

## Execaire Aviation – Accessibility Plan and Feedback Process

November 2024

## **Accessibility Plan and Feedback Process – November 2024**

### **General:**

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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 ExECAIRE Aviation, has provided a full range of services for business and commercial aviation customers. ExECAIRE 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.

ExECAIRE 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 initial 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.

We do not have any issues raised from our clients.

Our initial focus will be on accessibility in the workplace for employees. The types of improvements we will review are:

1. Increases D.E.I. training to all employees to increase awareness of people with disabilities, and of the needs of and sensitivity to those with disabilities

**UPDATE (2024):** Our Employee Awareness Campaign for Diversity, Equity, Inclusion and Belonging was presented to all employees in November 2023. A re-survey of our employees showed a slight increase in some areas of awareness following this campaign.

We will present another Awareness Campaign in Fall 2024.

2. Making our building more accessible
3. How we recruit, hire and onboard new employees; how can we make employment with us more attractive to applicants with disabilities
4. Review of support for those with disabilities as this relates to IT platforms and programs
5. Continued support to our Employment Equity Committee

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

### **Consultations:**

Our Diversity, Equity and Inclusion Committee participated in the consultation.

Consultation with our Customer Relations Professionals resulted in no specific matters or concerns having been expressed by our customers, however some observations were expressed by these employees for improvements which can improve customer experience.

We continue to be open to feedback from our employees and are committed to ensuring programs and services delivered to employees and customers are accessible with a goal of continuous improvement

### **Future Consultations:**

Our intention is to re-survey all employees with a newly designed Self-Identification Survey with additional details to enlighten employees as to who can fall into a designated group. We feel that this will result in a higher number of employees who qualify as having a disability and we will be better able to consult with the intent to make recommendations and improvements.

**UPDATE (2024):** Our self-identification survey was sent to all employee in November 2023 with updated details as to the make up of the designated groups for clarification. This allowed for all employees to advise if there were any changes to their requirements for accessibility and/or accommodation.

Additionally, our Customer Relations Professionals have been consulted and will be more observant and inquisitive to any needs of current and future clients with regards to accessibility.

## **A. Employment:**

As of March 31, 2024, ExECAIRE Aviation has over 500 employees working mainly in Canada with bases across Canada and in 2 locations 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 D.E.I Committee 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.

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. We will re-survey our employees 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.

Unconscious bias training for all employees and New Supervisor Training on awareness and sensitivity are planned for the Fall of 2024. This will provide valuable resources for our hiring managers.

## **B. The Built Environment**

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

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.

In some buildings we have an elevator, however full accessible access is not universally possible at this time.

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

### **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.

Best steps would be to research current and advancing technologies to ensure accessible options are available and compatible in the event that needs arise. Accessibility should be a consideration for future IT infrastructure design and software purchase.

Additionally, positive steps would be to consult with those with disability to help identify current barriers and work to reduce or eliminate them through IT tools.

### **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.

Improvements could be made in the evaluation of current procurement policies, processes, and tools to improve accessibility.

As well, a review of services from suppliers who promote accessible policies and practices could result in a larger pool of accessible providers.

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

Exeaire 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 accommodations 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 accommodations 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 Diversity, Equity and Inclusion Committee participated in the consultation.

As well, consultation with our Customer Relations Professionals resulted in no specific matters or concerns having been expressed by our customers, however some observations were expressed by these employees for improvements which can improve customer experience. We will continue to consult our passengers in advance of flights to assess any visible and non-visible disabilities that may require accommodation.

Exeaire 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, Exeaire 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 will be established with representation from key 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.

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.

In January 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.

### 3. Training

A robust DEI awareness campaign, which includes an accessibility component, is currently being developed and will be presented to all employees in the Fall of 2023.

**UPDATE (2024):** Our Employee Awareness Campaign for Diversity, Equity, Inclusion and Belonging was presented to all employees in November 2023. A re-survey of our employees showed a slight increase in some areas of awareness following this campaign. We will present another Awareness Campaign in Fall 2024.

A Supervisor Training program is also in development, one module in the curriculum is awareness and sensitivity training for Managers, which is applicable with respect to other employees as well as passengers. This will be rolled out in the Fall of 2024.

### 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.

An expanded Accessibility and Feedback Committee will be active beginning January 2025.

As required by the Act, 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](mailto:joanne.niles@execaire.com) or 514-420-2900 x2334 or in-person at c 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.