



Accessibility Plan (2024 – 2027)

Original

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2.0 General

Levaero Aviation Inc. (Levaero) is dedicated to ensuring access to our services for all persons with disabilities. This Accessibility Plan (the Plan) outlines our commitment to removing barriers and improving accessibility within our organization and includes our process for individuals to provide feedback regarding services and the Plan.

Our management team, including representatives from Human Resources, Operations, Maintenance, and Administration, developed the Plan in accordance with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). The Plan will be reviewed and revised as necessary, at a minimum every three years, with actionable items updated more frequently as needed.

Levaero will respond to feedback related to the Plan and to generate and publish progress reports. Feedback will be responded to, apart from anonymous submissions, in the same manner it was received. Feedback will be reviewed and assessed as an aid in updating the Plan and the associated policies and procedures. Feedback regarding our services as they relate to the Plan can be provided via email.

To request an alternative format of the Plan, please contact us in one of the following ways:

- **Email:** accessibility@levaero.com
- **Phone:** 807-475-5353
- **Mail:** Levaero Aviation Attn: Human Resources
2039 Derek Burney Drive, Thunder Bay, Ontario, P7K 0A1 Canada

3.0 Commitment

Levaero has approximately 60 employees across our various locations and strives to provide a barrier-free environment. We are committed to equal access to services and participation for all people, regardless of their abilities. We are also committed to identifying, removing, and preventing barriers to accessibility and meeting the requirements of the Accessible Transportation Planning Reporting Regulations (ATPRR).

To create the Plan, we:

- Examined our current procedures
- Solicited feedback from employees
- Examined the barriers that we know exist
- Listed known barriers
- Documented our commitment to removing barriers

We plan to make Levaero more accessible by:

- Facilitating an ongoing collection of feedback
- Providing clear information about the feedback process
- Considering accessibility in the procurement of goods and services

4.0 Employment

Levaero is committed to understanding what resources and tools our employees need access to. This will be achieved through reviewing our current processes, educating managers on their duty to accommodate, and creating an environment where employees feel comfortable, and able to share their needs openly and safely, while understanding the company's desire to support all staff and their success.

We are committed to diversity and inclusion and will ensure that persons of all abilities feel supported and welcomed at Levaero. This commitment extends to various facets of our employment practices, including recruitment and retention.

5.0 Training

Employees will receive inclusion and awareness training, delivered electronically through the company's contracted providers. Employee feedback upon completion of the training will be used to measure its effectiveness.

6.0 Built Environment

Our goal at Levaero is to create a physical barrier-free workplace. We have facilities in Thunder Bay, Ontario, Mississauga, Ontario, and Collingwood, Ontario, that are both leased and owned, including hangar and office spaces. Our facilities include automatic door openers, curb-free entrances, and barrier-free hallways, doorways, and washrooms. The accessibility of these facilities is regulated by local building codes. Although the Thunder Bay office's second floor is only accessible by stairs, the main floor offers equivalent amenities, office and meeting spaces, and washrooms.

Levaero offers hybrid work, allowing employees flexibility in their physical work locations. For positions suitable for hybrid work, employees can work both in-office or remotely, thus providing accommodation to help manage potential barriers resulting from their physical workspace. Employees working remotely will receive the tools and equipment they need to perform their duties effectively and successfully.

7.0 Information and Communication Technologies (ICT)

Levaero employs Microsoft Office 365 throughout the operation. One of the benefits of this software is that it has accessibility built into the program, which allows employees with disabilities to access features that assist those with hearing impairments, vision impairments, learning disabilities, mobility issues, and mental health issues. Furthermore, we will continue to monitor changes in technology and see where new technologies can be employed to enhance accessibility for customers and employees.

Levaero 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 and, in doing so, adhere to many of the available standards and

guidelines. Levaero's website is currently being updated to ensure compliance with WCAG 2.1 AA, with the completion of this goal by the end of 2025.

8.0 Communication (Other than ICT)

When requested, we are dedicated to promptly offering alternative formats within the timelines specified in the Accessible Canada Regulations, which include:

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio format (within 45 days)

Alternative formats of this Accessibility Plan can be requested at accessibility@levaero.com.

9.0 Procurement of Goods, Services, and Facilities

Levaero will ensure the procurement of goods and services follows best practices and will continually assess whether these practices do so in an accessible manner. We will also continually look for opportunities to amend practices and procedures to remain accessible.

When procuring new facilities, accessibility remains a priority to ensure customers and staff have barrier-free access to these facilities.

10.0 Design and Delivery of Programs and Services

Levaero annually reviews its internal policies, procedures, and training programs to ensure the material is current and accessible to its employees. We will continue this process moving forward to ensure internal company programs, policies, and training programs are accessible and relevant.

11.0 Transportation

We do not provide air transportation services to the public. Levaero is not subject to ATPDR pursuant to subsections 26(2) Charter flights and 64(b) non-application – certain aircraft, of the regulation.

12.0 Consultation

We will continue to encourage our employees to share their own accessibility experiences to help identify any barriers within our establishment. We will periodically engage with external organizations to gather feedback and enhance our accessibility initiatives.