

ACCESSIBILITY PLAN

PURPOSE:

The purpose of the Accessibility Canada Act (*herein referred to as the ACA or the Act*) is to create and support a Canada without barriers, benefiting all persons, especially those with disabilities. Skyservice Business Aviation Inc. and Sky Service F.B.O. Inc. (“Skyservice”) are committed to creating and maintaining a workplace that is safe, and accessible to all persons in accordance with the ACA.

The Act represents our commitment to ensuring that all Skyservice policies, programs and services are developed and implemented with a focus on accessibility for not only employees, but also customers, visitors, contractors, and suppliers/vendors.

DEFINITIONS

Accessibility: designing products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with disabilities, to have access.

Barrier: (as defined in the Act) includes anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability: any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

GENERAL

The Accessibility Readiness Team at Skyservice is responsible for the development and coordination of this Accessibility Plan, in accordance with regulations under the *Accessible Canada Act*. The Team is also responsible for the feedback process and progress reporting on this Plan.

For inquiries about this Plan please contact the Accessibility Readiness Team in one of the following ways:

- By mail:
Skyservice Business Aviation Inc.
c/o Accessibility Readiness Team
PO Box 160
Toronto, Ontario
L5P 1B1
- Accessibility Online Form: Available on Skyservice website and accessible to internal and external audiences.

An electronic version (that is compatible with assistive technology) of this plan can be downloaded immediately: [Skyservice Accessibility Plan](#)

We will provide the following alternative formats within 15 days of the initial request:

- Print
- Large print (increased font size)

We will provide the following alternative formats within 60 days of the initial request:

- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)

Providing your feedback anonymously

You can provide feedback and remain fully anonymous if you use the online feedback form or by mail.

Please note that all feedback will be anonymized when/if we report on it as required.

What can you provide feedback on:

- the Skyservice's Accessibility Plan 2023
- the accessibility of:
 - our facilities
 - our services
 - our communications
- Any other matter related to accessibility.

Please refrain from including any personal or sensitive information about yourself or others when submitting your feedback.

EXECUTIVE SUMMARY

In support of the Government of Canada's goal for the country to be barrier-free by 2040, Skyservice's Accessibility Plan will reflect the seven priority areas identified in the ACA.

Skyservice's Plan will involve significant work, eventually developing a roadmap that will make the organization more inclusive, equitable, and one where everyone thrives.

The Plan itself will take a measured approach, by leveraging some of the initiatives currently underway and planned, and by identifying areas for action that will help inform ongoing work, longer term plans, and continued improvement initiatives. By doing so, actions will be prioritized so that the Plan is both achievable and realistic, and that our efforts are aligned across the organization.

The consultations undertaken to inform the Plan were primarily internal, focused on employees and their experiences within Skyservice. A focus for future planning will incorporate engagement externally with our customers/visitors on improvements to our accessibility initiatives.

In the coming years, Skyservice will also consider any feedback we receive on the Plan, with a focus on continuous improvement towards a barrier free Skyservice by 2040.

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ACCESSIBILITY STATEMENT

Advancing accessibility is an important long-term organizational goal for Skyservice. The company has a strong commitment to employment equity, duty to accommodate, and diversity and inclusion.

Skyservice is also committed to ensuring the programs and services delivered to employees and customers are accessible and that persons with disabilities are consulted as those programs and services are developed.

Being a diverse, inclusive and accessible employer is a priority. We are committed to creating a barrier-free workplace that will allow the full and equitable participation of Persons with Disabilities in our workforce.

The desired end state through meeting the legislative requirements for Skyservice is to:

- build strong, diverse teams;
- promote fairness and equity;
- advocate for the full participation of Persons with Disabilities in the workforce; and,
- establish a barrier-free workplace.

Changing our culture to one of accessibility by default is the ultimate goal of this Plan. To do this, we align the Accessibility Commitments for Skyservice under 7 Pillars:

- Employment
- Built Environment
- Information and Communications Technology (ICT)
- Communications, other than ICT (Communications)
- Procurement of goods, services and facilities
- Design and Delivery of Programs and Services (DDPS)
- Transportation

CONSULTATIONS

At Skyservice, engagement with employees with disabilities and allies was central to the identification of barriers to accessibility and led to the development of the commitments for this Accessibility plan.

We consulted people with disabilities to prepare this plan:

- In April 2023 we invited employees to provide their feedback on accessibility and what matters to them. Skyservice sent an anonymous online survey to all employees, including but not limited to employees that have identified themselves as a person with disability. The survey covered employees from all our locations across Canada.

What we heard:

The feedback collected from the survey amassed a collection of data based on accounts of personal experience. We heard a need for:

- Improving knowledge, communication and awareness.
- Be mindful, not all limitations are easily visible, we must keep an open mind when dealing with accessibility.
- Building a culture of accessibility.
- Ensure we are forward-looking when building and renovating our facilities to provide proper wheelchairs, washrooms space, ramps and elevator access.

Additional examples of barriers associated with each Pillar appear in the sections that follow. Some participants responded to our questions by identifying barriers, while others responded with suggestions for solutions.

EMPLOYMENT

The goal of the Employment area under the *Accessible Canada Act* is to ensure access to employment opportunities and accessible workplaces; and ensuring Skyservice is a diverse workplace that includes persons with disabilities, both visible and invisible is a commitment of the Company.

Objectives

Job seekers and employees with disabilities see Skyservice as an employer of choice and can contribute at their full potential through:

- Recruitment, retention, and promotion of persons with disabilities and
- Ensuring an accessible workplace with no barriers to employee accommodations

Commitments

1. Create awareness and provide training on unconscious bias.
2. Working with the Persons with Disabilities Network to design a program to attract and hire persons with disability; offer internships and short work contracts to see if an individual feels comfortable in the environment and
3. Improve selection processes and assessment tools with accessibility needs in mind at the onset.
4. Working with the Persons with Disabilities Network and key disability stakeholders, revise staffing and assessment tools, approaches and resources to ensure they are accessible and inclusive.
5. Support managers in meeting or exceeding hiring targets using enhanced recruitment experience.
6. Enable career success and progression of employees with disabilities through onboarding, training, access to accommodations, talent management and mentorship.
7. Ensure representation of persons with disabilities across all organization and establish a central channel for questions and requests related to accessibility and accommodations.
8. Use disability inclusion policies to make sure everyone has the same opportunities for advancement.
9. Ensure that all employees are respected and feel valued and stop the stigma associated with disabilities.
10. Allow flexibility in the workplace to address individual accessibility needs.

BUILT ENVIRONMENT

The goal of the Built Environment area under the Accessible Canada Act is to ensure all people can move freely around buildings and public spaces.

Skyservice buildings and facilities are a combination of owned and leased spaces, which include hangars, shops and office accommodations.

Objectives

Maintain and modernize all spaces to meet or exceed accessibility standards by 2040 focusing on:

- Instituting an accessibility review for all new designs, builds and refits.
- Consulting and incorporating feedback from persons with disabilities who access the facilities at the planning and design stage and throughout any project.

Commitments

1. Ensure that all efforts for new facility fit ups/construction planning takes into consideration an accessible workplace and implement an assessment process for existing facilities to identify potential accessibility upgrades to be incorporated into planned/future projects.
2. Continuously engage internal and external stakeholders to identify and remove barriers to the built environment and use innovative or novel technologies to support accessibility.
3. Consult with working groups to review, test and implement new, innovative accessibility solutions in the workplace.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

The goal of the Information and Communication Technologies (ICT) area of the *Accessible Canada Act* is to ensure the accessibility of digital content and technologies.

ICT includes hardware, software, applications and websites for both external and internal facing systems for clients and employees.

Objective

Meet accessibility standards by focusing on:

- New systems and applications are accessible for all employees and/or external users.
- Accessibility of existing information technology (IT) systems is assessed, and areas are identified for short and long-term improvement.

Commitments

1. Strengthen the current level of accessibility of ICT by continuing to ensure new (internal and public facing) systems, including internally developed or procured hardware and software, meet new and emerging accessibility standards and enabling technology which reach a wide audience.
2. Develop an IT software procurement checklist that ensures our IT department has considered accessibility when procuring software programs/platforms.

Improve accessibility support (guidance and advice) to users in the development and procurement and acquisition of new software.

3. Promote accessibility awareness across Skyservice by providing training and raising awareness to foster an accessibility-first mindset for all IT projects.
4. Strengthen the accessibility governance and process by developing internal policies and procedures for accessible ICT.

COMMUNICATIONS, OTHER THAN ICT

The goal of the Communications area of the *Accessible Canada Act* is to ensure barrier-free services and spaces for persons with disabilities.

Objectives

Clients, partners, and employees of Skyservice, as well as the public, can engage and communicate through means that work for them.

Commitments

1. Ensuring Skyservice's external digital content and new internal digital content are accessible by default.
2. Ensuring that clients, partners and employees of Skyservice as well as the public can engage and communicate with our organization through means that work for them in language and formats they can easily use and understand.
3. Providing Skyservice communications products and events in accessible formats.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The goal of the Procurement pillar of the *Accessible Canada Act* is to ensure the purchasing of goods, services and facilities are accessible.

Objectives

Define and implement modern procurement requirements and practices so that the goods, services and facilities procured by Skyservice are accessible.

Commitments

1. Incorporate accessibility into procurement and contracting documents, templates and guidance and benchmark with other departments to consider best practices or available standards.
2. Increase awareness from the start of a procurement process through training, information sessions, or guidance documentation. Leverage end user feedback when defining procurement statement of work.
3. Prioritize and review each accessibility feature during the purchasing process before ordering.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The goal of the Design and Delivery of Programs and Services components of the *Accessible Canada Act* is to ensure Canadians receive services that are accessible to all.

Objective

Any future Skyservice programs and client services will be designed in consultation with persons with disabilities and will be both accessible to, and take into account the needs of, persons with disabilities.

Commitments

1. Build capacity to consult, develop, design, deliver and evaluate accessible and inclusive programs and services.
2. Integrate accessibility features into new programs and services, to ensure that persons with disabilities have a better user experience when engaging with Skyservice because the organization considers their needs throughout service design, implementation and review.

TRANSPORTATION

The goal of the Transportation section of the *Accessible Canada Act* is to ensure a barrier-free transportation network. Skyservice provides private air travel services, maintains and manages privately owned aircrafts, and owns/operates a fleet of courtesy vehicles/shuttles. Skyservice employs the required resources and skilled personnel to support our client's/customer's needs (i.e., carpooling and air travel services).

Objective:

Evaluate the accessibility of transportation requirements for Skyservice's vehicles and aircraft fleet, work closely with Canadian Transportation Agency to develop Transportation Planning and Regulations to ensure they align with the Accessibility Canada Act's guiding framework and standards.

Commitments

1. Study the accessibility of current fleet of vehicles utilized to provide shuttle services to better understand gaps in ground transportation.
2. Identify any potential accessibility features available that can be included in new Skyservice fleet vehicle acquisitions.
3. Look for innovative ways to safely contain and transport mobility aids on small aircraft.
4. Partner with other Companies as required to ensure we provide accessible transportation if/when Skyservice cannot provide using internal resources.

PLANNING AND REPORTING FRAMEWORK

This Accessibility Plan represents Skyservice's commitment to accessibility and marks the beginning of the commitment to publicly monitor and report on progress. The planning and reporting cycle will aim to meet the requirements under the [Accessible Canada Regulations](#).

FEEDBACK MECHANISM

The primary method for monitoring barriers to accessibility and collecting input from employees and the public is through a feedback mechanism, a required component of the *Accessible Canada Act*. Skyservice's feedback mechanism is a process for receiving and handling input on the Accessibility Plan and any accessibility barriers encountered when interacting with the Company. The form to provide feedback is published on Skyservice's website and on SharePoint with a description of the process to submit the form. The feedback received will be used to refine Skyservice's commitments and activities to align with the needs of persons with disabilities and be reflected in the feedback section of future progress reports.

CONCLUSION

This Accessibility Plan will be part of Skyservice's ongoing efforts and commitments to the long-term goal of a barrier free Canada by 2040. Every employee will be involved and play a role in increasing accessibility awareness and contributing to an accessible by default workplace of inclusion and acceptance. At the

same time, Skyservice will ensure programs and services are accessible by design and developed in consultation with persons with disabilities.