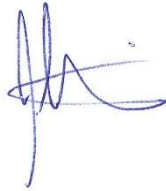


## Accessibility Plan – Annual Progress Report June 1, 2024 to May 31, 2025

### AUTHORIZATION

Title: Accessibility Plan – Annual Progress Report  
Document Number: EFC-HRD- Accessibility Plan Progress Report 2024-2025  
Version: 01  
Approver: John Groothius, President, EFC Developments.  
Signature:



### VERSION HISTORY

Version	Date	Description	Prepared By	Approved By
01	May 2025	Annual Progress Report	Jennifer Chute	John Groothius

### AMMENDMENT RECORD SHEET

Revision No. 01		
Affected Section	Change	Date
All	Updated report for the period of 2024 to 2025	May 2025
	Replaced year one goals and progress with year two details and updated report from first to second year progress throughout.	



## 1. GENERAL

### 1.1. Commitment

Executive Flight Centre Aviation Ltd., Executive Flight Centre Developments (2020) Ltd., Executive Flight Centre Group Ltd., and Aviation Ground Fueling Technologies (2020) Ltd. ('The EFC Group of Companies') is committed to ensuring our operating environments are barrier-free, accessible, and inclusive for employees and visitors of all abilities. We are committed to meeting the needs of people who face accessibility barriers at all locations. We will achieve this by identifying, removing, and preventing barriers and by meeting the requirements of The Accessible Canada Act (ACA) and the Accessible Canada Regulations (regulations).

### 1.2. Plan Progress

Our Accessibility Plan was published in May 2023 outlining the strategic direction that the EFC Group of Companies is working towards at all locations to improve accessibility and to prevent and remove barriers that may affect people with disabilities. The plan was effective as of June 01, 2023, for a period of three (3) years until June 01, 2026. The plan will be reviewed, updated and published every three years with ongoing consultations and requests for feedback.

The Annual Progress Report for the period of June 1, 2023 to May 31, 2024, Year One, was updated and re-published in October of 2024 as per Canadian Transportation Agency's Cautionary Notice dated August 30, 2024.

The purpose of this report is to highlight progress and updates on goals and initiatives as indicated in the plan. Progress outlined within this report will cover the period beginning June 1, 2024, to May 31, 2025, Year Two.

### 1.3. Feedback Process

As we are continuously improving, we encourage and welcome feedback. The feedback we receive is essential to continuous improvement and can be submitted anonymously in confidence per the following contact information.

Acknowledgement of receipt of feedback, other than anonymous, will be provided in the same way it was received.

### 1.4. Alternate Formats

To request an alternate format of the accessibility plan, progress report, or an alternate format of the description of the feedback process, please contact us directly per the following.



### 1.5. Contact Us

**Contact:** Human Resources Manager  
**Mail:** Executive Flight Centre Group  
200, 680 Palmer Rd NE  
Calgary, AB T2E 7R3

**Phone:** 403-291-2825  
**Fax:** 888-688-5634  
**Email:** [hr@efcgroup.ca](mailto:hr@efcgroup.ca)  
**Website:** <https://www.efcaviation.ca/>

## 2. FEEDBACK INFORMATION

Feedback received via email and in meetings with Prospect Human Services which were taken into consideration when updating the plan and report include the following items:

- List goals/priorities by year ensuring they are realistic and attainable.
- Ensure universal design audit includes both hardware and software infrastructure.

## 3. INTRODUCTION

The EFC Group of Companies is committed to accountability in the implementation of its Accessibility Plan. This report presents progress made during year two on each of the areas of focus under the Accessible Canada Act:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than ICT
- The procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation
- Training

## 4. EMPLOYMENT

The EFC Group of Companies take pride in being employers committed to the principles of employment equity and diversity. This includes accessible workplaces, equal opportunities, and accommodations for employees of all abilities. This is an ongoing commitment towards fostering an inclusive environment for all.

### 4.1. Year Two Goals

- Provide recruiter training on hiring PwD.
- Review and update recruiting processes to include a recruitment strategy promoting employment to PwD.
- Update interview evaluation and interview processes.

#### 4.2. Year Two Progress

- HR's partnership with community organizations has led to EFC Group attending several employment, awareness, training, and networking events including but not limited to:
  - Understanding Neurodiversity in the Workplace (Prospect)
  - Understanding Accommodations in the Workplace (Prospect)
  - Creating a Mentally Healthy Workplace (Prospect)
  - Bridge to Inclusion Virtual Presentation (CFT7)
  - Bridge to Inclusion Cultural Event (CFT7)
  - Employer Spotlight Events (Prospect)
  - Fall 2024 Calgary Job Fair Celebrating Diversity (Prospect)
  - Spring 2025 Calgary Job Fair Celebrating Diversity (Prospect)
- HR confirmed and reviewed the following accessibility features which are built into EFC Group's Applicant Tracking System (Vidcruiter). These items are part of the standard configuration to ensure accessibility of all job applicants:
  - Application form mentions the possibility of accommodation and how to request one.
  - Landing pages clearly state what to expect in the step (types of questions, time commitment).
  - Warning checkbox before any page containing a timer.
  - Text to background color contrast is high.
  - Text includes headings (H2, H3) for titles and headers.
  - Images have a description.
  - Videos contain captions.
- HR reviewed and updated the following company documents:
  - Employee Handbook V2 rolled out with Accessibility section added.
  - Interview evaluations added to ensure fair and equitable assessment of candidates based on skills and requirements for the position.
  - Job posting templates were enhanced to highlight the commitment to diversity and inclusion and added accommodation request option.
  - Interview questions.
  - Recruiting training presentation – including biases.
- Following the submission of 2024 Employment Equity stats due on June 1, 2025, EFC Group will review employee representation, identify gaps in specific occupational groups, and create targets accordingly.

## 5. BUILT ENVIRONMENT

The EFC Group of Companies has engaged with a 3<sup>rd</sup> party with the intention to audit the built environment of our operations. This will be completed in stages. The purpose of the audit is to identify areas of opportunity to reduce and remove any barriers to employment and access for employees and visitors. Budget and allocation of resources must be completed to start the audit process.

### 5.1. Year Two Goals

- Determine available budgets to be applied to meeting accessibility standards.
- Identify high priority renovations to conform with accessibility standards.
- Notify building owners of fire alarms without horn and strobe lights.
- Review and identify areas in need of improvement per above, in consultation with PwD.

### 5.2. Year Two Progress

- Completed review of largest EFC base (YEG). Reviewed all facilities and provided confirmation of what accessibility features are currently in place and provided recommended improvements. (Other company locations are outstanding.)
- The following facility improvements were completed in YEG:
  - The Terminal 4 (T4) and Terminal 2 (T2) airside exit concrete panels were replaced to eliminate surface unevenness that posed a tripping hazard and to enhance accessibility for individuals using wheelchairs.
  - At T4, new lever-style sink taps were installed in all washrooms to improve accessibility for individuals with mobility challenges, particularly those with limited grip strength or difficulty performing twisting motions. This design is consistent across all YEG facilities.
- During the reporting period, no further advancements were made to the built environment of our operations due to the following:
  - Lost business/revenue
  - Budget constraints
  - Lack of resources
- EFC Developments created a list of fire alarms without horn and strobe lights to be reviewed with building owners in lease renewal discussions.

## 6. INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT)

The EFC Group of Companies is committed to reducing barriers in Information and Communications Technologies (ICT). We will continue to partner with internal and external IT professionals to ensure information and communications are accessible to all.

### 6.1. Year Two Goals

- Determine available budgets to be applied to meeting accessibility standards.
- Identify high priority IT projects to conform with accessibility standards.

### 6.2. Year Two Progress

- During the reporting period, no further advancements were made to ICT due to the following:
  - Lost business/revenue
  - Budget constraints
  - Lack of IT team resources (team was downsized)

## 7. COMMUNICATION, OTHER THAN ICT

With the goal to reduce and prevent barriers in communication, other than Information and Communication Technologies, the EFC Group of Companies is committed to proper training and awareness of our employees.

### 7.1. Year Two Goals

- Human Resources to roll out training to leaders and front-line staff.
- The EFC Group of Companies will continue to research new methods to communicate information in a variety of different ways (e.g., signage improvements, etc.).
- Identify leadership champions who will have accountability for supporting diversity initiatives. We have participated in training, meetings and committees, where applicable.

### 7.2. Year Two Progress

- Human Resources was unable to roll out training to leaders and front-line staff due to lack of resources. This will be moved to the next reporting period.
- Human Resources added diversity, inclusion and equity as a regular topic for leadership meetings and reports. Will continue to bring these items forward as a regular topic for discussion.

## 8. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The EFC Group of Companies does not currently have formalized procurement policies; however, we recognize it is essential to reevaluate and prioritize it into our operations. The committee will provide recommendations to leadership including considering implementing measures such as including accessibility requirements in contracts, providing training on accessible procurement practices, and actively seeking vendors who prioritize accessibility in their products and services.



### 8.1. Year Two Goals

- Working group to complete review of processes in need of improvement and identify barriers.
- Incorporate accessibility into procurement and contracting documents, templates, and guidance.

### 8.2. Year Two Progress

- Confirmed that we adhere to air carrier and customer requirements when procuring items for our contracts.
- During the reporting period, EFC Aviation lost major contracts at two main terminal locations. As such procurement initiatives were halted due to lack of business needs and reduced purchasing budgets.

## 9. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The EFC Group of Companies is committed to continuous improvement and will strive to ensure our programs and services offered to all employees and visitors are inclusive of those of all abilities.

### 9.1. Year Two Goals

- Advisory committee to determine tracking of intended outcomes of the Accessibility Plan.
- Initiate a review process for all programs and services and specific documentation that is guest-facing. This review will include feedback from our Accessibility Advisory Committee.

### 9.2. Year Two Progress

- Advisory committee reviewed plan progress report and created tracking document to monitor action items, deadlines and progress to the Accessibility Plan.
- EFC Aviation is a proud supporter of the Hidden Disabilities Sunflower Program in all locations where applicable. We will continue to educate applicable guest-facing staff on this program.

## 10. TRANSPORTATION

The EFC Group of Companies is committed to working collaboratively along side our partners to ensure that we collectively prioritize accessibility. We will continue to ensure that employees, customers, guests, and their partners are able to experience a barrier-free and inclusive experience.

### 10.1. Year Two Goals

- Confirm suitable inventory of wheelchairs and aides across all sites with Fleet Manager.

### 10.2. Year Two Progress

- Fleet Manager confirmed suitable inventory of wheelchairs and aides across all sites.
- Major airports offer a range of accessibility aides to assist passengers with disabilities, including wheelchair assistance, visual paging systems, and accessible restrooms. Passengers can also bring assistive devices like canes, crutches, service animals, and portable oxygen concentrators. Furthermore, airports and ground handlers may provide baggage assistance and ground transportation services where required.
- EFC procured and implemented use of 5 wheelchair ramps for various aircraft throughout our network.

## 11. TRAINING

The EFC Group of Companies is committed to promoting employee contribution and growth. Although we have made improvements regarding formalized training, Human Resources will continue to assess and identify training needs for all staff. This will be a primary focus for 2025 - 2026.

### 11.1. Year Two Goals

- Human Resources to review and update training plan as required.
- Human Resources to roll out training to front-line staff, leadership, and recruiters.

### 11.2. Year Two Progress

- Continuous discussion, review and updating of the training plan.
- The Training Plan created by HR to be approved by senior leaders and then training to be rolled out.
- Updated our internal Learning Management System (LMS) to include closed captioning.
- Provided custom training plans to learners where indemnified, required and/or requested.
- Hidden Disabilities Sunflower Program Training assigned to Customer Service Agents, Leads and Supervisors in airport locations where program is applicable.



## 12. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

The EFC Group of Companies is required to conform with the Accessible Transportation for **Persons with Disabilities Regulations (ATPDR)**, specifically to Part 1: Requirements Applicable to Transportation Service Providers and Part 4: Requirements Applicable to Terminal Operators.

For a more detailed outline of the provisions that we are subject to, please refer to the Accessibility Plan posted on our website.

## 13. CONSULTATIONS

Engagement and consultation with representatives of the accessible community including our Accessibility Committee, Employment Equity Committee, Senior Leadership Team, Human Resources department and our community ally, Prospect Human Services, was integral to the identification of barriers to accessibility at the EFC Group of Companies. These groups have been vital in ongoing review and feedback of the plan.

Consultations in the preparation of this progress report took place via internal committee and team meetings. The report was also emailed in May 2025 for feedback prior to being finalized and published.

## 14. CONCLUSION

Although progress during the reporting period was limited due to financial constraints, our commitment to fostering an inclusive and accessible environment remains unwavering. We will continue to actively engage with stakeholders, strategically allocate resources, and implement targeted measures to address and eliminate barriers. The EFC Group of Companies remains united in its efforts to advance the accessibility objectives outlined in our Accessibility Plan, working collaboratively to create meaningful and lasting changes.

We extend our deepest gratitude to all stakeholders who have contributed to this initiative, including the members of our accessibility committee, the leadership team, employees, and community partners. Your unwavering commitment and invaluable support have been fundamental to the progress achieved thus far. As we advance in our efforts to foster an inclusive environment, we look forward to your continued partnership. Together, we reaffirm our enduring commitment to accessibility and pledge to pursue a future in which all individuals, regardless of ability, are empowered to fully participate and engage.