

## ACCESSIBILITY & FEEDBACK PROCESS

Updated: June 1, 2024

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
- The 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 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.”

Chartright is committed to accessibility and a barrier-free Canada.

## GENERAL

Chartright is dedicated to fostering a culture of inclusivity and equity for all employees and clients, regardless of ability. We are committed to removing barriers and promoting accessibility, not just meeting regulatory requirements. Our Accessibility Plan outlines the steps we are taking to create a welcoming environment that respects and values diversity.

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.

**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: VP of Human Resources

Email: [hr@chartright.com](mailto:hr@chartright.com)

Phone number: (905) 671-4674

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

## EMPLOYMENT

We have set up a central point of contact for all questions and requests related to accessibility.

We have been encouraging employees with disabilities to let HR know of any accommodations that can be made to make our workplace better.

We have updated our internal web content to include information on accessibility and support for employees with disabilities.

- We plan to include a statement in our employment policy that says accommodation for employees with disabilities is available throughout the employment process.

- We plan to recruit more people with disabilities for positions at the organization for which they are qualified.
- We plan to provide awareness training for all managers, supervisors and employees on accessibility barriers faced by people with disabilities.

## 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 plan to identify barriers that may hinder current employees with disabilities and employees with disabilities that we may hire in the future.

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.
- Doorknobs may not be easily turned by a person with limited mobility or strength.
- 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.
- Washrooms may not have accessible entrances and features, such as, motion-activated sinks and soap dispensers.

## INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

At Chartright, we are committed to creating a seamless digital experience that is accessible to all. We are leveraging technology to break down communication barriers and improve the overall employee and customer experience. We plan to ensure our information and communication technologies (ICT) are accessible.

Our focus includes:

- Ensuring headings are used correctly to organize the structure of our content. Continually asking the question, do we design our forms for accessibility?
- Ensuring any images, tables, or other visual representations of information include alternative text (alt-text) or captions explaining their contents and significance.

- Ensuring there is a strong colour contrast between the text and the backgrounds of our web pages and electronic documents, such as black text on a white background.
- Testing, evaluating, and complying with digital content accessibility standards.
- Conducting user testing with people who have disabilities.

## COMMUNICATION, OTHER THAN ICT

At Chartright, we believe that effective communication is essential to building strong relationships with our employees, clients, and the public. 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 everyone, 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.

We will be asking ourselves the following:

- Do we require all employee communications, documents, briefing materials, and presentations to be made in plain language?
- Do we ensure all documents or presentations that contain images or graphics have alternative text to describe them?
- Do we develop examples of plain language communication best practices? Do we avoid the preparation of documents that use colours with low contrast?

Our focus includes:

- Communication that is clear and polite.
- Offering training to improve communication skills and promote inclusivity.
- Promoting the use of simple language and avoid jargon in written materials.
- Providing multilingual materials where appropriate.
- Providing physical assistance with respect and sensitivity.

## PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Our procurement process is about buying goods, services, and facilities. We aim to make it easy and inclusive for everyone by working with suppliers and service providers who are accessible and inclusive.

Our focus includes:

- Developing requirements for accessibility considerations to be included from the start in all procurement processes.
- Planning to define and identify accessibility requirements clearly in tenders, requests for proposals, and contracts.

- Planning to ensure contractors have included accessibility considerations in their proposals.

## DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

We want to make sure that all of our programs and services are easy to use and understand for everyone, whether they are for people inside or outside the company.

Our focus includes:

- Training staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- Consulting persons with disabilities in the development of services directed to them.
- Offering to communicate with customers in person, by email, or in writing or any other alternative format requested by the customer.
- Providing accommodation to clients in order to deliver services without barriers. 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 layout of the aircraft including the location of the washroom and exits and any operating controls at the passenger seat for those 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.

## PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

In this section of our accessibility plan, we identify and list all the provisions from the Canadian Transportation Agencies' accessibility-related regulations that apply to Chartright. Under ss. 170(1)

of the Canada Transportation Act, Chartright will make regulations for the purpose of identifying or removing barriers or preventing new barriers including regulations respecting:

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.

In order to comply with our accessibility-related requirements, Chartright has hired an accessibility consultant, remains current with accessibility-related news, trends, and best practices; and openly receives feedback for improvement and changes.

## CONSULTATIONS

To develop our Accessibility Plan, the HR department conducted individual consultations with respondents who identified as persons with disabilities through our Employment Equity survey. These one-on-one sessions allowed participants to express concerns, suggest accommodations, and contribute insights to improve our workplace environment.

We will continue to engage in regular consultations with persons with disabilities to not only manage our Accessibility Plan effectively but also to provide ongoing support to our employees. These consultations will be instrumental in addressing individual needs, ensuring a supportive workplace, and fostering a culture of inclusivity.

## PROGRESS REPORTS

At Chartright, we believe that accessibility is not just a compliance requirement, but a fundamental principle of inclusivity and respect. We are committed to making continuous progress in our accessibility efforts. Below, you will find our latest process reports, detailing our work towards creating a more accessible and inclusive environment for everyone.

### YEAR 1 – PROGRESS REPORT | JUNE 1, 2024

#### **GENERAL**

- We have set up a central point of contact for all questions and requests related to accessibility.
- We have been encouraging employees with disabilities to let HR know of any accommodation that can be made to make our workplace better.

## **EMPLOYMENT**

- We include a statement in our job postings that accommodation during the hiring and selection process can be arranged upon request.
- We have prepared materials to provide awareness training for all managers, supervisors and employees on accessibility barriers faced by people with disabilities.

## **BUILT ENVIRONMENT**

Due to a lack of resources in Year 1, we were not able to conduct a full accessibility assessment on the built environment of all our facilities. We will focus on assessing and identifying barriers that may hinder current employees with disabilities and employees with disabilities, in Year 2.

These barriers may include:

- Halls and doorways that 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.
- Doorknobs may not be easily turned by a person with limited mobility or strength.
- 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.
- Washrooms may not have accessible entrances and features, such as, motion-activated sinks and soap dispensers.

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

- We redesigned our website to improve the overall customer and employee experience. This included using larger fonts, cleaner images, headings to organize our content, and maintaining a strong colour contrast between text and backgrounds.
- We will continue to ensure we comply with digital content accessibility standards.

## **COMMUNICATION, OTHER THAN ICT**

- We leveraged our internal network to share information with employees, utilizing clear, polite, and simple language.
- We will focus on developing plain language communication best practices and avoiding jargon in written materials in Year 2.

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

Due to a lack of resources in Year 1, we were not able to conduct an accessibility assessment on the procurement of goods, services, and facilities.

We will focus on the following in Year 2:

- Developing requirements for accessibility considerations to be included from the start in all procurement processes.
- Planning to define and identify accessibility requirements clearly in tenders, requests for proposals, and contracts.
- Planning to ensure contractors have included accessibility considerations in their proposals.

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

We will continue to review and refine our programs and services to ensure they are easy to use and understand for everyone.

We will continue/start to:

- Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- Consult persons with disabilities in the development of services directed to them.
- Offer to communicate with customers in person, by email, or in writing or any other alternative format requested by the customer.
- Provide accommodation to clients in order to deliver services without barriers. 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.
  - Provide descriptions of the layout of the aircraft including the location of the washroom and exits and any operating controls at the passenger seat for those with visual impairments.

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

## **TRANSPORTATION**

We continue to comply with all requirements of the Canadian Transportation Agency regarding the transport of people with disabilities.

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

Under ss. 170(1) of the Canada Transportation Act, Chartright will make regulations for the purpose of identifying or removing barriers or preventing new barriers including regulations respecting:



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;
  - a. We plan to create hazard awareness training, which will enable employees to differentiate between the various hazards in our workplace and understand control measures that can be implemented to reduce their potential harm. Our goal is to minimize the potential for accidents and injuries and reinforce our commitment to safety in all that we do.
  - b. Our Health & Safety Committee has been focused on creating visual aids for our offices and hangars.
2. The training of personnel employed at or in those facilities or premises or by carriers;
  - a. We have prepared training materials for our managers and employees on accessibility and accommodation. In Year 2 we will have more capacity to focus on deployment of training materials.
3. The communication of information to persons with disabilities.
  - a. We provide on-board special attention passenger briefings for clients requiring accommodations.

## **CONSULTATIONS**

As part of our onboarding process, we provide all new employees with an employment equity survey that allows them to self-identify as any of the four designated groups, including individuals with disabilities. We recognize that disability is a broad and diverse term, encompassing both physical and mental disabilities. To promote a deeper understanding and create a more inclusive environment, we're dedicated to educating our employees on various types of disabilities, including but not limited to physical, sensory, cognitive, and mental health disabilities. By promoting awareness and understanding, we aim to create a workplace where everyone feels valued, respected, and empowered to succeed.

In 2023, we continued engaging with persons with disabilities to seek their perspectives on the accessibility of their interactions and experiences with us.

We consulted employees with disabilities to seek their perspectives on:

- Our accessibility culture
- Accommodations
- Their employment experiences

YEAR 2 – PROGRESS REPORT | JUNE 1, 2025.