

## PROGRESS REPORT – YEAR 2 (2025)

At Chartright, we view accessibility as a core principle of inclusivity and respect, not just a compliance checkbox. We're dedicated to continuous progress in our accessibility efforts. Below, you'll find our latest reports detailing how we're building a more accessible and inclusive environment for everyone.

### GENERAL

Chartright is dedicated to furthering a culture of inclusivity and equity for all employees and clients, regardless of ability. Our Accessibility Plan and Progress Reports outline our ongoing commitment to removing barriers and fostering a welcoming environment that values diversity for all employees and clients, regardless of ability.

Our policies, programs, and services are designed with inclusivity at their core, recognizing that everyone interacts with the world differently. We strive to create a space where everyone can thrive.

**Feedback:** We welcome feedback from employees and clients on the accessibility of our facilities and services. Whether it's a suggestion, a concern, or a personal experience, this input is invaluable. We promptly acknowledge all feedback received (excluding anonymous submissions or those sent via fax) and integrate it directly into our ongoing processes. This ensures your insights continuously inform us of our efforts to monitor, report on, and enhance accessibility.

We welcome feedback through mail, telephone, and email. We will acknowledge feedback in the same manner as it is submitted to us. Please note that we do not provide acknowledgements for feedback received anonymously.

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**Alternative Formats:** Upon request, this plan and the details of the feedback process, along with contact information, can be provided in alternative formats. These formats include print, large print, braille, audio, or electronic formats compatible with assistive technology designed for individuals with disabilities. Requests for alternative formats can be made through any preferred means of communication by the Stakeholder.

Please be aware that alternative formats will be accessible within 15 days of the request, with the exception of Braille or audio formats, which will be available within 45 days of the request.

## YEAR 2 – PROGRESS REPORT | JUNE 1, 2025

## **GENERAL**

- We continue to facilitate a central point of contact for all questions and requests related to accessibility.
- We continue to encourage candidates and employees with disabilities to let HR know of any accommodation that can be made to make their experience and our workplace better.

## **FEEDBACK INFORMATION**

We have not received any feedback regarding accessibility. However, we remain committed to actively soliciting feedback from employees and clients through various channels to ensure their voices are heard and can be reflected in future progress reports.

## **EMPLOYMENT**

- We have enhanced the statement we include in our job postings that accommodation during the hiring and selection process can be arranged upon request.
- We developed awareness training for all managers, supervisors and employees on accessibility barriers faced by people with disabilities and plan to implement via our Learning Management System (LMS) in 2025.

## **BUILT ENVIRONMENT**

While our initial efforts in Year 1 and 2 were impacted by resource constraints, we're prioritizing a comprehensive accessibility assessment of our facilities in Year 3. This crucial step will allow us to thoroughly identify and address physical barriers that may affect both current and future employees with disabilities.

Potential barriers we aim to identify include:

- Insufficient width of halls and doorways for wheelchair access
- Limited availability of automatic or push-button doors on primary pathways
- Doorknobs that are difficult to operate for individuals with limited mobility or strength
- Absence of a comprehensive fire safety and evacuation plan for people with disabilities
- Exit instructions not being in large text or in an accessible, highly visible location
- Fire alarms lacking both visual and audible signals
- Washrooms without accessible entrances and features (e.g., motion-activated sinks and soap dispensers)

## **INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)**

- Enhancing our digital presence for all users is an ongoing journey. We've taken initial steps by redesigning our website to incorporate larger fonts, cleaner images, structured

headings, and robust color contrast, significantly improving the user experience for both customers and employees.

- Our commitment to digital inclusivity continues, and we will persistently work towards full compliance with digital content accessibility standards.

### **COMMUNICATION, OTHER THAN ICT**

- We've made strides in ensuring our non-digital communications are accessible by utilizing our internal networks to share information in clear, polite, and simple language.
- Building on this foundation, Year 3 will be a stronger focus on developing best practices for plain language communication across all written materials, with a strong emphasis on avoiding jargon.

### **PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

Due to resource limitations in Year 1 and 2, a comprehensive accessibility assessment for our procurement processes was not fully undertaken. However, in Year 3, we are actively focusing on integrating accessibility directly into our procurement framework.

We will focus on the following in Year 3:

- Developing clear requirements for accessibility considerations to be included from the outset in all procurement processes.
- Defining and identifying specific accessibility requirements in our tenders, requests for proposals (RFPs), and contracts.
- Ensuring contractors explicitly include accessibility considerations within their proposals.

### **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

Our commitment to designing and delivering programs and services that are easy to use and understand for everyone remains a continuous focus. We are continuing to work the following key initiatives:

- Training staff in effective interaction and communication with individuals across various types of disabilities.
- Consulting directly with people with disabilities during the development of services tailored to their needs.
- Offering flexible communication methods including in-person, email, written correspondence, and any other alternative format requested by the customer.
- Providing comprehensive accommodations to clients to ensure barrier-free service delivery. This includes, but is not limited to:
  - Mobile Aisle Chair: For safe passenger transfer into seats onboard.
  - Safety Briefing Adjustments: For passengers requiring additional assistance.
  - Service Animals: Welcome onboard when leashed/harnessed.
  - Mobility Aids: Can be stored onboard.
  - Curbside Assistance: For passengers requiring additional support.

- Assistance with Carry-on Baggage: Storing and retrieving items.
- Assistance with Personal Items: Such as opening food packages and identifying food.
- Aircraft Layout Descriptions: Providing information on washroom, exits, and seat controls for passengers with visual impairments.

We will continue to actively solicit and incorporate feedback on the design and delivery of all our programs and services

## **TRANSPORTATION**

We remain fully compliant with all Canadian Transportation Agency requirements for the transport of people with disabilities.

To further enhance the safety and efficiency of our operations, particularly regarding the handling and transport of essential equipment and aircraft parts, we are planning to reinstate the role of a dedicated Parts Runner. This position, which proved invaluable in the past, will ensure that critical parts and equipment are transported properly, safely, and effectively, without placing additional pressure or compromise on other roles.

## **PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS**

Chartright operates in full compliance with section 170(1) of the Canada Transportation Act (the Act) and all applicable Canadian Transportation Agency accessibility-related regulations. These include: [Air Transportation Regulations, Part VII](#) (SOR/88-28) and [Personnel Training for the Assistance of Persons with Disabilities Regulations](#) (SOR/94-42).

Chartright is committed to identifying, removing, and preventing barriers for persons with disabilities. To achieve this, we have implemented measures and policies in accordance with regulatory requirements, including:

1. Designing, constructing, and modifying transportation facilities and premises to enhance accessibility, including the installation of appropriate signage and equipment.
2. We have developed and implemented hazard awareness training, enabling employees to differentiate between the various hazards in our workplace and understand control measures that can be implemented to reduce their potential harm.
3. Our Health & Safety Committee actively develops visual aids for offices and hangars to further promote safety and accessibility.
4. Providing comprehensive accessibility and accommodation training for personnel working at our facilities and for carrier employees.
  - We have developed training materials for managers and employees, with increased focus on deploying these resources in Year 3.
5. Ensuring clear and accessible communication of information to people with disabilities.

- For clients requiring accommodation, we consistently provide personalized on-board briefings to ensure all necessary information is effectively communicated.

## **CONSULTATIONS**

**Client Consultations:** As part of our charter sales protocol, we ensure that every Charter Client receives tailored support from the moment their trip details are received. Upon intake, we promptly send an "Acceptance Email" to the client, which includes specific questions regarding any requirements for passenger assistance—both onboarding and disembarking the aircraft. This proactive communication enables us to identify and address individual needs, fostering a positive and inclusive travel experience for all clients. By actively soliciting this information, we are able to provide personalized accommodations and ensure that every journey is smooth, safe, and respectful of each client's unique circumstances.

Looking ahead, we will continue to engage with Charter Clients from the outset, ensuring their unique accessibility requirements are identified and addressed. In addition, we plan to regularly review and refine our protocols based on client feedback, further strengthening our inclusive practices and ensuring that all travel experiences meet the highest standards of accessibility and care.

**Employee Consultations:** As part of our onboarding, all new employees are invited to complete an employment equity survey, allowing self-identification with any of the four designated groups, including individuals with disabilities. We recognize the broad spectrum of disability, encompassing physical, sensory, cognitive, and mental health conditions. To cultivate a truly inclusive environment, we are dedicated to educating our employees on various types of disabilities, ensuring everyone feels valued, respected, and empowered to succeed.

In 2024, we continued our active engagement with people with disabilities, seeking their invaluable perspectives on the accessibility of their interactions and experiences with us. Specifically, we consulted employees with disabilities to gather insights into:

We consulted employees with disabilities to seek their perspectives on:

- Our accessibility culture
- The effectiveness of our accommodation processes
- Their employment experiences within the company

Looking ahead, we are strengthening our commitment to informed action through strategic partnerships. We plan to consult with the Aviation Pride Association to further enhance our inclusivity initiatives, ensuring our policies and practices are truly representative. Additionally, we will collaborate with expert mental health organizations to develop robust training materials, empowering our employees with the knowledge and sensitivity required to effectively support diverse accessibility needs within the workplace. New hires will be provided with a summary of the

AODA and their subsequent obligations during the new hire HR Orientation.

YEAR 3 – PROGRESS REPORT | JUNE 1, 2026.