

PORTER AIRLINES Multiple Format Policy

Introduction

This Porter Airlines Multiple Format Policy is designed to meet the needs of persons with disabilities by providing alternative formats that complement or replace conventional print and video products used for the dissemination of public information on services provided by Porter.

This policy applies to services and facilities provided by Porter Airlines and where practical to do so.

Scope

Porter will make travel information and documentation available in multiple formats free of charge to passengers who request it. Such information and documentation is available in multiple copies and formats as outlined in Appendix A. Certain documents may not be available immediately.

Our Call Centre staff are pleased to review the list of information and formats with interested passengers and will offer guidance on alternatives or substitutes if a requested format is not available.

Multiple Formats for Printed Documents

The following format options are available:

Electronic Versions

CD-ROMs, downloadable electronic files and information on the website containing text and descriptions of graphics which are compatible with text readers and browsers are available.

Large Print

Large print versions using a 14 point font or larger with sans-serif font and good contrast are available by mail or email.

Compact Disks (CDs)/Email

Audio recordings of printed documents are available on compact disk or by email as indicated in Appendix A.

Braille

Braille transcriptions of supplemental safety briefing cards are available aboard each aircraft. Braille transcriptions of general information related to services offered by Porter including information on accessible services are available by mail or by email.

Multiple Formats for Video Products

Porter currently does not rely on any video products in its operations.

Appendix A

<u>Information</u>	<u>Formats Available</u>	<u>Availability</u>
Personalized travel information (travel Itinerary)	Email Large print CD TTY	Readily On request* On request** Mon – Fri 0530 – 2300, Sat/Sun 0600 - 1000
General information on services provided	Website Email Large print Audio (C/D/Downloadable file) Braille TTY	Readily Readily On request* On request** On request* Mon – Fri 0530 – 2300, Sat/Sun 0600 – 1000
Information on accessible services	Website Email Large print Audio (CD/Downloadable file) Braille TTY	Readily Readily On request* On request** On request* Mon – Fri 0530 – 2300, Sat/Sun 0600 – 1000

*Available with approximately 1 week's notice

**Available with approximately 2 weeks notice

The delivery of mailed documents is dependent on Canada Post delivery schedules.