities from across the neurodiverse community. Paper Planes Café represents more than just a coffee shop; it symbolizes our commitment to creating an airport that's truly for everyone.

This social enterprise venture doesn't just offer high-quality food and beverages; it serves as a platform for individuals with diverse abilities to gain paid employment training and invaluable work experience.

YVR guests can visit Paper Planes Café in the Domestic Arrivals area on Level 2 and witness how a simple cup of coffee can brew inclusivity, empowerment and an employment environment welcome to people of all abilities.



Employment: Purpose Through People

What We Have Achieved

- Launched a new learning management system (LMS) to allow YVR to distribute and manage training and learning content for all staff, in conjunction with the new Canadian Airports Accessibility Training.
- Expanded YVR employee spaces to meet YVR's universal design requirements, which go above and beyond Building Code requirements.
- Opened Paper Planes Café, which was launched as a retail partner. The café's mission is to train neurodiverse community members and find them meaningful paid employment.
- Actioned Beyond Accessibility training enhancements, including new arrivals training program presentations, tours and interactive activities involving team members from across YVR. This training includes an introduction to accessibility and inclusion and features direct involvement from a variety of community partners such as Pacific Autism Family Network, Alzheimer Society of British Columbia, Universal Access Design and Rick Hansen Foundation.

What We Are Focusing on Next

- Continuing to track and target disability as a valued characteristic of potential members for YVR's Board of Directors.
- Continuing to track and target the percentage of our workforce with disabilities compared to the labour market availability of disabled workers.
- Optimizing the employee accommodation process and sharing success stories to encourage more accommodations and disability disclosure to drive positive performance.
- Integrating disability in our strategic approach to diversity and inclusion along with other equity groups such as women, racialized people, Black people, Indigenous peoples and members of the 2SLGBTQI+ community.

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Feedback

Feedback Information

YVR is committed to providing everyone with a smooth and seamless airport experience. Our plan and ongoing progress is deeply rooted in listening closely to our guests, community partners, employees and community.

We welcome feedback from guests, employees, business partners and the public to help YVR become more accessible and inclusive. Feedback can be submitted by telephone, TTY, email, in-person and web form. A service request number is issued each time feedback is received to ensure that we can track and address it.

YVR acknowledges all feedback in the manner it is received. We follow up with the appropriate teams and airport partners to address feedback, where necessary. Feedback received forms an integral part of our accessibility planning.

Below is a summary of the feedback received within each provision area:

Provision area and feedback summary:

Built Environment

- Difficulty accessing some washrooms without push-button door openers.
- Difficulty accessing the elevator.
- Suggestions for improved wayfinding, including signs and tactile walking indicators.
- Suggestion to provide more power outlets at various locations and at accessible heights.
- Suggestion to review signs in the passenger pick-up that may be confusing.
- Suggestion for curbside intercoms to be positioned closer to the curb.
- Suggestion for more seating in the International Departures area.
- Suggestion to add a tactile sign outside the nursing pod door.
- Suggestion to consider tactile indicators on the floor in boarding gate areas.

Feedback Information (continued)

Information and Communication Technologies (ICT)

- More information and clarity on the curbside assistance program.
- Public announcement too loud/too quiet.
- Wi-fi connection inconsistencies.
- Suggestion for the self-service kiosk screens to provide additional flexibility and adjustments.
- Comment that audio jacks on kiosks are not universal.
- Suggestion for kiosk screens to provide a magnification tool.
- Suggestion for flight display screen modifications to create more space and clarify content between flight departure information rows.
- Suggestion for more prominent and permanent signs for the Hidden Disabilities Sunflower Program at the information counters.

Communication, other than ICT

- Suggestion to add hearing loop to all airline gates.
- Ongoing support for increased visibility and more promotion of the Hidden Disabilities Sunflower Program.

Procurement of Goods, Services and Facilities (None)

Design and Delivery of Programs and Services

- Comments on YVR's efforts to provide a positive travel experience for individuals with autism.
- Positive experience with the Hidden Disabilities Sunflower Program.
- Continue to have roaming staff, including around areas under construction.
- Challenge with curbside assistance service at the hand-off location at International Arrivals.
- Complaint about service of a third-party vendor.
- Complaint that a foldable wheelchair did not have a designated storage location for luggage.
- More information and clarity on the curbside assistance program hours of operation and service offerings.
- Increase visibility and promotion of Paper Planes Café.

Feedback Information (continued)

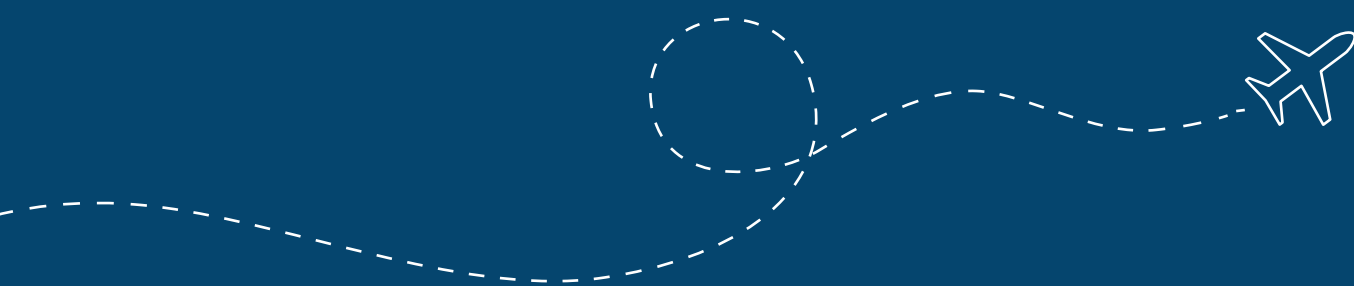
Transportation

- Accessible drop-off/pick-up zones blocked or used by non-disabled drivers.
- Comment that parkade accessibility spots are often full, including some vehicles not displaying a required parking permit.
- Suggestions to improve sign clarity and location for taxis and rideshare while airport renovations are underway.
- Suggestion for curbside assistance to extend to long-term parking area.
- Increase visibility and promotion of YVR Express.

Employment (None)

Airport Partners

- Dissatisfaction with quality service for mobility assistance.
- Wait time for assistance after others had deplaned.
- Refusal of transporting mobility aid.
- Inconvenience for a service dog; complaint about service dog policy.
- Public announcement did not use inclusive language.
- Continue to build ongoing awareness with airport partners about the Hidden Disabilities Sunflower Program.
- Suggestions of training opportunities.



Appendices



Appendices

The Accessible Canada Act

The Government of Canada consulted with Canadians from July 2016 to February 2017 to find out what an accessible Canada means to them. On June 20, 2018, the Government introduced Bill C-81, *An Act to ensure a barrier-free Canada (the Accessible Canada Act)* in Parliament. The Accessible Canada Act received Royal Assent on June 21, 2019, and came into force on July 11, 2019.

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

The ATPDR requires that YVR have policies, programs and services in place to support the Canadian Transportation Agency (CTA) accessibility-related regulations following the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the Accessible Canada Act (ACA). YVR will update its Accessibility Plan every three years, publish yearly progress reports and conduct feedback processes.

Universal Design Principles

Providing a facility that is universally accessible is a priority for YVR. All new or altered facilities that form part of the travel process must follow the current National Building Code of Canada and the Canadian Transportation Agency's "Code of Practice: Passenger Terminal Accessibility." This code of practice applies universal design principles and specifically requires that new construction meet the requirements of Canadian Standards Association (CSA) B651. The most stringent code requirements will apply.

When renovating existing facilities or where there are other significant limitations on the facility, the permits group will facilitate a discussion on what measures can be taken to make sure that the principles of the universal access manual are met.

The principles of universal design are summarized:¹

- **Equitable Use:** The design is useful and marketable to people with diverse abilities.
- **Flexibility in Use:** The design accommodates a wide range of individual preferences and abilities.
- **Simple and Intuitive Use:** Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills or current concentration level.
- **Perceptible Information:** The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- **Tolerance for Error:** The design decreases hazards and the adverse consequences of accidental or unintended actions.
- **Low Physical Effort:** The design can be used efficiently and comfortably with minimum fatigue.
- **Size and Space for Approach and Use:** Proper size and space are provided for approach, reach, manipulation and use regardless of the user's body size, posture or mobility.

¹ The Centre for Universal Design has developed guidelines to go with the seven principles.

Appendices (Continued)

Principles of Accessibility

Section 6 of the Accessible Canada Act sets out a series of principles as follows:

1. All persons must be treated with dignity regardless of their disabilities.
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they want, regardless of their disabilities.
5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

Key Terms

As defined by the Accessible Canada Act:

Barrier:

“means anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability:

“means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

