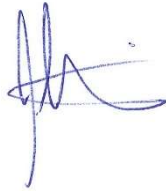




## Accessibility Plan – Annual Progress Report June 1, 2023 to May 31, 2024

### AUTHORIZATION

**Title:** Accessibility Plan – Annual Progress Report  
**Document Number:** EFC-HRD- Accessibility Plan Progress Report-V02-2024  
**Version:** 02  
**Approver:** John Groothius, President, EFC Developments.  
**Signature:**



### VERSION HISTORY

| Version | Date         | Description  | Prepared By    | Approved By    |
|---------|--------------|--|----------------|----------------|
| 01      | May 2024     | Annual Progress Report   | Jennifer Chute | John Groothius |
| 02      | October 2024 | Updated per Canadian Transportation Agency's Cautionary Notice dated August 30, 2024 | Jennifer Chute | John Groothius |

### AMMENDMENT RECORD SHEET

| Revision No. 02           |   |            |  |
|---------------------------|---|------------|--|
| Affected Section          | Change  | Date       |  |
| All                       | Added page for version control (Page 1)                               | 10/07/2024 |  |
| 1. General                | Updated entire section  | 10/07/2024 |  |
| 2. Feedback Information   | Added missing section   | 10/07/2024 |  |
| 12. Provisions of the CTA | Added missing section   | 10/07/2024 |  |
| 13. Consultations         | Added missing section   | 10/07/2024 |  |
| All                       | Corrected numbering of section headers due to changes indicated above | 10/07/2024 |  |
| All                       | Updated footer with version control                                   | 10/07/2024 |  |



## 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 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, 2023, to May 31, 2024.

### 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 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

## 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 One Goals

- Release update to Accommodation Policy and Accommodation Request Form to all staff.
- Provide flexible work arrangements where possible.
- Build partnerships with community organizations to promote employment at the EFC Group of Companies for all abilities.
- Review employee representation, identifying gaps in specific occupational groups, and creating targets.

### 4.2. Year One Progress

- Updated Accommodation Policy and Accommodation Request Form posted on internal SharePoint site for all staff access.



- Hired a HR Generalist whose primary focus is management of disability claims and employee leaves.
- Return to work and modified work arrangements (accommodations) procedure in place.
- Modified work training rolled out for all operational supervisors, managers, safety and HR staff.
- Upon employee request, HR and EFC Group leadership provide flexible work arrangements and accommodations where possible per internal processes.
- HR's partnership with community organizations has led to EFC attending several employment, awareness, training, and networking events including but not limited to:
  - Prospect Human Services - Job Fairs
  - Prospect Human Services – Employer Spotlights
  - Community Futures Treaty 7 – Bridge to Inclusion Events
  - Community Futures Treaty 7 – Awareness into Action Workshops
  - Aboriginal Futures – Job Fairs
  - Elevate Aviation – Training Programs
- Following the submission of 2023 Employment Equity stats due on June 1, 2024, 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 One Goals

- Designate employees to assist persons with disabilities in emergency situations.
- Review emergency and business continuity planning procedures.
- Identify a 3<sup>rd</sup> party group to perform physical universal design audit in 2024.
- 3<sup>rd</sup> party to complete physical design audit by May 30, 2024, and identify barriers at all sites including hardware and software infrastructure.

### 5.2. Year One Progress

- Identified Level Playing Field Inc. as a 3<sup>rd</sup> party group to perform physical universal design audit in 2024.
- Level Playing Field provided proposal for accessibility consulting services.



## 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 One Goals

- Ensure an email address is readily available where contact phone numbers are on the website.
- Consult with contractor or website planner to review the EFC Group of Companies websites to ensure accessibility.
- IT audit of recruitment and internal infrastructure for accessibility.

### 6.2. Year One Progress

- Updated websites to ensure an email address is available where contact phone numbers are.
- Collaboration with contractor to review the EFC Group of Companies websites to ensure accessibility.

## 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 One Goals

- Human Resources to source awareness and communication training for leaders and front-line staff.
- Public announcements to be made in good quality, plain language and spoken slowly with clear enunciation.

### 7.2. Year One Progress

- Human Resources has confirmed that our airline partners and airport locations provide training to EFC employees working at their sites or with their products. This includes YYC Airport, Flair Airlines, YEG Airport, Canadian North.
- EFC Group's HR and Training departments will add Accessibility Awareness Training as a compliment to our existing Diversity & Inclusion Training on our Learning Management System (LMS) platform in 2024.
- Operations has confirmed that our training and procedures outline the importance of the requirement to ensure public announcements are made in excellent quality, plain language and spoken slowly with clear enunciation.



## 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 One Goals

- Establish a working group to elevate accessibility considerations in the procurement for goods, services, or facilities.
- Working group to complete review of processes in need of improvement and identify barriers.

### 8.2. Year One Progress

- The Accessibility Committee has committed to engage with leadership to elevate accessibility considerations in the procurement process for goods, services, or facilities.

## 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 One Goals

- Establish an Accessibility Advisory Committee to review information regarding the development, implementation, and delivery of new programs and services.

### 9.2. Year One Progress

- An Accessibility Committee has been established and quarterly meetings held. The committee has been actioning and tracking completion of goals as set out in the Accessibility Plan. The committee has been consulted on new policies but have yet to be involved in development, implementation, and delivery of new programs and services.

## 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 One Goals

- Upon the request of a passenger with a disability, Executive Flight Centre Aviation Ltd. employees must assist the person with their baggage and with a wheelchair and provide transportation and assistance.

### 10.2. Year One Progress

- Operations has confirmed that assisting passengers with a disability is part of our commitment to customer service. Most staff assisting passengers have completed accessibility training through the airline they serve.

## 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 2024 - 2025.

### 11.1. Year One Goals

- Human Resources to identify training needs for leadership and front-line staff including awareness, communication, biases, recruiting, legislation, compliance, expectations, etc.
- Human Resources to create training plan.

### 11.2. Year One Progress

- Human Resources has created a leadership training plan and is working to ensure all supervisors and managers have base line training.

## 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 2024 for feedback prior to being finalized and published.

### 14. CONCLUSION

In conclusion, over the past year, significant strides have been made in advancing our accessibility initiatives. Through dedicated efforts and collaboration, we successfully brought awareness to several accessibility considerations. Despite encountering challenges such as resource constraints and technical complexities, the EFC Group of Companies remained resilient and adaptable, ultimately making progress towards our accessibility goals.

Looking ahead, we are committed to continuing our efforts by prioritizing accessibility in all future developments and investing in ongoing training for our teams.

We extend our sincere appreciation to all stakeholders involved in this endeavor, including our accessibility committee, leadership team, employees, and community partners. Your dedication and support have been instrumental in driving our progress thus far, and we look forward to your continued partnership as we strive to create an inclusive environment for all. Together, we reaffirm our commitment to accessibility and pledge to continue working towards a future where everyone can fully participate and engage, regardless of their abilities.