

Irving Aviation

Accessibility Plan

October 1, 2024

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Introduction

Irving Oil is committed to supporting a culture of diversity, equity, and inclusion across its operating areas. The entities which are the subject of this Accessibility Plan – Irving Oil Limited (Fixed Based Operations) and Irving Aviation Services Limited (collectively referred to as “**Irving Aviation**”) – uphold this commitment and take seriously the obligation to develop a barrier-free workplace that allows for full participation of all individuals, including persons with disabilities.

This Accessibility Plan considers the following principles, as set out in the *Accessible Canada Act*.

- All persons must be treated with dignity regardless of their disabilities.
- 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.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- 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.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- 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.

Overview

Our Operations

The operations subject to this Accessibility Plan are three Fixed Based Operations (“**FBO**”) being:

- Irving Aviation – Gander FBO,
- Irving Aviation – Goose Bay FBO, and
- Irving Aviation – St. John’s FBO.

Shared Planning and Reporting Documents

Irving Oil Limited (Fixed Based Operations) and Irving Aviation Services Limited share similar policies, programs, practices and services for its clients, employees and others. Therefore, Irving Aviation is publishing this Accessibility Plan.

Accessibility Plan

This Accessibility Plan will act as a roadmap to create and maintain impactful accessibility. This Accessibility Plan is prepared in accordance with the *Accessible Canada Act*, its principles and regulations, as applicable to Irving Aviation.

This Accessibility Plan reflects Irving Aviation's policies, programs, practices and services in relation to the identification and removal of barriers, and the prevention of new barriers in the following seven key areas:

- a) employment;
- b) the built environment;
- c) information and communication technologies ("ICT");
- d) communication, other than ICT;
- e) the procurement of goods, services, and facilities;
- f) the design and delivery of programs and services; and
- g) transportation.

This Accessibility Plan explores the actions being taken to identify, remove and prevent barriers by outlining short- and long-term commitments to further improve accessibility now and into the future. This Accessibility Plan is anticipated to be updated every three years from June 1, 2024, inclusive of progress reports or as advised by the Canadian Human Rights Commission and its regulations.

General

Designated Receiver of Feedback

We are open to all feedback as it relates to this Accessibility Plan and have appropriate means to capture feedback from the public through the manager of the Aviation business.

Progress Reports

As part of a three-year review cycle, progress reports will be prepared and we will develop and publish updated Accessibility Plans, as per the *Accessible Canada Act*.

Alternative Formats

This Accessibility Plan will be made available in certain alternate formats to any person who requests it (using the contact information below).

Contact Information

To provide feedback on:

- How Irving Aviation is implementing this Accessibility Plan,
- The barriers that Irving Aviation’s employees encounter, and
- The barriers other people who deal with Irving Aviation encounter,

and/or request an alternative format of Irving Aviation’s Accessibility Plan, Feedback Process Description, or future Progress Reports, we encourage the use of e-form for efficient record keeping purposes, or by whatever means is most accessible to you.

Please find the [feedback e-form linked here](https://forms.office.com/r/xTLghqs559) or you may copy/paste this URL into your web browser: <https://forms.office.com/r/xTLghqs559>

You may also use the following contact information:

E-mail: community@irvingoil.com

Telephone: 1.888.310.1924

Mailing Address:

Attn: the Director, Regulatory Compliance
 10 King Square South
 Saint John, NB
 E2L 0G3

Seven Key Areas

Understanding that the purpose of the *Accessible Canada Act* is to identify and remove barriers and prevent barriers in seven key areas, this Accessibility Plan highlights Irving Aviation’s policies, programs, practices and services in relation to these seven key areas.

Definitions from the *Accessible Canada Act*

“Barrier” means anything – physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of 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 of 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.

1. Employment

This Accessibility Plan identifies and removes barriers, and the prevention of new barriers in the key area of employment. Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

- Irving Aviation employs less than 40 employees, as of this publication's date.
- We remind candidates that Irving Aviation is committed to supporting a diverse and inclusive work environment.
- Irving Aviation's Workplace Accommodation Policy facilitated through Irving Oil's Disability Management Team support any requests by employees who require accommodations to their work duties or physical location when restrictions or limitations are presented.

2. The Built Environment

This Accessibility Plan addresses the identification and removal of barriers, and the prevention of new barriers in the key area of the built environment. Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

- Irving Aviation has a goal to create a workplace free of physical barriers to improve the environment for all employees.
- Irving Aviation presently has in place the following at its three FBOs to assure accessibility for its clients:
 - Wheelchair accessibility from main entrances,
 - On-site wheelchair availability for use,
 - Designated disabled parking space near main entrances,
 - Washroom stability bars, and
 - Step stools availability for sink access, etc.
- Irving Aviation presently has in place the following at two of its three FBOs to assure accessibility for its clients:
 - Lowered automatic door button for wheelchair accessibility, and
 - Automatic doors at entrances.
- Irving Aviation will conduct the following to assure accessibility for each location:
 - Update all essential signage to include larger print and braille,
 - Install scent warning signage as appropriate,
 - Investigate automatic door buttons and the addition of automatic door buttons,
 - Investigate the renovation of washroom stalls for ease of access and use, and
 - Investigate the installation of automatic doors where possible.
- Irving Aviation will conduct the following to assure accessibility at the St. John's FBO:
 - Investigate reconfiguration of Tarmac door entrance for ease of access at the St. John's location.

3. Information and Communication Technologies (ICT)

This Accessibility Plan addresses the identification and removal of barriers, and the prevention of new barriers in the key area of ICT. Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

- Much of the software used at Irving Aviation is [Microsoft Office 365](#) which provides apps and powerful cloud services with accessibility built in. This includes features for impairments with vision, hearing, neurodiversity, learning, mobility and mental health. For example, Microsoft Teams features live closed captioning for on-line meetings.
- Irving Aviation is committed to providing a website accessible to the broadest possible audience, regardless of technology or ability. We are continuously working to increase the accessibility and usability of our website.

4. Communication, Other than ICT

This Accessibility Plan identifies and removes barriers, and the prevention of new barriers in the key area of Communication (other than ICT). Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

- Irving Aviation strives to make alternative formats for all internal and external communications and marketing collateral. Irving Aviation will provide print, large print, and electronic formats of this Accessibility Plan and related Feedback Process Description.

5. The Procurement of Goods, Services, and Facilities

Irving Aviation will continue to evaluate the effectiveness of our accessibility procurement initiatives and make necessary adjustments, to enhance accessibility in procurement processes and contribute to broader goals of inclusivity and accessibility. Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

6. The Design and Delivery of Programs and Services

This Accessibility Plan addresses the identification and removal of barriers, and the prevention of new barriers in the key area of the design and delivery of programs and services. Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

- Irving Aviation has been built on the core value that people matter – its employees, customers, and communities. Irving Aviation seeks to show support for inclusion and diversity in its workplaces and communities and to invest in organizations and initiatives that strengthen human connections and promote equality. As part of this commitment, our leaders are required to undertake mandatory training in managing individual unconscious bias, and our employees regularly take part in keynote presentations designed to educate themselves on matters related to diversity and inclusion, including mental health, conflict resolution and gender parity.

7. Transportation

This Accessibility Plan addresses the identification and removal of barriers, and the prevention of new barriers in the key area of transportation. Additional initiatives may be included as part of the three-year review cycle, or as needed, in an upcoming Accessibility Plan.

- Additional accessibility transportation services or equipment, such as a transportation van and use of a wheelchair, may be hired or procured to better meet the needs of passengers with disabilities.

Consultations

This Accessibility Plan was developed accordingly with Irving Aviation's duty to consult persons with disabilities. The consultation process was designed and facilitated by members of Irving Aviation including its human resources team. These members were responsible for designing the consultation planning process, implementing, and analyzing findings.

Irving Aviation held the voluntary consultation process to learn about accessibility barriers that its employees have encountered with Irving Aviation's programs and services. We wanted to know how those barriers may have affected their experiences. A total of 33 of Irving Aviation's employees were invited to participate in the process through several consultation and engagement methods including a presentation, virtual group discussions, one on one interviews, emails, SMS text, and anonymous questionnaire survey. In addition to offering multiple methods of providing input, we offered various dates and times to solicit input to support the various schedules, time zones, and availabilities - our Irving Aviation team provides service seven (7) days a week, 24 hours a day.

Input received through this process has been recorded and was used to develop the Irving Aviation Accessibility Plan. Participants were asked to refer to a draft of this Accessibility Plan when completing the consultation process. The feedback from those who contributed helped to identify barriers as well as proposed accessibility upgrades that could be considered throughout Irving Aviation in all aspects of the Seven Key Areas.

Conclusion

Irving Aviation is committed to providing a barrier-free and inclusive air terminal building for persons of all abilities. As we move forward, we recognize the importance of receiving feedback from all members of our community. We will continue our commitment to ensure that everyone experiences a welcoming, safe, and accessible environment.