

ACCESSIBILITY & FEEDBACK PROCESS 2026-2030

The Government of Canada consulted with Canadians from July 2016 to February 2017 to find out what an accessible Canada means to them. On June 20, 2018, the Government introduced Bill C-81, an Act to ensure a barrier-free Canada (the Accessible Canada Act) in Parliament. The Accessible Canada Act received Royal Assent on June 21, 2019, and came into force on July 11, 2019.

The purpose of the Accessible Canada Act is to make Canada barrier-free by January 1, 2040. This involves identifying, removing, and preventing barriers in federal jurisdiction in the following priority areas:

- Employment
- The Built Environment (Buildings and public spaces)
- Information and Communication Technologies
- Communication, Other than Information and Communication Technologies
- Procurement of Goods, Services and Facilities
- The Design and Delivery of Programs and Services, and
- Transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)

Definitions from the Accessible Canada Act

Barrier - “means anything—including 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 - “means 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

This 2026–2030 Accessibility Plan builds on Chartright’s original Accessibility Plan and Feedback Process, and the progress reports completed to date. It reflects our ongoing commitment to identifying, removing, and preventing barriers for employees, clients, passengers, and other stakeholders, while continuing to strengthen accessibility through practical improvements, awareness, consultation, and inclusive service delivery.

Our company policies, programs, and services are designed to be inclusive, considering the unique needs and perspectives of all individuals, including those with disabilities. We recognize that everyone interacts and relates with the world in different ways, and we strive to create a welcoming space where everyone can thrive.

This plan covers the period from 2026 to 2030 and will be reviewed through annual progress reporting, feedback received, consultation, operational changes, and evolving accessibility standards.

Feedback: Chartright actively seeks and receives feedback from various sources, including employees and clients, on the accessibility of our facilities and services. This feedback can be initiated by employees or clients, and may include suggestions, concerns, or experiences related to accessibility.

Upon receipt, we promptly acknowledge and address the feedback, unless it is submitted anonymously or via fax. The feedback is then integrated into our internal processes to ensure that we monitor, report on, and incorporate it into our ongoing efforts to improve 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.

Contact: Jennifer Garrelhas, Director Human Resources

Email: hr@chartright.com

Phone number: 437-423-0177

By mail: 2450 Derry Road East, Hangar #6, Mississauga, Ontario, L5S 1B2

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, apart from Braille or audio formats, which will be available within 45 days of the request.

GENERAL PROGRESS TO DATE

Since the original Accessibility Plan and Feedback Process was developed, Chartright has maintained accessible feedback channels, continued to identify Human Resources as the central point of contact for accessibility-related questions and requests, enhanced accommodation language in recruitment materials, improved website accessibility

through clearer structure and readability, and continued to support passengers through established accommodation practices.

During the most recent reporting period, no accessibility-related feedback was received. Chartright will continue to maintain feedback channels and will incorporate accessibility-related feedback into future planning, reporting, consultation, and barrier-removal efforts where received.

EMPLOYMENT

Chartright continues to maintain a central point of contact for accessibility – related questions and requests, encourage candidates and employees with disabilities to identify accommodation needs through Human Resources, and include information in our recruitment process advising that accommodation is available throughout hiring and selection.

2026-2030 Priorities:

- We plan to continue promoting awareness of accommodation support throughout the employment lifecycle.
- We plan to make accessibility awareness training available to managers, supervisors, and employees through our Learning Management System.
- We plan to identify additional opportunities to support the recruitment, retention, and development of persons with disabilities.
- We plan to continue providing accessibility information during onboarding and orientation activities.

BUILT ENVIRONMENT

At Chartright we are committed to creating a more inclusive and accessible workplace. While our facilities meet minimum building code requirements, we recognize that not all are fully accessible. This means that some employees and visitors may face barriers. To address this, we will be reviewing our built environment to ensure it meets the standards set by Accessible Standards Canada. We will identify areas where we can improve accessibility and create a more inclusive environment for everyone.

We continue to monitor our built environment through operational, health and safety, and employee-support processes.

We continue to consider physical accessibility barriers that may affect employees, clients, guests, and stakeholders with disabilities. These barriers may include:

- Halls and doorways may not be wide enough to pass through in a wheelchair.
- There may not be enough automatic or push-button doors in our primary pathways.
- A fire policy and fire safety plan may not be in place for the evacuation of people with disabilities.
- Exit instructions may not be printed in large text, and mounted in an accessible, highly visible location.
- Fire alarms may not have both visual and audible signals.

2026-2030 Priorities:

- Plan to review our facilities to identify opportunities to improve accessibility where practical and appropriate.
- Continue to identify barriers that may affect current and future employees, clients, and visitors with disabilities.
- We plan to review opportunities to enhance emergency evacuation planning for persons with disabilities.
- We plan to consider accessibility improvements related to entrances, pathways, signage, washrooms, and emergency notification systems as opportunities arise.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

At Chartright, we are committed to creating a digital environment that is accessible and usable for employees, clients, passengers, and other stakeholders. We continue to improve our digital presence and recognize that accessibility must be considered as technologies, systems, and user needs evolve.

We have taken steps to improve the accessibility of our website and digital communications, including improvements to page structure, colour contrast, font readability, and content presentation. We continue to review our information and communication technologies to identify opportunities for improvement.

Accessibility considerations may include:

- Website content that may not be fully compatible with assistive technologies such as screen readers.
- Images, charts, diagrams, or other visual content that may not contain sufficient alternative text.
- Electronic documents that may not follow accessible formatting standards.
- Online forms or internal systems that may present challenges for individuals using assistive technology.
- Insufficient colour contrast between text and background elements.

- Inconsistent use of headings, document structure, or navigation features that support accessibility.
- Audio or video content that may require captions, transcripts, or other accessibility features.
- Digital communications that may not be easily accessed by individuals with visual, auditory, cognitive, or mobility disabilities.

2026–2030 Priorities:

- Continuing to review our digital content and systems using accessibility best practices.
- Continuing to improve alternative text, document structure, forms, and electronic communications.
- Continuing to evaluate digital content for readability, navigation, and compatibility with assistive technologies.
- Planning to consider accessibility requirements when implementing new technologies, systems, or digital communication tools.
- Planning to seek feedback and identify opportunities for improvement from employees, clients, and other stakeholders where appropriate.

COMMUNICATION, OTHER THAN ICT

At Chartright, we believe that effective communication is essential to building strong relationships. In addition to ICT, our communications efforts focus on clear language, timely mailings, and inclusive outreach. We're committed to ensuring that all our information and communication is accessible and usable by all, regardless of their abilities or communication needs. This means providing a positive experience for all our stakeholders, including those with disabilities, language barriers, or other accessibility needs.

Considerations may include:

- Use of technical language or jargon.
- Communication formats that may not meet the needs of all audiences.
- Documents containing images or graphics that require additional descriptions.
- Communication methods that may not be equally accessible to all stakeholders.

Our ongoing communication practices include:

- We continue to promote clear, respectful, and inclusive communication.
- We continue to use internal channels to share information using accessible language principles.

- We continue to provide information through multiple communication methods when appropriate.

2026–2030 Priorities:

- We plan to provide more guidance on how to communicate in plain language.
- We plan to identify opportunities to improve accessibility within written communications.
- We plan to continue reviewing accessibility considerations in presentations, documents, and communication materials.
- We plan to continue encouraging accessible communication practices throughout the organization.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Our procurement process is about buying goods, services, and facilities. We aim to work with suppliers and service providers who are accessible and inclusive.

2026-2030 Priorities:

- We plan to review opportunities to incorporate accessibility considerations earlier in procurement processes.
- We plan to identify situations where accessibility requirements may be included in contracts, requests for proposals, and vendor discussions.
- We plan to continue exploring methods to formalize accessibility considerations in procurement activities.
- We plan to encourage suppliers and contractors to consider accessibility impacts where appropriate.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Chartright is committed to the continuous improvement of the useability and accessibility of our programs and services.

2026-2030 Focus:

- We plan to continue training employees in accessible customer service practices.
- We plan to identify opportunities to further strengthen accessibility considerations during service delivery.
- We plan to continue considering accessibility-related feedback when reviewing programs and services.

- We plan to review opportunities to enhance accessibility supports for passengers and clients. This includes but is not limited to:
 - A Mobile Aisle Chair, which allows passengers to be safely transferred into their seats onboard.
 - Safety Briefing Adjustments for passengers requiring additional assistance.
 - Service Animals, which are welcome onboard so long as they are leashed/harnessed.
 - Mobility Aids, which can be stored onboard.
 - Curbside Assistance for passengers requiring additional assistance.
 - Assistance with storing and retrieving carry-on baggage.
 - Assistance with personal items, such as opening food packages and identifying food items.
 - Providing descriptions of the aircraft layout, including the location of the washroom, exits, and passenger-seat controls for passengers with visual impairments.

We accept feedback on the design and delivery of our programs and services.

TRANSPORTATION

Chartright is committed to ensuring accessibility for all employees and clients, regardless of their mobility needs. We comply with all requirements of the Canadian Transportation Agency regarding the transport of people with disabilities.

2026-2030 Focus:

- We plan to continue evaluating opportunities to improve accessibility within transportation services.
- We plan to continue accessibility-related training initiatives for applicable employees.
- We plan to continue reviewing transportation practices as operational needs, regulations, and best practices evolve.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

Chartright operates with regard to section 170(1) of the Canada Transportation Act and applicable Canadian Transportation Agency accessibility-related regulations, including the Air Transportation Regulations, Part VII (SOR/88-28) and the Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42).

1. The design, construction, or modification of, and the posting of signs on, in or around, means of transportation and related facilities, and premises, including equipment used in them;
2. The training of personnel employed at or in those facilities or premises or by carriers;
3. Tariffs, rates, fares, charges and terms and conditions of carriage applicable in respect of the transportation of persons with disabilities or incidental services; and
4. The communication of information to persons with disabilities.

Chartright remains committed to monitoring accessibility-related requirements, considering relevant best practices, and using feedback and consultation to support continuous improvement.

The following practices and ongoing areas of focus include:

- Considering accessibility in the maintenance, review, and future modification of transportation facilities and premises, including signage and equipment where applicable.
- Maintaining accessibility and accommodation-related training as an ongoing focus for personnel working at our facilities and for carrier employees.
- Ensuring clear and accessible communication of information to people with disabilities.

CONSULTATIONS

Chartright will continue to support consultation through employee self-identification and accommodation processes, client intake practices that identify passenger assistance needs early in the charter sales process, and opportunities to engage accessibility, inclusion, aviation, and mental health organizations where appropriate.

2026-2030 Priorities:

- We plan to continue consulting with employees, clients, and other stakeholders where opportunities arise.
- We plan to review accessibility feedback and incorporate lessons learned into future planning activities.
- We plan to identify opportunities to engage accessibility, inclusion, and community organizations.
- We plan to continue assessing opportunities for education, awareness, and accessibility-focused consultation initiatives.