

**FlightSafety Canada Ltd. / Ltee.**

**Accessibility Plan 2024–2027**

**Under Accessibility for Canada Act**

**Statement of Commitment**

FlightSafety is committed to providing a barrier-free environment for its employees, job applicants, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessible Canada Act, 2019*, and its associated standards and regulations.

FlightSafety understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating compliance with accessibility legislation into our policies and procedures. We review these policies and procedures as organizational changes occur or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a compliant, timely, and effective manner.

Providing an accessible and barrier-free environment is a shared effort. As an organization, FlightSafety is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact [AskHR@flightsafety.com](mailto:AskHR@flightsafety.com).

**General**

FlightSafety reviews feedback from the public and from employees on the Accessibility Plan or any issue related to accessibility. Feedback may be provided to the below contacts:

**Mailing Address**

FlightSafety International Inc.  
Corporate Headquarters  
3100 Easton Square Place, Suite 100  
Columbus, Ohio 43219

**Telephone Number**

AskHR at +1 (833)-852-7547

**Email Addresses**

For public queries: [LegalDepartment@flightsafety.com](mailto:LegalDepartment@flightsafety.com) and handled by the Vice President, Legal

For employee queries: [EmployeeRelations@flightsafety.com](mailto:EmployeeRelations@flightsafety.com) and handled by Manager, Employee Relations

**Consultations**

To create the 2024–2027 Accessibility Canada Act Accessibility Plan, FlightSafety consulted with employees who self-identify as having a disability and their allies through a survey and through in-person workshop sessions. These stakeholders were asked how we could become a more accessible and inclusive place to work

## **Key Areas**

FlightSafety's Accessibility Plan outlines the practices and actions that we are taking within our organization to identify, mitigate or remove, and prevent barriers in the areas outlined in further detail below, as informed by the Consultations referenced above.

### **1. Employment**

FlightSafety is committed to providing an accessible, safe, and respectful work environment where the dignity of every employee is respected. As of May 01 2024, FlightSafety had 5,116 employees, with 94 employees based in Canada. FlightSafety maintains two (2) facilities in Canada with employees, one in Toronto and the other in Montreal.

#### **Identified Barriers**

- Not all employees are aware of workplace accommodation processes.

#### **Actions**

- The Accommodation Policy, which describes FlightSafety's commitment to providing reasonable workplace accommodations and the process to request them, is contained within the FlightSafety Canada Handbook, located on TeamSpace. Every employee has access to the Handbook through TeamSpace. Every new hire acknowledges that they have read and will follow the Handbook as part of onboarding, and continuing employees acknowledge their review of the Handbook each year during the Annual Acknowledgement Process.
- As part of its periodic reviews of training content, Human Resources will review training currently provided to managers of employees to determine opportunities to increase awareness of and training regarding accommodation policies and processes.

### **2. Information and Communication Technologies (ICT)**

FlightSafety is committed to meeting the communication needs of people with disabilities. FlightSafety will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner. FlightSafety is committed to removing ICT barriers and addressing them as they are raised to management or Human Resources.

#### **Identified Barriers**

- Computers and Company devices should all have text-to-speech software.
- Company communications delivered verbally (e.g. by video) should include a function for text-to-speech software.

#### **Actions**

- FlightSafety will ensure improvements to its captioning and technology tools to offer text-to-speech software.
- If an employee requests an accommodation due to their disability to install text-to-speech software on their device (laptop, mobile phone, etc.), then FlightSafety will ensure it is provided in accordance with the accommodations process.

- FlightSafety will provide employees with accessible formats and communication supports for workplace information, including information needed by the employee to perform their job, as requested.

### **3. Information and Communication, other than ICT**

FlightSafety is committed to meeting the communication needs of people with disabilities. FlightSafety will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner.

#### **Identified Barriers**

- No barriers identified

### **4. The Built Environment**

FlightSafety's built environment includes office space in Toronto, Ontario and Montreal, Quebec. is committed to providing accessible spaces as applicable building codes may require and employee accommodations.

After review of its facilities and related code requirements, FlightSafety determined the further modifications to its Built Environment were not applicable to its Canada operations.

### **5. Procurement of Goods, Services, and Facilities**

FlightSafety considers the needs of individuals with disabilities in its procurement of goods, services, and facilities.

### **6. The Design and Delivery of Programs and Services**

Aviation regulations, including those issued by Transport Canada and the U.S. Federal Aviation Administration, govern the design and delivery of FlightSafety's programs and services, including accessibility requirements. FlightSafety strives to comply with applicable aviation regulations, including any accessibility requirements, as they may be implemented.

#### **Actions**

- FlightSafety will continue to monitor and comply with applicable aviation regulations in the delivery and design of its programs and services, including any accessibility requirements.

#### **Conclusion**

FlightSafety is committed to delivering on our goals identified in this Accessibility Plan.

We will publish an updated Accessibility Plan every three years, with the next update for June 1, 2027. We will communicate updates on our progress every year until then.