



Kenn Borek Air Accessibility Plan Progress Report

Kenn Borek Air | A - 808 55th Ave NE, Calgary, AB T2E 6Y4, Canada | +1 403.291.3300

General

Kenn Borek Air (KBA) continues to demonstrate its strong commitment to fostering inclusivity and accessibility for all individuals, including those with visible and non-visible disabilities. This dedication is reflected in the continued implementation of our multi-year Accessibility Plan, which is focused on identifying, addressing, and removing barriers across all areas of our operations. This 2025 Progress Report provides a detailed update on the initiatives we have undertaken and highlights the progress we've made toward creating an inclusive and accessible environment.

We recognize that accessibility is an ongoing process, not a one-time achievement. Therefore, we continue to evaluate our practices, listen to feedback, and adjust our strategies to ensure that everyone who interacts with KBA feels welcome, respected, and included.

Feedback Information

We acknowledge and value the feedback received throughout the year—anonymous or with a name attached—and we ensure that it is addressed respectfully and in the same manner it was received. This process promotes open communication and encourages a culture of constructive communication within our organization.

If you would like to provide feedback on this plan or request materials in alternative formats such as large print, Braille, or audio, or report any accessibility-related barriers you encounter, please contact us through any of the following methods:

- **Contact Person:** Human Resources Manager
- **Mailing Address:** Suite A, 808-55th Avenue NE, Calgary, AB, T2E 6Y4 Canada
- **Email:** accessibility@borekair.com
- **Telephone:** 1.403.291.3300
- **Fax:** 1.403.250.6908
- **Feedback Form:** <https://borekair.com/feedback>
- **Social Media:** LinkedIn

We are committed to reviewing all feedback and incorporating it into our accessibility planning process to continuously improve our workplace and services.

Employment

To remove barriers and bring awareness into our recruitment process, the Recruitment and Onboarding Coordinator—who is directly involved in hiring at KBA—completed training in **Applying a Disability Lens** and received an **Introduction to Disability**. This training was focused on increasing knowledge and sensitivity in interactions with candidates with disabilities and ensuring that our hiring process is inclusive and free of bias.

We are proud to emphasize our goal of **dignified employment**. By including such practices and promoting accessible communications, we aim to make sure that every candidate and employee feels valued.

Milestone: Achieved

Built Environment

In our commitment to physical accessibility, KBA has designated **an accessible parking spot** at our Hangar facility. We continue to review our physical spaces and are open to feedback on how we can improve access across all of our locations.

Status:

1. Requirement for specific provisions for safe evacuation during emergencies- **In Progress**
2. Requirement for clear markings for accessible parking spaces- **Milestone Achieved**

Information and Communication Technologies (ICT):

Barrier Identified: Lack of plain language in communication materials, hindering effective comprehension for individuals with cognitive disabilities. Ongoing initiatives include website improvements and employee training sessions to foster effective communication techniques and barrier identification/removal. Kenn Borek Air recognizes the critical role of information and communication technologies in facilitating access to information and services for individuals with disabilities. By optimizing our digital platforms and promoting accessibility best practices, we aim to ensure that information is accessible to all individuals.

Status: In Progress

Communication Other Than ICT:

Barrier Identified: Lack of comprehensive training on effective communication when interacting with clients or colleagues with disabilities. Efforts are underway to organize training sessions covering effective communication techniques and barrier identification/removal. By providing comprehensive training programs, we aim to equip our employees with the skills and knowledge necessary to communicate effectively and promote inclusivity in all interactions.

Status: In Progress

Procurement of Goods, Services, and Facilities:

Barrier Identified: Complexity of accommodation processes for employees with disabilities. Initiatives will be implemented to provide guidance on accessibility considerations throughout the procurement process. Kenn Borek Air is committed to overcoming this challenge by ensuring that accessibility standards are integrated into our procurement procedures.

Status: Pending

Design and Delivery of Programs and Services

Barrier Identified: The complexity and lengthiness of the process to accommodate employees for injury, illness, medical conditions, or disabilities.

Status: Pending

Transportation

KBA's existing fleet is not currently equipped with accessibility-related modifications. However, we remain committed to providing accommodations where feasible and necessary. Training is being developed for employees on how to properly transport mobility aids and assist individuals with limited mobility.

Status: Planning phase

Compliance with CTA Accessibility-Related Regulations

KBA continues to comply with relevant Canadian Transportation Agency regulations, including:

- [Air Transportation Regulations, Part VII](#), and
- [Personnel Training for the Assistance of Persons with Disabilities Regulations](#).

We regularly review and update training materials to ensure alignment with federal accessibility requirements and best practices.

Consultations

This year's accessibility work built on the foundation laid in 2024, where we consulted with **Brad Bartko of DisabilityABD**, who brought lived experience and valuable insight to our planning. His consultation played a pivotal role in helping us see areas for improvement and helped shape our approach to accessibility.

While no new consultations were conducted in 2025, we recognize the importance of continued community input and are committed to engaging with additional disability-focused organizations in the

future. Our goal is to integrate more perspectives into our planning process and strengthen our community partnerships.

Status: Completed (2024 consultation); Future consultations planned

As part of publishing its first Accessibility Plan in August 2023, **Kenn Borek Air** also established a dedicated feedback mechanism to address accessibility-related matters. Details of this mechanism are outlined in the Feedback Information section above, as well as in Kenn Borek Air's Accessibility Plan.

As of the writing of this progress report, **Kenn Borek Air has not received any feedback related to accessibility**, including any inquiries or requests for alternate formats.