

# **Irving Aviation**

## Interim Feedback Process Description

June 1, 2024

### **Designated Person to Receive Feedback**

Irving Oil Limited (Fixed Based Operations) and Irving Aviation Services Limited (collectively referred to as “**Irving Aviation**”) has a comprehensive plan to receive feedback from the public. The person responsible for receiving this feedback is our Jet Fuel Compliance Specialist.

### **Interim Accessibility Plan**

The related Accessibility Plan that Irving Aviation published in June of 2024 is an Interim Accessibility Plan.

Irving Aviation will follow a diligent and thorough process in our Duty to Consult persons with disabilities, followed by the analysis of those consultations, and the incorporation of such findings and analysis in our final plan. We will explore all avenues of incorporating accessibility wherever necessary in our operations. We take our obligations under the Accessibility Canada Act seriously and want to ensure its principles are adequately reflected in our plan through careful and thoughtful consideration.

Hence, Irving Aviation is publishing an Interim Accessibility Plan, alongside this Interim Feedback Process Description. Irving Aviation will publish the final version of its Accessibility Plan and Feedback Process Description by October 1, 2024.

### **How Feedback Can be Submitted**

Feedback on:

- how Irving Aviation is implementing its Interim Accessibility Plan,
- the barriers that Irving Aviation’s employees encounter, and
- the barriers other people who deal with Irving Aviation encounter,

may be provided in multiple ways including: e-form (see link below), mail, telephone, email, and other means that Irving Aviation uses to communicate with the public.

We encourage feedback to be provided via e-form for efficient record keeping purposes, or by whatever means is most accessible to you. Please find the [feedback e-form linked here](#) or you may copy/paste this URL into your web browser: <https://forms.office.com/r/xTLghqs559>

### **Anonymous Feedback**

Feedback can be provided anonymously by completing the survey linked above. This survey is automatically anonymous unless contact information is entered.

### **Acknowledgement of Feedback**

Irving Aviation will acknowledge receipt of feedback – with the exception of feedback received anonymously – in the same manner in which it was received.

If the feedback is received via a phone call, the feedback acknowledgement will be interactive and immediate, unless a different department needs to respond to the phone call. If that is the case, the

department receiving the phone call will be responsible to forward the contact to the appropriate department, and in a timely manner, check back to ensure that the follow up call was made, and issues have been addressed and resolved.