

VIA Rail Universal Accessibility Policy

At VIA Rail we do more than move passengers. We strive to be Canada's most accessible national and intercity mode of transportation. Our vision is to be a smarter way to move people by ensuring access to a sustainable, affordable and accessible means of transportation. By promoting better accessibility, we are improving the customer experience for all our passengers as part of a barrier-free Canada.

Principles of Universal Accessibility at VIA Rail

VIA Rail acknowledges and strives to provide service that:

- is welcoming for all our passengers;
- provides a safe, comfortable and convenient journey;
- respects each individual's autonomy, dignity and independence;
- enables full participation through an inclusive and intuitive environment; and
- offers meaningful options for passengers.

Our Commitments

VIA Rail values all our passengers and we pledge the following commitments:

- **Our Culture:** We will continue to be agents of transformation to foster a culture of respect and dignity.
- **Leadership:** We aim to integrate accessibility into decision-making processes at all levels of our organization so that we can continually improve the passenger experience.
- **Continual Engagement:** We value the experience of our passengers and will seek their input to imagine new possibilities for travel on our network. We will report back to you regularly regarding the progress we make.
- **Training:** We will equip ourselves with the training and tools needed to serve you well.
- **Communications:** We will provide clear and consistent information in a timely manner for all our passengers.
- **Listening to You:** We recognize that you know what is best for you and we strive to create an environment where you feel comfortable requesting those services.
- **Barrier-Free Access:** We strive to remove barriers and avoid creating new barriers across all our stations, trains and digital platforms.
- **Proactive Design:** We will work to provide you with flexible options to access our services.
- **Collaboration:** We will create community partnerships to continuously improve accessibility to our services.



Cynthia Garneau
President and Chief Executive Officer
VIA Rail Canada inc.
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