



## GENERAL

### Designated Contact Title:

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### 1. Summary

### 2. Key Areas of Focus

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- B. The Built Environment
- C. Information and communications technologies (ICT)
- D. Communication other than ICT
- E. The procurement of goods, services and facilities
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- G. Transportation

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## 1. SUMMARY

For more than 50 years Innotech-Execaire Aviation Group (IEAG), has provided a full range of services for business and commercial aviation customers. IEAG is also a leading provider of aviation and technical support solutions with its full-service aircraft sales, management & charter group, aircraft maintenance, inspection, and refurbishment capabilities.

IEAG strives to provide an accessible workplace and environment and Our Accessibility Plan will further our efforts in that regard.

Our Accessibility Plan describes the initial steps we will take to promote an accessible workplace and environment for employees and clients with disabilities.

We do not have any issues raised from our clients.

Our initial focus will be on accessibility in the workplace for employees. The types of improvements we will review are:

1. Increases D.E.I. training to all employees to increase awareness of people with disabilities, and of the needs of and sensitivity to those with disabilities
2. Making our building more accessible
3. How we recruit, hire and onboard new employees; how can we make employment with us more attractive to applicants with disabilities
4. Review of support for those with disabilities as this relates to IT platforms and programs
5. Continued support to our Employment Equity Committee

## 2. KEY AREAS OF FOCUS

### **Consultations:**

Our Diversity, Equity and Inclusion (D.E.I.) Committee participated in the consultation.

Consultation with our Customer Relations Professionals resulted in no specific matters or concerns having been expressed by our customers.

### **Future Consultations:**

Our intention is to re-survey all employees with a newly designed Self-Identification Survey with additional details to enlighten employees as to who can fall into a designated group. We feel that this will result in a higher number of employees who qualify as having a disability and we will be better able to consult with the intent to make recommendations and improvements.

Additionally, our Customer Relations Professionals have been consulted and will be more observant and inquisitive to any needs of current and future clients with regards to accessibility.

## **A. EMPLOYMENT**

As of March 31, 2023, IEAG has 450 employees working mainly in Canada with bases across Canada and in 2 locations in the USA.

IEAG is committed to Employment Equity and our goal is to be a diverse workforce that is representative at all job levels. We welcome applicants from Aboriginal People, Visible Minority Groups, Persons with Disabilities and Women in occupations of positions where they are under-represented. Applicants are encouraged to self-identify if they are a member of an equity-seeking group on either their cover letter or resume.

Our hiring process encourages applicants from all designated groups. Our D.E.I. Committee has strong representation from our Human Resources Department so matters related to the sourcing and employment of persons with disabilities is supported to the extent that we can employ persons with disabilities to our roles.

Our Recruitment Professionals are open to the review of candidates for the roles in which we can hire persons with disabilities. As much as possible, any information indicative of a candidate being part of a designated group, will be redacted in resumes which are forwarded to hiring managers; the goal of which is to remove any unconscious bias.

We will continue to promote awareness of and training on accommodation for the designated groups. We will re-survey our employees to increase transparency of and representation of persons with disabilities which will provide insight to applicants as to the existence and accommodation of persons with disabilities.

Unconscious bias training for all employees and New Supervisor Training on awareness and sensitivity are planned for the short term. This will provide valuable resources for our hiring managers.

## **B. THE BUILT ENVIRONMENT**

The built environment for IEAG consists of office buildings, aircraft hangars, fixed base operations for refueling of aircraft and an aircraft paint facility.

We currently have limited access at some facilities for persons with disabilities related to mobility. Although we have recently renovated our customer lounges to be more accessible, not all areas of the facility are wheelchair accessible.

Accessibility issues are more pertinent as these relate to our employees vs. our customers. In some buildings we have an elevator, however full access is not universally possible at this time. We will carry out a thorough review of all accessibility issues in all our facilities. We will prioritize these findings and prepare a long term plan for remediation.

## **C. INFORMATION AND COMMUNICATIONS TECHNOLOGIES (ICT)**

IEAG can achieve greater ICT accessibility by determining potential information and communications technology barriers vis a vis accessibility. We are presently able to meet the needs of our employees and customers with the technology we have in place.

Best steps would be to research current and advancing technologies to ensure accessible options are available and compatible in the event that needs arise. Accessibility should be a consideration for future IT infrastructure design and software purchase.

Additionally, positive steps would be to consult with those with disability to help identify current barriers and work to reduce or eliminate them through IT tools.

## **D. COMMUNICATION OTHER THAN ICT**

We do not currently have any issues with accessibility barriers for our employees nor for our customers as this related to communication other than ICT.

Best practices would include identifying suppliers who can provide accessibility services such as Braille, digital, audio, captioning, descriptive video, and sign language interpretation in the event that these services are required.

## **E. THE PROCUREMENT OF GOODS, SERVICES, AND FACILITIES**

IEAG has stable contacts for contracts and the provision of goods and services often dictated by regulations and aircraft specifications.

Improvements could be made in the evaluation of current procurement policies, processes, and tools to improve accessibility.

As well, a review of services from suppliers who promote accessible policies and practices could result in a larger pool of accessible providers.

## **THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

See Transportation

## **F. TRANSPORTATION**

IEAG as a provider of corporate aircraft management, maintenance and charter services, strives to ensure that all requirements of our customers are fulfilled.

Accessibility issues are addressed as we are aware before the flights and necessary actions are taken to ensure the satisfactory customer experience.

## G. TRAINING

A robust D.E.I. awareness campaign, which includes an accessibility component, is currently being developed and will be presented to all employees in the Fall of 2023.

A Supervisor Training program is also in development, one module in the curriculum is awareness and sensitivity training for Managers.

## 3. CONCLUSION

At IEAG, we are committed to removing barriers and advancing accessibility as it relates to our current and potential employees, and the services we provide to our customers. We will continue to monitor any barriers to accessibility, continue to consult with our employees and customers with the goal to ensure that we not only meet the requirements of removing barriers to accessibility, but as much as possible proactively identify accessibility barrier and provide timely resolutions.

As required by the Act, we will publish an updated Accessibility Plan every three years and communicate updates on our progress every year until then.

Related Corporate Policies:

- Code of Business Conduct
- Policy against Violence, Harassment and Discrimination
- Employment Equity
- Accommodation

## FEEDBACK

If you wish to submit any questions regarding this Accessibility Plan, provide accessibility feedback or request an alternate format of our Accessibility Plan, please contact our Manager, Human Resources at [joanne.niles@innotech-exECAIRE.com](mailto:joanne.niles@innotech-exECAIRE.com) or 514-420-2900 x2334

Alternative formats of the plan are available.