

Irving Aviation

Feedback Process Description

October 1, 2024

Designated Person to Receive Feedback

Irving Oil Limited (Fixed Based Operations) and Irving Aviation Services Limited (collectively referred to as “Irving Aviation”) have a comprehensive plan to receive feedback from the public. The person responsible for receiving this feedback is the manager of the Aviation business.

How Feedback Can be Submitted

Feedback on:

- how Irving Aviation is implementing its 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](https://forms.office.com/r/xTLghqs559) 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.