



Sunwest Aviation

Accessibility Plan - Progress Report 2024 - R01

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General

Feedback on the Sunwest Aviation Accessibility Plan and Progress Reports may be submitted to the following entities:

Customer Feedback

- Attention: Manager, Cabin Safety & Customer Service
- Email: accessibility@sunwestaviation.ca
- Telephone: 403-275-8121
- Mail: c/o Manager, Cabin Safety & Customer Service 217 Aero Court NE Calgary, Alberta T2E 7C6

Employee Feedback

- Attention: Manager, Human Resources
- Email: accessibility@sunwestaviation.ca
- Telephone: 403-275-8121
- Mail: c/o Manager, Human Resources Group, 217 Aero Court NE Calgary, Alberta T2E 7C6

Anonymous feedback can be provided by telephone (ask to remain anonymous) and by mail (do not include a return address or personal information). Feedback will be addressed promptly and responded to in the format it was received (email, telephone, or mail). Anonymous feedback will not receive a response but will receive the same consideration as other feedback.

Sunwest Aviation understands the importance of providing our accessibility plan in alternative formats to accommodate diverse needs. Passengers can request the accessibility plan, the description of the feedback process and/or progress reports in the following formats:

- Print
- Large print (16pt, sans serif unless requested otherwise)
- Braille
- Audio format or
- An electronic format compatible with adaptive technology.

Requests can be made utilizing any of the communication channels listed above, such as mail, telephone, or email. We are committed to fulfilling these requests within 15 days for print format requests or within 45 days for braille and audio formats. We also encourage passengers to communicate specific formatting needs and will work to accommodate each person, as preferences may vary.

Policies, Programs, Practices and Services

To forward Sunwest's commitment to accessibility in its operations, an accessibility working group was developed. This group undertook a review of the current Accessibility Plan and previously stated development objectives. Several program elements were developed in response to consultation recommendations and further regulatory review as detailed below.

Employment

In response to previous consultation, we have developed a comprehensive Accessibility Policy and Procedures package. The policy itself details the organization's commitment to accessibility from the start of employment through to needs that may arise during employment. It also includes our commitment to training staff with respect to accessibility, procedures for submission and processing of accommodation requests, standards and procedures for recruitment, accommodation during employment, workplace emergency response, and feedback procedures.

While many of the accessibility leadership team have had some training in relation to accessibility as an aviation service provider, training has been assigned to the accessibility leadership team. For this leadership training we have selected a training program from an accessibility training partner that has developed training in partnership with the University of Alberta. We believe that this training will support this group to more effectively develop and implement strategies for creating more inclusive spaces both physically and virtually. This group is also developing organizational training on this subject and the overall policy package which is being implemented.

In addition to these primary program elements, Sunwest published an 'Accessibility Center' section to our staff SharePoint site. This center is a repository for company policy, guidance, and training. This component is part of a larger accessibility awareness initiative within the organization that is posting accessibility awareness content throughout the workplace as well as feedback channels for staff to participate in our accessibility objectives through their own personal experiences.

Information and Communication Technology

As an ongoing commitment to improving accessibility in Information and Communication Technology the following actions were taken.

Website Assessment and Upgrades

Two accessibility audits were conducted on the Sunwest Aviation home page website using an available online tool. Findings from these audits were submitted to the website developers and changes implemented. Following these changes another accessibility check was conducted, and the homepage was found to be WCAG compliant. We believe that site sub-pages will also be largely compliant due to utilization of a same design template. Sunwest will continue to monitor the overall website to address any minor changes that may be needed because of individual webpage requirements and customizations. Such requirements and customizations could lead to minor accessibility issues on sub-pages.

Staff Software Tools

In addition to the upgrades to client facing communications on our website, the IT department has reviewed the common employee software tools for accessibility features. Links to guidance on primary software specific features have been published to the Accessibility Center (Windows and IOS).

Communication other than Information and Communication Technologies

In response to a barrier noted in previous consultation, we have added more formal policy to ensure the organization has a documented commitment to provide alternative formats and communication supports that may be requested by either staff or our clients in a timely manner.

Procurement of Goods, Services and Facilities

A policy statement was included in the Sunwest Aviation Accessibility Policy directing direct accessibility considerations in the procurement of goods, services and facilities.

The Design and Delivery of Programs and Services

The working group has undertaken a fresh review of those regulations applicable to Sunwest as an air operator. While not all the published regulations are applicable to Sunwest given its type of operation and aircraft types, it has initiated steps to document better its longstanding commitment to serving well all of its private aviation clients. This initiative is detailed more fully in the following section.

Transportation

Sunwest Aviation is committed to providing accessibility assistance for any Sunwest clients who may require and has provided such support historically. As Sunwest aircraft and operations differ from those in mainline commercial operations, the working group is formalizing the organization's good past efforts into a clearly documented procedure. This documented procedure is being designed to capture initial accessibility requests and ensure that the client's needs can be accommodated competently and respectfully where possible on the intended aircraft type. The procedure is also being designed to ensure that the needs of our customers are well understood, and staff are trained to ensure the travel experience from trip booking through to completion incorporates appropriate accessibility principles.

To further support this initiative a full review of current service provider training was undertaken. Overall, the training being provided was thought to be effective, but we have expanded the scope of the training to include more of the staff whose duties may touch on a client's travel experience. We are also sourcing additional training to improve ground handling staff and flight crew knowledge in the various types of accessibility aids they might encounter.

Then also, awareness posters have been placed in the passenger areas detailing our Accessibility Feedback process and contact information for customers transiting that area.

The Built Environment

The initial consultations undertaken by Sunwest included a review of current buildings and concluded that our current physical spaces already include several accessibility features by design. Sunwest is committed to continuing these assessments and is planning a more formal physical assessment of the built environment by an accessibility specialist to provide greater assurance of accessibility for both staff and client in our built environment. Also as noted previously in this report, accessibility review has been added to policy to support ensuring the organization implicitly considers accessibility priorities when acquiring new buildings and workspaces.

Provisions of CTA Accessibility-Related Regulations that the TSP is Required to Follow

Sunwest Aviation is subject to the following accessibility related regulations:

- Accessible Canada Act sections 60(1), 117(1) as enabled by section 120.
- Accessible Transportation Planning and Reporting Regulations
- Air Transportation Regulations (SOR/88-58) sections 146-156 (With aircraft larger than 30 passenger seats when operating commercially).
- Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244)
- Canada Transportation Act Part V.

Sunwest Aviation Accessibility Plan and related policies and procedures are also Influenced by the following guidelines and codes of practice:

- Removing Communication Barriers for Travellers with Disabilities: Code of Practice
- Accessibility Guidelines for Small Aircraft - Services for persons with disabilities on aircraft with 29 and fewer passenger seats

Consultations

In addition to ongoing internal consultations, with one working group member with a physical disability, Sunwest Aviation has had Excellence Canada review of our accessibility policy and procedures developed in response to the barriers this same agency had identified in the consultation for Sunwest's accessibility plan. Both reviewers of the policy report that they identify as having disabilities and have provided recommendations for the finalization of our policy and procedures as members of the disability community.

Sunwest will continue to seek opportunities for consultation with the disabled community to support improvements to our current policies and procedures within the private and charter aviation sector. We will consider if it would be possible to develop an advisory committee with representation from various disabilities and experience who can support improvements within our scope of work. To that end, we have solicited feedback from our client facing Flight Coordination team to gather past experiences with any of our clients who have required accessibility support in

their travel. We believe that these consultations are essential to our initiatives remaining fit for purpose.

Received Feedback

Aside from internal feedback on the program development being reported here, there has been no other feedback submitted to Sunwest Aviation using the published external feedback process in the reporting period.

Other Matters

Sunwest Aviation is reviewing our initial plan actively and will work towards an update of the plan in accordance with our regulatory requirements. We note that the plan incorrectly published reporting and updating dates. Our next update is planned to be completed by June 1, 2025, and then the next formal update of our plan by June 1, 2026.