



Kenn Borek Air Accessibility Plan 2023-2025

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EXECUTIVE SUMMARY

Kenn Borek Air's Accessibility Plan outlines our strategies, initiatives, and ongoing efforts to enhance accessibility and promote an inclusive experience for everyone involved with Kenn Borek Air. This plan reaffirms our commitment to inclusivity and ensuring that all individuals, regardless of their disabilities, have equal access. As a leading charter leasing operation, we understand the importance of providing an environment that caters to the diverse needs of our customers and employees.

In line with the standards and legislations of the Canada Accessibility Act, we are dedicated to removing barriers and fostering an inclusive culture within our organization. Our plan encompasses multiple aspects of accessibility as described under Section 5 of the Accessible Canada Act (ACA), these are:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication other than ICT
- Procurement of Goods, Services, and Facilities
- Design and Delivery of Programs and Services
- Transportation

By focusing on these key areas, we aim to create an environment where individuals of all abilities can enjoy a seamless and dignified experience when engaging with Kenn Borek Air.

Recognizing that accessibility is an ongoing journey, we are committed to continuously reviewing and improving our practices to meet and exceed accessibility standards. We prioritize engagement with stakeholders, including individuals with disabilities, to ensure that their perspectives and insights are considered in our decision-making process.

This Accessibility plan will serve as a guiding document for Kenn Borek Air, outlining the specific objectives, timelines, and responsibilities for implementing accessibility measures. It will provide a roadmap for the steps we will take to remove barriers and equal access across all aspects of our operations, including our aircraft, facilities, customer interactions, and digital platforms. We will strive to foster a culture of accessibility and awareness, ensuring that all our employees receive the necessary training and resources to support the needs of our diverse workforce and customers.

In the pages that follow, you will find a detailed outline of our accessibility objectives, strategies, and timelines. We encourage you to review this plan and join us on our journey.



OBJECTIVE:

The objective of this accessibility plan is to ensure that Kenn Borek Air provides equal access and inclusivity to all individuals, regardless of their physical or cognitive abilities. In approaching its responsibilities under the Accessible Canada Act (ACA), we aim to create an inclusive environment and improve the experience for our passengers, customers, and employees.

DEFINITIONS:

The following definitions apply throughout this plan:

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.

PRINCIPLE:

Kenn Borek Air's Accessibility Plan considers the following principles, as set out in the *Accessible Canada Act*.

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- (e) laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.



CONSULTATIONS:

The Kenn Borek Air Accessibility Plan has been shaped initially through consultations with employees with declared disabilities and will continue to evolve over the next three years through consultations with various organizations that represent Canadians with disabilities and lived experiences.

GENERAL:

We value the input of our employees and customers in improving accessibility. We will actively engage with disability advocacy organizations and employees or customers with disabilities to gain additional insights and feedback. This collaboration will help us to continuously improve our accessibility initiatives and ensure that we meet evolving accessibility standards.

For inquiries to provide feedback on this plan, our feedback process, progress reports, materials in alternative formats, including documentation in alternative formats like large print, Braille, or audio format, and any other barrier you encounter, please contact us in one of the following ways:

Contact Person: Human Resources Manager

Mailing Address: Suite A, 808-55th Avenue NE, Calgary, AB, T2E 6Y4 Canada

Email: Accessibiliy@borekair.com

Telephone: 1.403.291.3300

Fax: 1.403.250.6908

Feedback Form: <https://borekair.com/feedback>

Kenn Borek Air also uses the social media platform, LinkedIn.



KEY COMPONENTS

Employment:

With a focus on the actions we will take to improve how we recruit, retain, and promote persons with visible and non-visible disabilities, Kenn Borek Air endeavors to provide equal employment opportunities and an accessible workplace/facility to all its employees and customers. Employing a diverse and inclusive staff and upholding employment equity are priorities for the Company.

Our continuous goals include:

- Identification of barriers within positions;
- Expanded recruitment initiatives for individuals with disabilities for positions at the organization for which they are qualified;
- While creating policies and processes involving aspects of accessibility, we prioritize inclusivity by actively seeking and incorporating the opinions of our personnel that have declared a disability. Their valuable insights and firsthand experiences play a crucial role in ensuring that our initiatives are truly inclusive and considerate of diverse needs;
- Development of career paths for employees with disabilities providing opportunities to develop their talents and achieve their career goals;
- Implementation of an internal feedback methodology to encourage employees with disabilities to let the management know of any accommodations that can be made to make our workplace better.

Barrier Identified:

One of the crucial aspects to address in our Accessibility Plan is the need to improve disability inclusion in our recruitment activities. We have observed that some of Kenn Borek Air's representatives engaged in recruitment lack awareness and guidance on effectively connecting with and recruiting individuals with disabilities.

Strategies Devised:

- **Collaboration with Educational Institutes:** We will actively collaborate with educational institutions during job fairs tailored specifically to the participation of individuals with disabilities. By engaging with these institutions, we aim to attract a more diverse pool of talent and provide equal opportunities for qualified candidates with disabilities.
- **Raising Awareness Among Recruitment:** We recognize the importance of empowering our recruitment representatives with the knowledge and skills to effectively connect with and recruit individuals with disabilities. We will conduct awareness training sessions to enhance their understanding of disability inclusion and ensure that they can proactively support an accessible and inclusive recruitment process.

Timeline:

2024



The Built Environment:

We are committed to providing barrier-free access to our facilities. Kenn Borek Air's facilities and assets are both owned and leased and include office spaces, hangar spaces, and different aircraft types. Not all owned or operated spaces and built environments meet recent accessibility standards due to the age and/or design of buildings/environments.

An audit of the Kenn Borek Air Corporate office identified accessible parking spots, wheelchair ramps, automatic entry doors, washrooms with disability access, broad entrance, doors, and hallways to accommodate wheelchairs, if necessary. And at our Calgary Hangar facilities, a wheelchair ramp makes the facility accessible. However, our accessibility goal includes planned audits to enhance the accessibility in our Hangars. We ensure to review and revisit accessibility as it relates to its built environment, including by making use of the accessibility feedback process, to ensure that new barriers have not been created and that existing accessibility features have been maintained.

Barriers Identified:

- Requirement for specific provisions for the safe and efficient evacuation of people with disabilities during emergency situations
- Requirement for clear and prominent markings for accessible parking spaces

Strategies Devised:

- An audit of Kenn Borek Air's facility fire safety plan will be undertaken to address the evacuation of people with disabilities.
- Audit all owned and leased facilities to identify accessible parking spaces marked clearly.

Timeline:

2024



Information and Communication Technologies (ICT):

Kenn Borek Air will work towards creating a barrier-free, digital, accessible environment that all Kenn Borek Air employees can access. To enhance readability, our website uses appropriate headings to structure the content. Kenn Borek Air will accommodate requests for alternative formats for communication.

Barrier identified:

The lack of plain language used in internal and public communication materials has been identified as a barrier as the content can be complex, technical, or filled with jargon, making it challenging for readers with cognitive disabilities, to understand the information effectively.

Strategy Devised:

Kenn Borek Air aims to ensure that internal and public communications materials are presented in plain language, making the content clear, straightforward, and easily understandable by everyone, including individuals with cognitive disabilities.

Timeline:

2025



Communication other than ICT:

This area is about creating a barrier-free environment where everyone can communicate, share, and access information. Accessible communication involves clear, direct, and plain language. Information can also be offered in different formats to enhance accessibility. Kenn Borek Air communicates via phone, email, post, fax, and publications of reports, guidelines, and information notices, as well as in person, through presentations, etc. We have developed procedures and processes to ensure that we provide accurate, timely, and useful information to individuals seeking information. Large print and Braille versions of the information are available upon request and will be provided within 45 days of the request.

Barriers Identified:

The existing barrier under this key area would be the lack of comprehensive training on effective communication when interacting with clients or colleagues with disabilities. This barrier can result in employees being unaware of the best practices for effectively communicating with individuals with a disability, leading to unintentional inclusions or misunderstandings during interactions.

Strategy Devised:

A review of existing employee training programs will be conducted to ensure Kenn Borek Air employees receive comprehensive training on effective communication strategies while interacting with clients or colleagues with disabilities. The training syllabus will increase employee understanding of disability types, barriers, and best practices in the areas of customer service, employment, and communications. Also included will be the use of clear and concise language and being patient and respectful during electronic communication.

Timeline:

- Program review 2024
- Program development/revisions 2024
- Program Facilitation 2025

Procurement of Goods, Services, and Facilities:

Kenn Borek Air plans to make sure that the products, services, and facilities KBA acquires comply with the relevant accessibility standards. Kenn Borek Air is dedicated to giving accessibility a top priority in its procurement procedures. Common impediments include not being aware of the need for accessibility throughout the procurement process, having trouble locating products or services with accessible features, and the absence of industry standards for certain products. Kenn Borek Air intends to provide advice on accessibility considerations, and make sure clients and contractors give accessibility top priority in their proposals to remove these obstacles.



Design and Delivery of Program and Services:

Prioritizing inclusion and guaranteeing equal access for everyone is crucial while developing and executing programs and services under Kenn Borek Air's accessibility plan. The ongoing initiatives to increase accessibility within this important area include:

- Educating staff members to improve their capacity to assist with accommodation requests.
- Stay supportive of inquiries and demands for accommodations.
- Evaluating strategies for raising staff understanding of accessibility.

To accommodate accessibility requirements, Kenn Borek Air has procedures in place to protect the rights of all employees and clients.

Barrier Identified:

The complexity and lengthiness of the process to accommodate employees for injury, illness, medical conditions, or disabilities. This barrier may result in challenges for employees and their managers when navigating the return-to-work or accommodation process.

Strategies devised:

We will continue to build awareness among employees and managers by:

- Promote Employee and Family Assistance Program (EFAP) to support employees as they are dealing with change related to an accommodation plan;
- Working with providers to identify and put methods in place to address requests for accommodation due to injury, illness, medical condition, or disability;
- Reviewing and creating efficiencies, whenever possible, for workplace accommodations.

Timeline:

Ongoing, with progress and results reported yearly, over the three-year cycle covered by this plan, to demonstrate improved engagement with persons with disabilities and improved response to requests for accommodation.



Transportation:

There are no accessibility-related modifications available on the existing fleet. If it is feasible, suitable accommodation will be offered if an employee needs an accessibility feature to operate a fleet vehicle. We will develop and provide employee training on the proper transport of mobility aids and transfer assistance for individuals with mobility restrictions.

We recognize that we have work to do to ensure our workplaces, programs, and services are barrier-free and accessible to all. Kenn Borek Air's Accessibility Plan lists concrete actions that we will undertake to implement solutions to identified accessibility barriers. We will make regular Progress Reports that describe how we are implementing our Accessibility Plan, and how we respond to the feedback we have received and will continue to receive.