

## Execaire Aviation – Accessibility Plan and Feedback Process 2023-2026 (Revision III – June 1, 2025)

In compliance with:

- Employment and Social Development Canada
- Canadian Transport Agency

## **Accessibility Plan and Feedback Process – 2023-2026**

### **General:**

**Designated Contact Title:** Manager, Human Resources  
10225 Ryan Avenue, Dorval, Qc  
514-420-2900  
[joanne.niles@exECAIRE.com](mailto:joanne.niles@exECAIRE.com)

If you wish to submit any questions regarding this Accessibility Plan and Feedback Process, provide accessibility feedback or request an alternate format of our Accessibility Plan and Feedback Process, please contact:

ExECAIRE Aviation Manager, Human Resources at [joanne.niles@exECAIRE.com](mailto:joanne.niles@exECAIRE.com) or 514-420-2900 x2334 or c/o ExECAIRE Aviation, 10225 Ryan Avenue, Dorval, Quebec H9P 1A2

Alternative formats of the plan will be made available upon request We will do our best to provide this within a reasonable timeframe.

We welcome your feedback regarding:

- a) Our Accessibility Plan and Feedback Process
- b) Accessibility of our facilities
- c) Accessibility of our services
- d) Accessibility of our communications
- e) Any other matter regarding our company's accessibility

### **1. Summary**

### **2. Key Areas of Focus**

- A. Employment
- B. The Built Environment
- C. Information and communications technologies (ICT)
- D. Communication other than ICT
- E. The procurement of goods, services and facilities
- F. The design and delivery of programs and services
- G. Transportation
- H. Provisions of CTA accessibility-related Regulations
- I. Consultations

### **3. Training**

### **4. Conclusion**

### **5. Feedback**

## **1. Summary**

For more than 60 years Exeaire Aviation, has provided a full range of services for business and commercial aviation customers. Exeaire Aviation is also a leading provider of aviation and technical support solutions with its full-service aircraft sales, management & charter group, aircraft maintenance, inspection, and refurbishment capabilities.

Exeaire Aviation strives to provide an accessible workplace and environment, and Our Accessibility Plan and Feedback Process will further our efforts to that regard.

Our Accessibility Plan and Feedback Process describes the steps we will take to promote an accessible workplace and environment for employees and clients with disabilities. The consultations undertaken to date were focused on our employee's experiences as well as feedback from our direct client facing employees.

## **2. Key Areas of Focus:**

### **A) Employment:**

As of May 31, 2025, Execaire Aviation has over 500 employees working mainly in Canada with bases across Canada and in 1 location in the USA.

IMP is committed to Employment Equity and our goal is to be a diverse workforce that is representative at all job levels. We welcome applicants from Aboriginal People, Visible Minority Groups, Persons with Disabilities and Women in occupations of positions where they are under-represented. Applicants are encouraged to self-identify if they are a member of an equity-seeking group on either their cover letter or resume.

Our hiring process encourages applicants from all designated groups.

Our Respective Committee (D.E.I.B) has strong representation from our Human Resources Department so matters related to the sourcing and employment of persons with disabilities is supported to the extent that we can employ persons with disabilities to our roles.

Employees who self-identify as a member of one of the designated groups are invited to participate on our D.E.I.B. committee. We currently have committee members who do fall into one of the designated groups. This will provide insight into matters of interest with regards to accommodation.

Our Recruitment Professionals are open to review of candidates to the roles for which we can hire persons with disabilities. As much as possible, any information indicative of a candidate being part of a designated group will be redacted in resumes which are forwarded to hiring managers; the goal of which to remove any unconscious bias.

We will continue to promote awareness of and training on accommodation for the designated groups.

A re-survey of Self-Identification was carried out in February 2025; the goal to increase transparency of and representation of persons with disabilities which will provide insight to applicants as to the existence and accommodation of persons with disabilities.

## **B) The Built Environment**

The built environment for Exequire Aviation consists of corporate aircraft, office buildings, aircraft hangars, fixed base operations for refueling of aircraft and an aircraft paint facility.

Any accessibility matters expressed by our client (private aircraft owner and charter clients) are handled by our Flight Concierge, Flight Coordinator and Contract Management Professionals.

We currently have limited access at some facilities for persons with disabilities related to mobility. Although we have recently renovated our customer lounges to be more accessible, not all areas of the facility are wheelchair accessible.

Accessibility issues are more pertinent as these relate to our employees vs. our customers.

The identification, removal and prevention of barriers to accessibility in relation to passenger aircraft will be discussed further below under Transportation.

A thorough review of all accessibility issues has been carried out in all our facilities. We will prioritize these findings and prepare a long-term plan for remediation.

In particular the following modifications/changes are planned:

- Identification of gender-neutral washrooms including accessibility for wheelchair access
- Handicap emergency alarms to be installed in the accessible washrooms
- Clearer identification of handicap parking spots
- Ramp to be installed as required at entrances to buildings
- Lighting to be reviewed in all facilities to determine if any updates are required
- Signage to be reviewed to ensure emergency directions are visible for those in wheelchairs as well as embossed with braille symbols.

### **C) Information and Communications Technologies (ICT)**

Execaire Aviation can achieve greater ICT accessibility by determining potential information and communications technology barriers vis a vis accessibility. We are presently able to meet the needs of our employees and customers with the technology we have in place.

Research into current and advancing technologies has been carried out with accessibility as a consideration for future IT infrastructure design and software purchase.

These include:

- Updating of our webpage to a certified level of accessibility
- Clarification of features within our main software platforms to ensure accessibility.
  - Our Enterprise Resource Planning Software – provides accessibility mode that can now be enabled. This mode includes additional descriptive information for users utilizing text to speech software
  - Our Enterprise Resource Planning Software sets out to meet the Web Content Accessibility Guidelines set by the World Wide Web Consortium
  - Keyboard shortcuts – Hot Keys allow for quick access to various features without the need for a mouse
  - Single HTML Server ports – Both standard and visually impaired accessibility modes use a single HTML server port, ensuring consistent access across differing user needs.
  - Microsoft Office 365 provides a wide range of accessibility options to support users with disabilities.

### **D) Communication other than ICT**

We do not currently have any issues with accessibility barriers for our employees nor for our customers as this related to communication other than ICT.

Best practices would include identifying suppliers who can provide accessibility services such as Braille, digital, audio, captioning, descriptive video, and sign language interpretation in the event that these services are required.

### **E) The procurement of goods, services and facilities**

ExECAIRE Aviation has stable contacts for contracts and the provision of goods and services often dictated by regulations and aircraft specifications.

RFPs will now include the following questions when we are carrying out a new supplier review:

- Describe your company's diversity programs that may benefit the Canadian communities in which the company operates
- Status as a certified diverse supplier, if applicable
- What are your company's current diversity initiatives?

ExECAIRE Aviation is seeking to partner with organizations which share our values. We are interested in how your company embodies DEI initiatives in your workplace.

Please indicate how your company considers the below information as part of your proposal.

- Provide a work environment where all employees feel respected and recognized;
- Help employees achieve their full potential and highlight all employees' unique contributions within a diversified and inclusive work environment;
- Ensure that our customers recognize themselves in our employee demographics.

### **F) The design and delivery of programs and services**

ExECAIRE Aviation, as a provider of corporate aircraft management, maintenance and charter services is recognized for our professional relationship with our clients; the majority of which are private aircraft owners for whom we manage the aircraft. As a full-service provider, services provided begin from flight booking, all logistics for the flight including but not limited to transportation to and from the aircraft, border services, baggage handling, etc. We consider and include accessibility as applicable when designing and delivering our services and programs to our clients, such as assisting with check-in, boarding and disembarking, the transportation of support persons or service dogs, the transportation of mobility aids, curbside assistance, training provided to personnel, etc. This would include feedback received from our employees on the design and delivery of our programs and services.

In the case of Charter Clients, the end-to-end flight services we provide would include any accommodation required.

Our Flight Coordinators, Flight Concierge and dedicated Flight Crew coordinate and secure ALL flight requirements of our passengers based on the requirements of the passengers and requests of the clients. Should the aircraft owners require any specific accommodation related to a visible or non-visible disability, we will provide services and tools as required while respecting the clients' wishes if third party suppliers are desired. Bespoke accommodation solutions are provided in each case as needed and requested, as per all requirements and requests of passengers and clients, in consultation with all relevant parties. These consultations are considered to design and deliver future services to passengers with visible and non-visible disabilities, and also for employee training.

### **G) Transportation**

Exeaire Aviation as a provider of corporate aircraft management, maintenance and charter services, strives to ensure that all requirements of our customers are fulfilled. We receive detailed information on the needs of any of our passengers in advance of their flight, and provide accommodation as needed and requested.

Accessibility issues are addressed as we are aware before the flights and necessary actions are taken to ensure the satisfactory customer experience.

Exeaire Aviation will strive to identify and remove any potential barriers for persons with disabilities on our aircraft by providing training and utilising equipment to improve accessibility as necessary.

### **H) Provisions of CTA accessibility-related Regulations**

The Accessible Transportation Planning and Reporting Regulations (“ATPRR”) apply to transportation service providers that operate in the federal transportation network and are required to comply with regulations made under subsection 170(1) of the *Canada Transportation Act*, including the Personnel Training for the Assistance of Persons with Disabilities Regulations.

As required by the ATPRR, Exeaire Aviation will publish progress reports and an updated accessibility plan over the next three years.

Under the current legislation and circumstances, Exeaire would be subject to the Personnel Training for the Assistance of Persons with Disabilities (SOR/94/42).



## **I) Consultations**

Our D.E.I.B. Committee remains instrumental in outreach to employees regarding any matters related to accommodation.

Consultation with our Customer Relations Professionals resulted in no specific matters or concerns having been expressed by our customers. We will continue to consult our passengers in advance of flights to assess any visible and non-visible disabilities that may require accommodation.

We have also added a specific category of questions on our next Customer Experience Survey which is scheduled to be distributed in Q2.

Exequire Aviation will continue to work towards improving accessibility and will consult with individuals with disabilities as opportunities arise. By incorporating input from any feedback received and consultations, Exequire Aviation aims to enhance the accessibility of its services and promote accessibility across the transportation sector.

As we refine our Accessibility Plan and Feedback Process, an Advisory Committee has been established with representation from key senior departmental employees, to ensure that we will continue to monitor and respect any accommodation requirements of passengers and employees, as well as to pro-actively identify where these requirements may arise. These consultations will continue quarterly.

Our close relationship with our clients is key to ensuring accommodations are respected.

Every year an Employee Engagement Survey is offered to our employees. One of the key questions in this survey is related to the company's respect for Diversity, Equity and Inclusion. Once again, this past survey resulted in a favourable score to the question – "My Division is committed to equity, diversity and inclusion."

In July 2025 we will invite employees and customers to provide their feedback on accessibility and what they identify as barriers. An anonymous online survey will be sent to all employees, including but not limited to employees who have identified as a person with a disability. The survey will cover employees from all our locations across Canada.

We will use these results, in addition to any feedback we receive from our customer facing employees, to identify areas for improvement in accommodation of visible and non-visible disabilities of our passengers and employees.

As always, we remain committed to consult and seek feedback on important matters such as:

1. Making our building more accessible
2. How we recruit, hire and onboard new employees; how can we make employment with us more attractive to applicants with disabilities
3. Review of support for those with disabilities as this relates to IT platforms and programs
4. Feedback from our charter flight clients

### **3. Training**

All employees will be enrolled in online Training as recommended by Accessible Transportation for Persons with Disabilities Regulations and those provided by the Canadian Human Rights Commission. These trainings will be registered in our Learning Tracking System.

Our in-house Learning Centre will develop complementary training modules for future development.

### **4. Conclusion:**

At ExECAIRE Aviation, we are committed to removing barriers and advancing accessibility as this relates to employment and the services we provide to our customers. We will continue to monitor any barriers to accessibilities, continue to consult with our employees and customers with the goal to ensure that we not only meet the requirements of removing barriers to accessibility, but as much as possible proactively identify accessibility barrier and provide timely resolutions.

As required by the Act and CTA, we will publish an updated Accessibility Plan and Feedback Process every three years and communicate updates on our progress every year until then.

Related Corporate Policies:

- Code of Business Conduct
- Policy against Violence, Harassment and Discrimination
- Employment Equity
- Accommodation

### **5. Feedback Process**

If you wish to submit any questions regarding this Accessibility Plan and Feedback Process, provide accessibility feedback (anonymously or with attribution) or request an alternate format of our Accessibility Plan and Feedback Process, please contact our Manager, Human Resources at joanne.niles@exECAIRE.com or 514-420-2900 x2334 or in-person at 10225 Ryan Avenue, Dorval, Quebec H9P 1A2 as well as by mail at /o ExECAIRE Aviation, 10225 Ryan Avenue, Dorval, Quebec H9P 1A2

Alternative formats of the plan are available. Where practicable, feedback will be responded to in the same manner as it is received.