

Accessibility Plan and Feedback Process

2026 to 2029



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General

Toronto Pearson is operated by the Greater Toronto Airports Authority (GTAA), a not-for-profit corporation that manages and oversees the overall functions of the airport under a lease agreement with the Government of Canada. The reference to “Toronto Pearson” or “Pearson” in this plan refers only to the GTAA and its workforce and does not apply to any other employers at the airport.

Alternate Format(s)

If you require an accessible alternate format of the 2026 to 2029 Accessibility Plan or the Feedback Process, please contact us using the email, phone number, mailing address, feedback form or social media channels on this page.

We will ensure that your requested alternative format is provided as follows:

- **Print** (including large print) – not more than 15 days after the request is received.
- **Braille and audio format** – not more than 45 days after the request is received.
- **Electronic format** (compatible with adaptive digital technology) – not more than 15 days after the request is received.

Designated person to receive feedback or issue alternate formats

Manager, Passenger Care



Email

Manager, Passenger Care
[Customer Service Online Contact](#)
customer_service@gtaa.com



Telephone number

Direct: 416-247-7678
(we accept Video Relay Service calls at this number)
Toll-free: 1-866-207-1690



Mailing address

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Canada

Social media channels



[X](#)



[Instagram](#)



[Facebook](#)



[LinkedIn](#)



[YouTube](#)



[TikTok](#)

Toronto Pearson's Feedback Process

If you have feedback about how Pearson is implementing its 2026 to 2029 Accessibility Plan, and/or if you have encountered any barriers at Toronto Pearson as a passenger or employee, you can reach out to us personally or anonymously.

Contact us by email, phone number or mailing address, submit an online feedback form through our website or direct message us on our social media channels using the links provided. Our feedback options offer an acknowledgment of receipt and can maintain anonymity.

Our designated Manager of Passenger Care will review and keep records of all feedback for a minimum of seven years as required by the applicable Regulations.

If your feedback is for airline services (check-in, boarding, baggage or mobility assistance), security screening or Canada Border Services Agency, please use the links below to contact them directly.

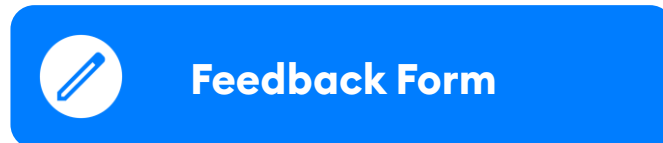
Contact us:

torontopearson.com/en/contact-us

Airline contacts:

torontopearson.com/en/airlines

For more information on accessibility at Pearson, please visit our accessibility page: torontopearson.com/en/accessibility



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Understanding Toronto Pearson

Pearson is the second-largest international airport in North America. We are committed to putting the joy back into travel by making Pearson the chosen place to fly and work. In 2025, Pearson was voted Best Large Airport serving over 40 million passengers in North America. In 2026, we were recognized globally for our accessibility work for the second time by renewing the highest accreditation level under the Accessibility Enhancement Accreditation program from Airports Council International. We continue to work towards delivering the best passenger experience: one that is seamless, inclusive and allows everyone to share in the joys of travel. To achieve this, we rely on a complex system of agencies and partners. Let's look at who does what.

Airport Facts

Toronto Pearson is a global hub that serves our region, country and the world. We welcome 47 million passengers annually, a number that is expected to grow significantly in the coming years.

As of 2025, we connect passengers to 200 domestic and international destinations, linking Canadian businesses to over 70% of the world's economies.



Toronto Pearson (owned and operated by the GTAA) is primarily responsible for:

- Overseeing the overall operation of the airport.
- Creating an accessible built environment within our Terminals.
- Designing and delivering accessible programs, technologies, services and facilities.
- Maintaining the accessible website [TorontoPearson.com](https://torontopearson.com).
- Managing the airport's social media accounts.
- In close collaboration with Pearson airline partners, ensuring Terminal 1 and 3 curbside assistance is provided between the curb to the check-in counter and between general public areas and the curb for passengers with disabilities.
- Ensuring accessibility is at the forefront of Pearson's plans now and into the future as new facilities come online through Pearson's Long-term Investment in Facilities and Terminals ([LIFT](#)) program.

Government agencies and other organizations are primarily responsible for:

- Providing accommodations, including assistance to passengers with disabilities when accessing transportation, security, customs and border protection services.
- Delivering services such as ground transportation (e.g., taxis and limousines, Union Pearson [UP] Express, etc.), security screening, customs and border protection.

Our airline partners (aircraft and air carrier services) are primarily responsible for:

- Providing mobility assistance and facilitating the movement of passengers with disabilities from the Terminals' curbside, through the check-in process, to the gate and on board the aircraft and vice versa.
- Assisting passengers with disabilities who arrive through a connecting flight.
- Ensuring proper stowage of mobility aids on aircraft and delivering those devices to passengers upon arrival.

Our retail partners are primarily responsible for:

- Operating food and beverage services and retail offerings in an accessible manner.
- Maintaining accessible seating options for passengers with disabilities where seating is available.
- Providing accessible retail shopping experiences.



Accessibility Statement

At Pearson, we meet travellers where they are, because every journey is unique.

Each day, thousands of passengers pass through our airport, supported by a workforce of more than 50,000 people who keep it running. Creating an airport experience that respects and responds to the diverse requirements of everyone who travels through, works at or visits Pearson isn't just important; it's essential. Everyone deserves a seamless journey.

In 2025, we were honoured to receive the Accessible Airport Award from the International Airport Summit, a recognition that reflects years of partnership, innovation and commitment. Accessibility is at the heart of how we design every passenger experience, from the technologies we use to the training we provide for our teams. It's woven into our customer experience strategy to offer greater choice, flexibility and ease for all.

This work happens through collaboration and continuous learning. We listen to the lived experiences of passengers and employees, and we let those voices guide us forward.

Our Accessibility Plan is the roadmap. It shows how we will reduce barriers, expand opportunities and build experiences that anticipate needs before they're asked. Because accessibility is more than just removing obstacles, it's about creating a joyful journey for everyone.

Christina Iacovino

Director, Customer and Airline Relations
Toronto Pearson



Toronto Pearson's Accessibility Plan

As a Terminal Operator in Canada that forms part of the federal transportation network, this is Pearson's Accessibility Plan, which is a roadmap to creating and maintaining impactful accessibility. This Accessibility Plan has been prepared in accordance with the *Accessible Canada Act*, its Principles and Regulations, including, but not limited to the *Canada Transportation Act (CTA)*, as applicable to Pearson.

This Accessibility Plan is in respect of Pearson's policies, programs, practices and services in relation to the identification and removal of barriers, and the prevention of new barriers in the following seven key areas:

- Information and Communication Technologies (ICT)
- Communication, Other Than ICT
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment

This Accessibility Plan also explores the actions being taken to identify, remove and prevent barriers by outlining our commitments to further improve accessibility now and into the future.

This Accessibility Plan is Pearson's second plan. Our first plan was published in 2023 and was later followed by two progress reports in 2024 and 2025.

Information and Communications Technologies (ICT)

Commitments achieved:

- Over the past year, we trialled a journey planner that incorporated information about existing accessible facilities and services to make navigating the airport easier. The journey planner was tested by passengers to help us identify potential barriers. The insights gathered during the testing will inform future digital communication tools.
- New card decks were added to the MagnusCards app, a free tool that helps neurodiverse passengers understand what to expect at the airport. The new decks include step-by-step guidance for five new journey points, including the Infield Concourse, bus boarding and check-in at a counter or self-serve kiosk.
- Our 2025 website update makes it more consistent, intuitive and easier to navigate, while exceeding the current Web Content Accessibility Guidelines. The new site was extensively tested to ensure simple layouts, bold colours and strong contrast, making content easier to read for everyone.
- Pearson's gate tracker tool lets passengers get live boarding gate updates on their mobile device by scanning a QR code shown on screens throughout the Terminals. The tool has also been upgraded so that, at boarding gates with two monitors, passengers can view the instructions to access the tool in American Sign Language (ASL) and Quebec Sign Language (LSQ), with captions included.
- We completed a test with Spoke App, an innovative platform that delivers real-time airport announcements directly to passengers' mobile devices in multiple languages, including ASL and LSQ video formats.
- In Terminal 3's Canada Border Services Agency international arrivals area, we relocated 21 accessible primary inspection kiosks to improve passenger flow and reduce processing time, particularly for passengers who may require additional support or physical space.
- Terminal 1 wayfinding digital maps located at check-in areas were updated to include accessible services and facilities information. The maps now show accessible drop-off points and washroom facilities.

Barriers identified:

- Without language options such as ASL and LSQ, passengers with communication or accessibility requirements may face challenges in understanding information or navigating the airport.
- As new biometric technologies are introduced, it is important they are designed and tested with accessibility in mind from the outset. If not, the technology may prevent people with disabilities from using it independently or effectively.

Future commitments:

- In 2026, ASL and LSQ video greetings will be added to our existing information kiosks located throughout Terminals 1 and 3 and the Infield Concourse.
- In 2026, a filter bar will be added to the Pearson website's Accessibility page. This feature will allow users to search and filter programs and services based on specific accessibility requirements (e.g., services for passengers who are deaf or hard of hearing).
- In 2026, we will continue to leverage the Pearson website to promote, pilot and collect feedback on Aira ASL to guide our decision for the services we continue to offer or retire. Aira ASL is an innovative app that enables passengers who are deaf or hard of hearing to communicate with airport employees through on-demand live sign language interpretation. To increase awareness and usage, we will expand promotion beyond the website and explore additional communication channels.
- In 2026, we will update Pearson's Accessibility webpage to be reflective of the new Accessibility Standards Canada Plain Language Standard.
- In 2026, we will continue to test biometric face recognition in the United States Customs and Border Protection area in Terminal 1. Accessibility features (e.g., camera height and tilt) are being tested to reduce barriers for passengers with disabilities. The pilot is scheduled for completion in 2027, after which a post-pilot plan will be developed.
- In 2026, in collaboration with airline and government partners, Pearson will test biometric face recognition, including the testing of accessibility features. The tests will be done in Terminal 1, at a domestic screening point and at select domestic and United States (US) boarding gates.



Communication, Other Than ICT

Commitments achieved:

- We created social media stories about accessibility services, programs and facilities available at the airport. The stories were promoted on Pearson’s Instagram page and provided passengers with information, such as the locations of pet relief areas or where to pick up a Sunflower Lanyard in the Terminals. Altogether, the stories were viewed more than 30,000 times.
- In September 2025, we commemorated Deaf Awareness Month with a special “YYZ Live” performance featuring singer-songwriter Marshall Dane and his ASL interpreter, Vera.
- We participated in panels and public discussions to share information about Pearson’s accessibility programs, services and facilities. Notably, this included the Accessible Air Travel Forum hosted by University Health Network’s Knowledge Innovation Talent Everywhere Research Institute. These forums provided opportunities to engage directly with the disability community and to discuss challenges and potential solutions.
- Pearson’s Manager, Passenger Care, was featured on the “Remarkable World Commentary” podcast, highlighting accessibility programs available for passengers travelling through Pearson.
- In Terminals 1 and 3 and the Infield Concourse, new signage was installed for both passengers and employees to provide clear timelines for when elevators and escalators will return to service.
- In-terminal shuttle signage throughout Terminals 1 and 3 was updated to simplify information, improve visibility and include approximate shuttle wait times.
- In the Terminal 1 Canada Border Services Agency processing area, signs describing services (e.g., NEXUS Members or non-Canadian Residents) and the location of these services were updated. The information is now displayed on digital overhead screens, improving visibility while reducing floor-level signage.

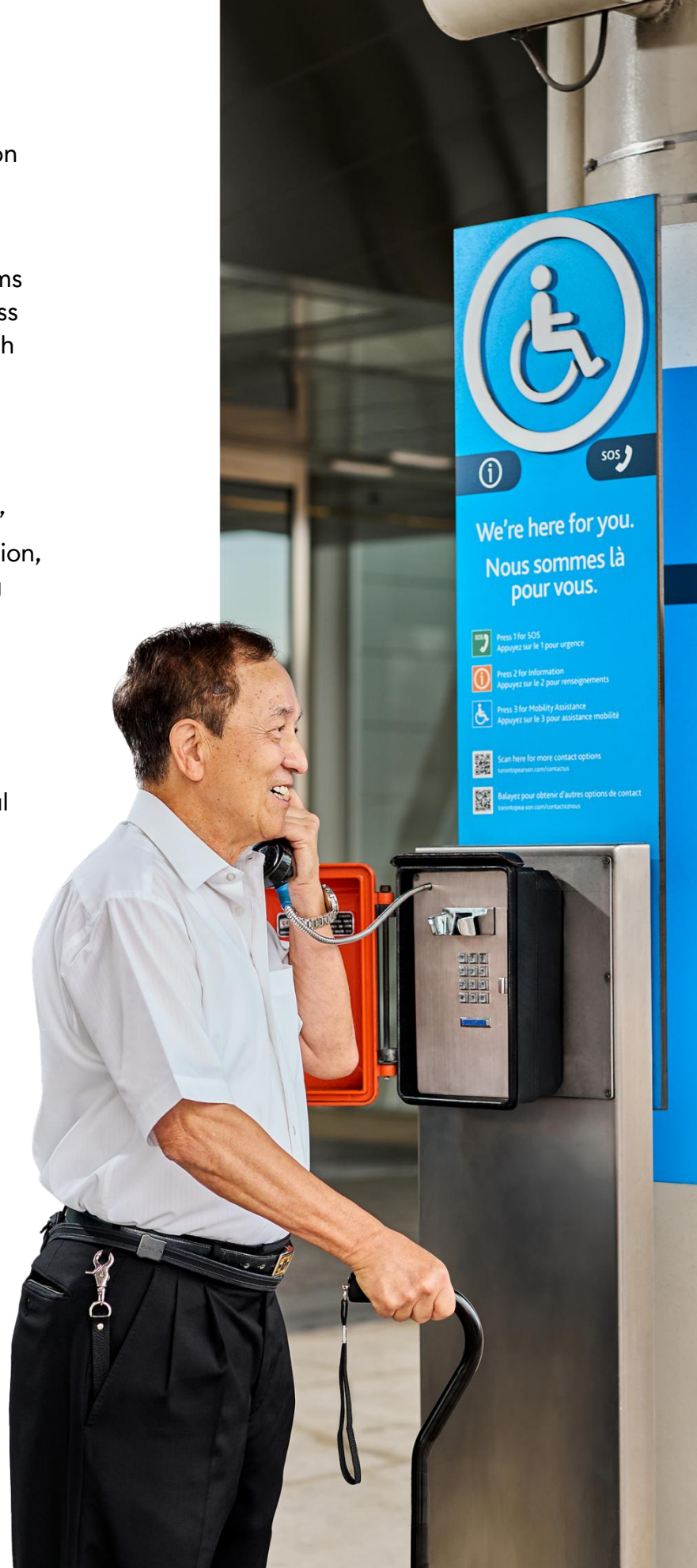


Barriers identified:

- Passengers may miss important information if signage is inconsistent, unclear, or not designed with accessibility in mind.
- Limited awareness of accessibility programs and services may reduce their effectiveness if information is not communicated through multiple, inclusive channels.

Future commitments:

- In 2026, we will continue to host “YYZ Live” performances that include ASL interpretation, supporting inclusive cultural programming within the Terminals.
- From 2026 to 2029, we will prioritize the installation of tactile and braille signage, audio descriptions or a combination of these for new art installations across terminal facilities, ensuring art and cultural spaces are more accessible for everyone.
- From 2026 to 2027, we will pilot the use of smart washroom digital displays to provide clear, accessible information such as occupancy, availability or service status, supporting more inclusive wayfinding and communication.
- From 2026 to 2029, Pearson will begin to implement the new Accessibility Standards Canada Plain Language Standard as a reference guide for its publications and communications to the best extent possible.



Procurement of Goods, Services and Facilities

Commitments achieved:

- We developed an internal dashboard to track and report on social procurement data. The dashboard provides the procurement team visibility into supplier diversity.
- We established partnerships with diverse supplier organizations and delivered information sessions to explain how to do business with Pearson.
- The LIFT program is part of our infrastructure development plan, spanning more than a decade, aimed at transforming Pearson into one of the most advanced, sustainable and passenger-friendly airports in the world. Requests for Proposals under the LIFT program contain inclusive and accessible built environment design principles, supporting independent and equitable travel for passengers with disabilities.

Barriers identified:

- The current Service Level Agreements for mobility and wheelchair assistance do not fully reflect the evolving built environment or best practices for accessible customer service. This may lead to inconsistent service quality and passenger experience.
- Social procurement is embedded as an evaluation criterion across our procurement processes; however, accessibility is not adequately addressed. This creates challenges to achieving accessible outcomes and limits participation by diverse supplier organizations.

Future commitments:

- Pearson will purchase new airside buses to accommodate projected passenger growth and facility improvements under the LIFT program. These buses will be fully accessible and include features such as designated wheelchair spaces with securement systems, priority seating and high-contrast yellow hand grab straps. Multiple bus configurations will be available in 2027 to increase capacity and flexibility for all passengers.
- In 2026, Pearson will update the Service Level Agreements for the in-terminal shuttle and Wheelchair Replenishment Program and the Air Carrier Mobility Assistance Services in preparation for upcoming Requests for Proposals.
- In 2026, we will enhance our existing wheelchair charging stations by procuring and installing cable retractors to keep charging areas organized for a cleaner and more accessible user experience.
- By 2029, Pearson will establish a single, clear organization-wide procurement policy. This policy will embed accessibility into procurement practices, decision-making and supplier engagement.
- By 2029, we will continue to strengthen existing partnerships and build new relationships with diverse supplier organizations, while taking practical steps to reach and engage underrepresented markets.

Design and Delivery of Programs and Services

Commitments achieved:

- For the third year in a row, we teamed up with Autism Ontario and Air Transat for our annual “Ready, Set, Fly...with YYZ”, an airport familiarization tour that supports families and individuals with Autism and people who are neurodivergent. Almost 200 participants took part in this immersive experience, which allowed them to practice every stage of the air travel journey.
- Since the Travel Rehearsal Program launched in May 2025, we have welcomed 15 participants and 24 family members and care partners up until March 2026. Each rehearsal is tailored to the participant’s individual requirements. For example, some rehearsals included visits to pet relief areas to support participants travelling with service dogs. To date, rehearsals have taken place across international, domestic and US sectors in Terminals 1 and 3 and the Infield Concourse.
- To mark International Day of Persons with Disabilities, we partnered with Spinal Cord Injury Ontario and Air Canada to host an immersive travel rehearsal tour, which included wheelchair to seat transfer demonstrations. The tour supported 11 individuals (and their families/care partners) who had recent spinal cord injuries and were new to accessible air travel.
- Pearson awarded the Uplift Fund (which is part of the Propeller Project) to the Canadian National Institute for the Blind (CNIB) to expand its “Come to Work” program in Peel Region. This program supports employment for people who are blind or have low vision by building employer partnerships and connecting job seekers to training and career development opportunities.
- We launched the Toronto Pearson Accessibility Advisory Council and welcomed the Alzheimer Society of Ontario and Spinal Cord Injury Ontario as new advocacy partners. We hosted four meetings, including a Terminal 1 domestic gate area walkthrough with our advocacy groups.
- We presented at one of Air Canada’s accessibility advisory council meetings, where we discussed Pearson’s accessible amenities and past and upcoming initiatives.
- We supported 94 athletes travelling to the 2025 Special Olympics World Winter Games in Italy by coordinating buses and helping them through check-in, security screening and the Canada Border Services Agency process upon their return to Canada.

- To better support passengers requiring mobility assistance, we expanded our wheelchair fleet by 30% by adding a variety of wheelchairs in different sizes (for children and adults of all sizes), with seatbelt and extended footrest options.
- During peak travel periods (e.g., March break and the summer season), additional in-terminal shuttles were added in Terminals 1 and 3 to respond to increased passenger volume.
- We launched the Toronto Pearson Service Behaviours, which set consistent service expectations for all Pearson employees. To deliver this program across the airport, a training model was published and its rollout to frontline teams has been initiated.

Barriers identified:

- As passenger volumes grow, existing programs and service models may require additional capacity, resources or flexibility to continue meeting demand in an accessible and inclusive way.
- Despite Canada's increasingly aging population, the programs and services that support independent travel for passengers with cognitive disabilities (e.g., dementia) remain limited and challenging to implement.

Future commitments:

- Pearson is a designated core research partner for the Accessible Skies project, funded by Accessibility Standards Canada and the Government of Canada. In 2026, Pearson will host an in-person customer journey mapping research exercise at the airport, capturing accessibility barriers and opportunities for people with lived experience, care partners and members of disability groups. The research aims to inform future Canadian accessibility standards and helps airports better support passengers with cognitive disabilities, along with their care partners and support networks.
- In 2026, in collaboration with an occupational therapist, Pearson will publish an accessible article on our website, containing travel tips for passengers with a brain injury.
- From 2026 to 2028, Pearson will explore new accessible in-terminal vehicles to better meet location-specific requirements and passenger demand.
- From 2026 to 2029, Pearson will continue to expand airport familiarization tours, rehearsals and immersive programs, building on the success of existing initiatives to support a broader range of passengers with disabilities and their support networks.



Transportation

Commitments achieved:

- In Terminal 1, we relocated the airport shuttle parking zone to the arrivals level, providing passengers with easier access without the need to change levels after exiting the baggage halls.
- A new Toronto Transit Commission bus route, Express 906, now runs every 15 minutes between Humberwood Loop (Humber College) and Viscount Station, providing passengers and employees additional accessible transportation options to and from Pearson.
- In Terminal 3 on the departures level, the overhead wayfinding signs were updated to clearly indicate the nearest parking zones.
- Accessibility services and standards for taxi and limo drivers serving Pearson were strengthened to ensure passenger requirements are met, including for those travelling with a service animal.
- Pearson's ground transportation team collaborated with curbside assistance contractors at Terminals 1 and 3 to improve processes and customer service. The team attended quarterly meetings to educate staff on accessible drop-off protocols and supporting passengers with disabilities effectively.
- In Terminals 1 and 3, we upgraded the signage at our pre-arranged services desk using Pearson's branded accessible colours, braille labels, the International Symbol of Access and a Telecoil sign (International Symbol for Hearing) to indicate the availability of wheelchair-accessible transportation and a hearing loop.

Barriers identified:

- Passengers may face confusion or difficulty locating transportation services if signage is unclear or inconsistent.
- Passengers may face longer wait times due to limited loading zone space available during peak times (e.g., pick-up at Terminal 1 on the ground level) when using the rideshare programs.

Future commitments:

- In 2026, a pilot project began on the ground level of Terminal 1 to create more curbside parking for rideshare services. This gives passengers a clearer, easier pick-up point that they can access through the rideshare mobile app, with options for accessible travel.
- By 2027, Pearson will streamline terminal and curbside signs to clearly outline available transportation services, costs and passenger rights. These signs will also include the location of accessible taxi and limousine services.
- From 2026 to 2027, Pearson's ground transportation team will work with Wheel-Trans to improve communications and pick-up procedures for passengers requiring safe, reliable and accessible transportation at Terminals 1 and 3.

Built Environment

Commitments achieved:

- In Terminal 1, as part of the washroom redevelopment project, 13 new elongated style automatic door openers were installed, with 11 of them serving universal washrooms and 2 serving nursing rooms.
- We completed upgrades to four nursing rooms in Terminal 1. These spaces now include a microwave and an interactive wall-mounted activity panel, allowing children to engage in play.
- At the Infield Concourse:
 - Eleven water fountain spouts were replaced with black fixtures to improve colour contrast;
 - Five hearing loops were installed at boarding gate counters, improving access for passengers who are deaf or hard of hearing; and
 - Four new automatic door openers were installed in the family washrooms near the departure gates.
- In Terminals 1 and 3, accessible seating located near boarding gate desks was refreshed with new seat backs displaying the International Symbol of Access, making these seating areas easier to identify.
- In the Terminal 1 US departures gate area, an additional overhead wayfinding sign was installed to improve navigation to the existing pet relief area.
- In the Terminal 1 domestic and international baggage halls, the International Symbol of Access signs, adjacent to baggage carousels, were refreshed, improving visibility following recent renovations.
- In collaboration with airlines and mobility service providers, we reactivated a critical elevator in Terminal 3. The elevator allows mobility devices to be transferred directly from the tarmac (area outside the Terminal where airplanes park) to the international arrivals level, which improves the safety and efficiency for ground handling staff and passengers alike.
- A new automatic door opener was installed in a Terminal 3 family washroom located in the international arrivals area to support barrier-free access.

Barriers identified:

- Balancing aging infrastructure while keeping up with emerging accessibility standards and supporting increasing passenger traffic can be challenging.
- Some older signs may still have small text, poor contrast and no tactile lettering or braille, potentially making it difficult to locate certain services or facilities.

Future commitments:

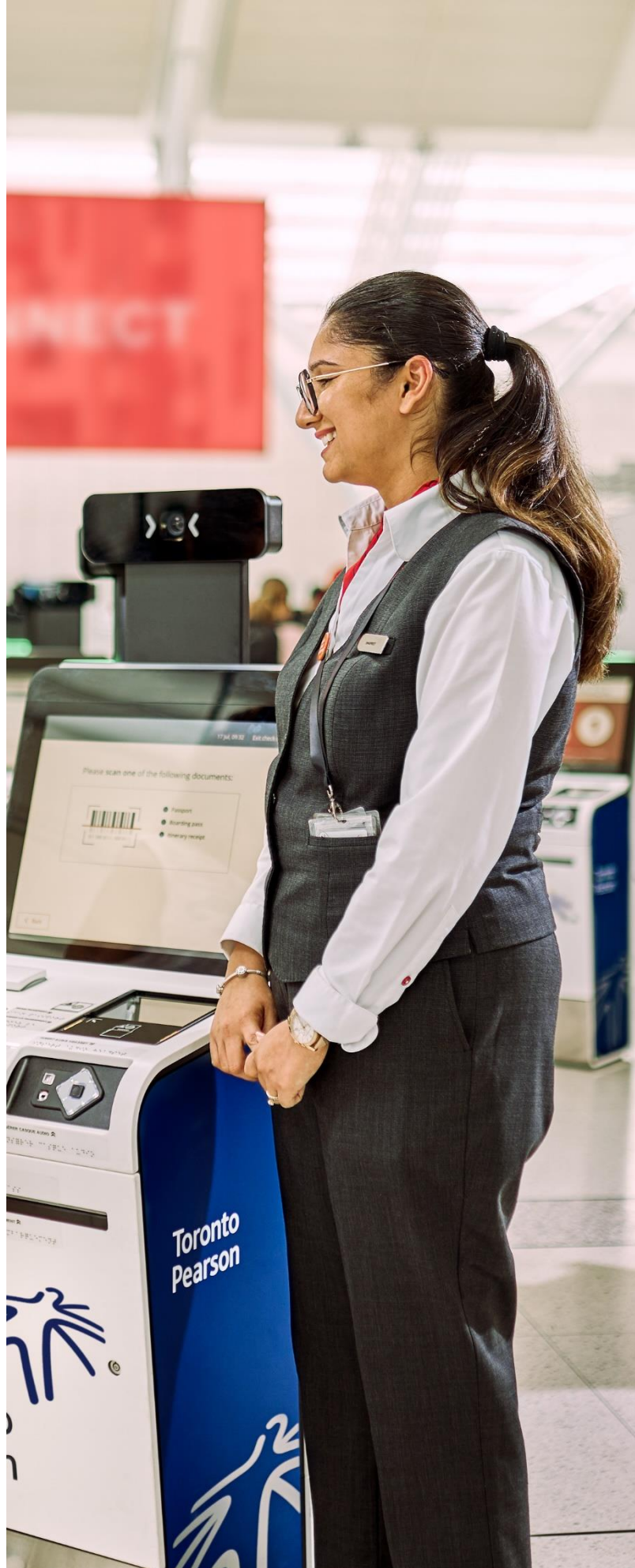
- In 2026, more than 300 signs across Terminals 1 and 3 will be upgraded to include tactile lettering and braille. These updates will include washroom signs and door signs for electrical and mechanical rooms, improving navigation and wayfinding for passengers who are blind or have low vision.
- From 2026 to 2029, Pearson will continue to embed universal design and accessibility principles into all major infrastructure projects, including the LIFT program. The work will involve designing new and renovated spaces to support independent travel, reduce reliance on assistance services and respond to the requirements of passengers with and without disabilities from the outset.
- In 2026, the Terminal 1 Operations Office will complete its final assessment under the Rick Hansen Foundation Accessibility Certification program, positioning the space to become certified Gold. This achievement will demonstrate our ongoing leadership in accessibility and our commitment to meeting high national standards for inclusive built environment design and operations.
- In 2026, Terminal 3's Canada Border Services Agency international arrivals area will have a new family zone added. The area will be identified by a large mural and include six designated sections for families to complete their customs declarations. Each space will be equipped with a primary inspection kiosk and a sensory board. Three sensory boards will be fully accessible, featuring tactile elements and a non-glare finish.



Employment

Commitments achieved:

- GTAA employee offices at the Airways Centre and Terminal 1 now feature more than 500 height-adjustable desks, allowing employees to customize their workstations for comfort, ergonomic support and greater flexibility across different working styles.
- Barrier-free design principles were embedded into newly renovated office spaces at the Airways Centre and Terminal 1, which include widened hallways and doorways, supporting safe and improved navigation for all employees.
- At the Airways Centre offices, universal washrooms are available in all GTAA employee working areas, which include accessible features such as automatic door openers and grab bars.
- The lunchroom, referred to as the “Oasis,” includes clear paths of travel and a barrier-free kitchen sink that is positioned at an accessible height with sufficient knee clearance.
- More than 100 new room signs with tactile lettering and braille were installed across the GTAA employee offices, supporting improved wayfinding for employees who are blind or have low vision.
- We hosted employee engagement events attended by hundreds of staff members across the Pearson community, including World Autism Awareness Day and the Airport Safety Fair. These events helped raise awareness of Pearson’s accessibility programs, services and facilities available to passengers and employees alike.



Barriers identified:

- A wide range of internal systems, productivity tools and third-party applications with varying levels of built-in accessibility are used across teams. This inconsistency may impact or limit effective access for employees using assistive technologies.
- Internal documents, dashboards, newsletters and digital signage may not consistently follow accessible design standards (e.g., proper tagging, colour contrast, readable formats), creating challenges for users with visual, cognitive or learning disabilities.
- Some systems and applications may not fully support screen readers, keyboard navigation, captioning or other assistive tools, impacting employees' independent access to information and task completion.

Future commitments:

- In 2026, Pearson will conduct a digital accessibility audit to ensure that internal systems, collaboration tools, third-party applications and digital communication channels meet the latest Web Content Accessibility Guidelines.
- In 2026, Pearson will develop a new in-depth training module for the Ready to Work Program that aligns with accessibility principles and the Customer Experience Strategy, made available to all employees.
- From 2026 to 2028, Pearson will introduce organization-wide accessible content standards, including templates and quality checks. Targeted training and guidance will be provided to employees who create documents and digital content to support consistent and accessible communication.
- In 2026, we will refresh and modernize our airport-wide accessibility training for frontline staff to ensure alignment with Toronto Pearson Service Behaviours and current best practices. This will be completed with education on Pearson's accessible amenities during employee activations, briefings and working groups.



Provisions of CTA

Accessibility-Related Regulations

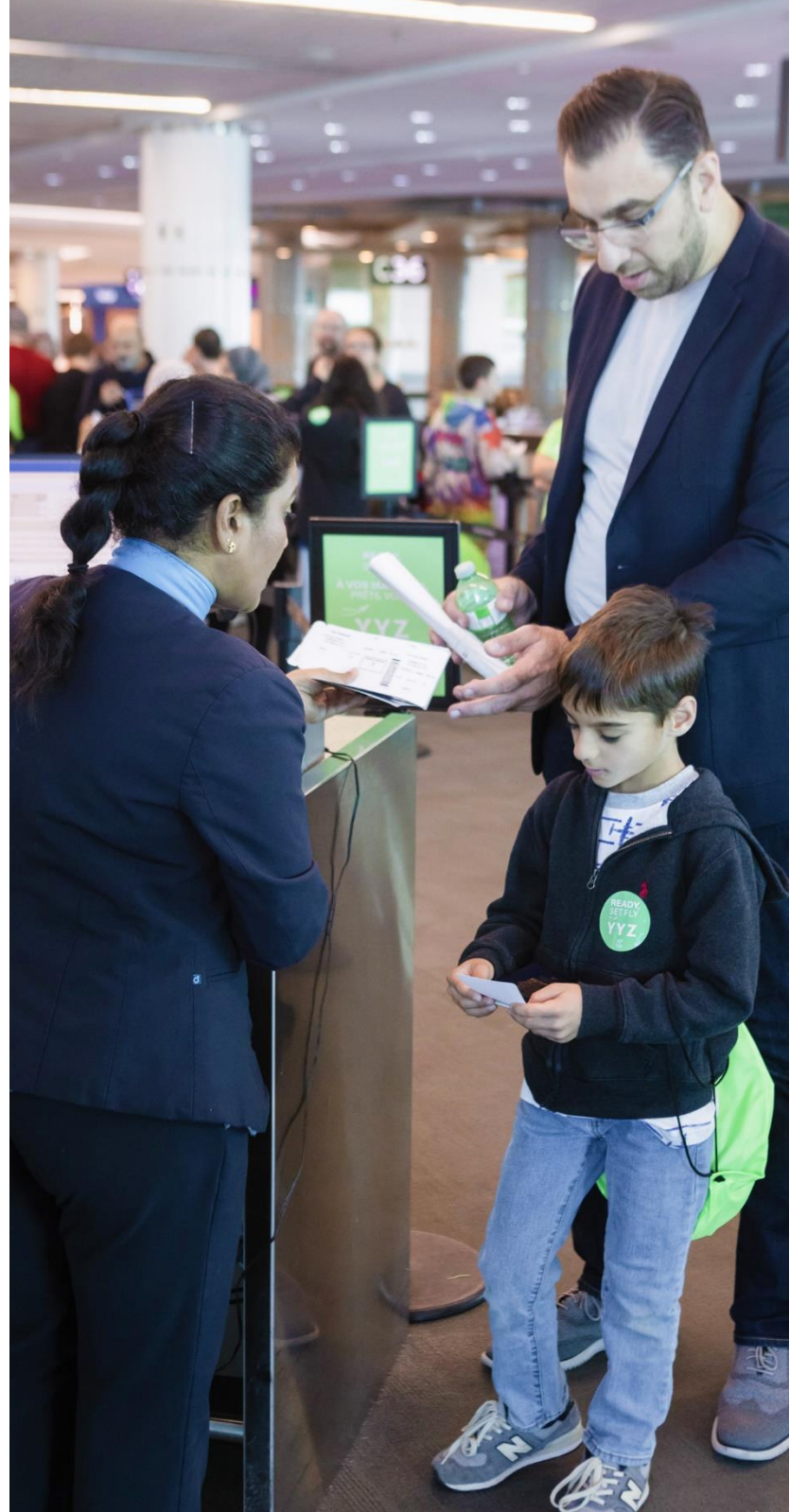
From its roles as a Terminal Operator, Transportation Service Provider (TSP) and employer, Pearson's Accessibility Plan and Feedback Process align with, and support compliance with, the *Accessible Canada Act (ACA)* and the *Canada Transportation Act (CTA)*, which considered the following accessibility-related principles, provisions and regulations:

ACA

- Section 6, Principles
- Part 4, Duties of Regulated Entities – Regulated Entities in the Transportation Network, Accessibility Plans – Regulations Under the CTA, and Accessibility Plan – Regulations Under This Act
- Accessible Canada Regulations (ACR)
- ACR - Part 1, Planning, Feedback and Reporting - Accessibility Plans, Feedback Process, Document Retention
- Annexed Section 63 - Canadian Transportation Agency, *Accessible Transportation Planning and Reporting Regulations (ATPRR)*
- ATPRR - Accessibility Plans, Feedback

CTA

- PART V, Transportation of Persons with Disabilities



Additional guidelines and regulations:

- CTA Information Bulletin, *Accessible Transportation Planning and Reporting Regulations (ATPRR)* [Permits TSPs to publish one Accessibility Plan meeting both ATPRR and ACR]
- Canadian Transportation Agency - *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)*, Part 1 and Part 4 Divisions 1 and 2
- Government of Canada, *Guidance on the Accessible Canada Regulations: Guidance on Accessibility Plans*, 11 July 2022
- Government of Canada, *Guidance on the Accessible Canada Regulations: Summary of Guidance on Accessibility Plans*, 11 July 2022
- *The Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations: A Guide on Accessibility Plans*, 22 December 2021
- Canadian Transportation Agency, *ACA and ATPRR: A Guide on Feedback Processes*, 22 December 2021

Agency notifications

Within 48 hours of publishing this Accessibility Plan and its Feedback Process to our website, the following agencies were notified and provided with a hyperlink:

- The Accessibility Commissioner
- The Canadian Transportation Agency

Should any edits or changes be made to this Accessibility Plan and its Feedback Process, the Agencies listed above will be notified upon re-publication.



Consultations

Pearson is committed to engaging and listening to the voices of people with disabilities and lived experience to guide our work and the development of our Accessibility Plan. To identify barriers and shape our commitments to removing them, we held three virtual consultation sessions with the following groups:

1. Accessibility Advisory Group (a focus group consisting of Canadians with diverse disabilities)
2. Pearson's disability employee resource group called "Sky's the Limit" (employees with disabilities and allies)
3. Toronto Pearson Accessibility Advisory Council (members from community organizations that support people with disabilities)

Before the sessions, participants were invited to request accessibility supports or alternate formats if needed. Accessibility accommodations, including those specifically requested by participants, consisted of ensuring there were descriptions of visual presentation materials, closed captioning and live ASL interpreters.



Each consultation session included a:

- Welcome message from a member of the Toronto Pearson Leadership Team.
- Presentation of the Draft Accessibility Plan, including our draft commitments to remove barriers.
- Discussion of accessibility barriers at the airport using passenger or employee journey maps.

Examples of questions asked during the consultations include:

- Tell us about your thoughts on the progress we have made so far.
- What do you think Pearson has done well with accessibility and removing barriers for people with disabilities?
- What actions or goals do you think should be prioritized in the 2026 to 2029 Accessibility Plan?
- Considering the entire journey of a passenger with a disability navigating the airport, where do you believe the most improvements could be made?

The feedback we received was thoughtful and wide-ranging. Participants' insights were carefully analyzed and organized into key themes, forming the foundation of our Accessibility Plan and informing ongoing accessibility improvements across our airport.

Accessibility Advisory Group

Eight Canadians with diverse disabilities took part in the first session, many with firsthand experience travelling through Pearson. Their perspectives highlighted both barriers encountered and aspects of the airport experience that are working well.

What we heard

Participants spoke positively about several initiatives, including the Sunflower Lanyard, Travel Rehearsal Program, Rick Hansen Foundation Gold Certification, Aira ASL pilot, recent washroom improvements and upcoming website accessibility filters.

Barriers and opportunities

- Public knowledge of accessibility services is limited, and there is a need to enhance communication about the offerings at Pearson.
- Creating a virtual option for the Travel Rehearsal Program would allow this service to benefit more people.
- Connecting from international to domestic areas can be challenging for people who use wheelchairs or other mobility devices. Some areas of the airport have carpet and uphill slopes, and participants voiced the importance of advance notice regarding these barriers so they can plan for support in advance.

Employee Resource Group

The next session included eight members from our employee-led Sky's the Limit Employee Resource Group for employees with disabilities and allies.

What we heard

Participants recognized meaningful progress in workstation design, employee washrooms, kitchen enhancements and accessibility awareness programming for staff.

Barriers and opportunities

- Some work areas remain difficult to access physically (e.g., construction-related roles).
- Accessibility practices for meetings vary across the organization, and participants identified an opportunity to develop a consistent standard or guide.
- There was also interest in building a peer mentorship program to support employees with disabilities and embed disability inclusion more deeply into everyday workplace culture.

Toronto Pearson Accessibility Advisory Council

Nine members representing a range of disability-focused organizations participated in the third session. Organizations included: Lions Foundation of Canada Dog Guides, Canadian National Institute for the Blind, Autism Ontario, Alzheimer Society of Ontario, Spinal Cord Injury Ontario and Canadian Hearing Services.

What we heard

Participants acknowledged strong recent progress in tactile signage and flooring, website accessibility and the Travel Rehearsal Program. The Sunflower Lanyard also received positive recognition, with participants noting growing awareness of the program throughout the airport.

Barriers and opportunities

- Consistent and ongoing accessibility training for staff was identified as a priority, with a call to extend training (including refresher programs) to vendors and partners operating within the airport.
- Participants highlighted the accessibility of real-time communication as an area for improvement, noting that the fast-moving nature of air travel (e.g., gate changes, delays) highlights the importance of delivering updates in formats accessible to all passengers.
- Participants noted that while digital tools such as wayfinding apps, kiosks and online services enhance independence within the airport environment, they do not eliminate the need for human assistance for passengers with disabilities.



Reflections

- Planning and reporting on organization-wide accessibility barriers and commitments takes joint effort and responsibility. A benefit to drafting our Plans is that internal visibility on accessibility overall has increased across all departments.
- Our most successful accessibility projects and initiatives are driven directly from passenger and employee feedback, including the Travel Rehearsal Program and the installation of new automatic door openers in GTAA employee spaces.
- In order to receive actionable feedback from people with disabilities, we learned that we need to continue to strengthen our direct engagement with the community, rather than simply waiting for communications through our feedback channels. We get meaningful suggestions when we directly solicit responses from our Toronto Pearson Accessibility Advisory Council and advocacy partners.
- We monitor the success of our accessibility commitments after completion to make sure each one is working as intended. Reviewing them helps us make adjustments and provides opportunities for continued improvement.



Our Partners in Accessibility



Awards

