

# **Irving Aviation**

## **Accessibility Plan- Progress Report**

May 30, 2025

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## Introduction

Irving Oil is committed to supporting a culture of diversity, equity, and inclusion across its operating areas, and takes seriously the obligation to develop a barrier-free workplace that allows for full participation of all individuals, including persons with disabilities. In 2024, Irving Oil Limited (Fixed Based Operations) and Irving Aviation Services Limited (collectively referred to as “**Irving Aviation**” or “**IAS**”), published an Accessibility Plan that outlines the actions Irving Aviation will take to prevent and mitigate accessibility barriers.

As part of a three-year review cycle, Irving Aviation is required to publish progress reports in 2025 and 2026, and a new Accessibility Plan in 2027. This 2025 Progress Report aligns with the key areas in our Accessibility Plan and provides an update on the actions taken to advance accessibility. It is prepared in recognition of, and in accordance with, the following principles as outlined in the *Accessible Canada Act*:

- a) all persons must be treated with dignity regardless of their disabilities;
- b) 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;
- c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e) 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;
- f) persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- g) 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.

## General

### Designated Receiver of Feedback

We are open to all feedback as it relates to the Accessibility Plan, our Feedback Process Description and this Progress Report, and have appropriate means to capture feedback from the public through the Manager of the Aviation business.

### Alternative Formats

The Accessibility Plan, our Feedback Process Description and this Progress Report will be made available in print, large print, Braille, audio or electronic formats to any person who requests it (using the contact information below).

## Contact Information

To provide feedback on:

- How Irving Aviation is implementing its Accessibility Plan or the information contained in this Progress Report,
- 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 this Progress Report, 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](mailto:community@irvingoil.com)

**Telephone:** 1.888.310.1924

**Mailing Address:**

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

## Our Progress under the Seven Key Areas

This section details the progress we have made over the past months on the key areas identified in section 5 of the *Accessible Canada Act*. The operations subject to the Accessibility Plan and this Progress Report are three Fixed Based Operations (FBO) locations being;

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

### 1. Employment

Irving Aviation employs 35 employees, as of this publication's date. As part of our commitment to ensuring accessibility in our employment practices, we remind candidates that Irving Aviation is committed to supporting a diverse and inclusive work environment.

Also, Irving Aviation's Workplace Accommodation Policy facilitated through Irving Oil's Disability Management Team continues to 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

Irving Aviation remains committed to enhancing accessibility at our FBO locations, ensuring that our facilities are as inclusive and barrier-free as practicable. Over the past months, we have taken targeted steps to improve accessibility and assessed the feasibility of other initiatives in our Accessibility Plan. Key actions taken include the following;

- Initiated an update of all essential signage across all locations to include larger fonts and Braille to improve wayfinding for individuals with visual impairment.
- At the St. John's location, we reconfigured the tarmac door to improve ease of access by adjusting the door latch mechanism.

While we explored additional accessibility improvements, certain practical constraints prevented full implementation;

- Implementing scent warning signage across all locations was deemed impractical due to the diverse international clientele and operational nature of our facilities.
- Installation of automatic door buttons/automatic doors;
  - Goose Bay location: Installation was not feasible due to safety concerns - strong winds create a potential hazard for automatic doors.
  - St John's: IAS sub-sub-leases the building, which already features an automatic door at the main entrance. Installing an automatic door within IAS-leased section was not feasible due to security constraints related to controlled access.

Despite these constraints, we will continue monitoring emerging best practices and identifying alternative solutions to enhance accessibility while aligning with operational and security requirements.

## 3. Information and Communication Technologies (ICT)

Irving Aviation primarily uses Microsoft Office 365 for its core software applications and cloud services. According to Microsoft, these tools are designed with accessibility features that support a variety of needs, including those related to vision, hearing and neurodiversity. For example, Microsoft Teams includes functionality such as live closed captioning for virtual meetings.

Also, Irving Aviation remains committed to providing a website accessible to the broadest possible audience, regardless of technology or ability. With the support of our Information Technology team, we are continuously working to increase the accessibility and usability of our website.

## 4. Communication, Other than ICT

Irving Aviation remains dedicated to making communication accessible to our employees, customers and communities. We will also provide print, large print, electronic and other alternative formats of our Accessibility Plan, Feedback Process Description and this Progress Report.

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

Accessibility in our procurement processes will continue to be evaluated for effectiveness. Necessary adjustments will be made to enhance accessibility in procurement processes and contribute to broader goals of inclusivity and accessibility.

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

Irving Aviation will continue to consider ways to identify and address potential barriers in the design and delivery of its programs and services.

## 7. Transportation

Irving Aviation remains committed to enhancing accessibility in the area of transportation. As part of this commitment and as indicated in our Accessibility Plan, we would engage the services of a third-party service provider for wheelchair or other transportation services required to better meet the needs of our passengers with disabilities, as the need arises.

## Consultations

In accordance with the *Accessible Canada Act*, Irving Aviation is required to consult persons with disabilities when preparing its progress reports. As such, we conducted consultations for the development of our first Progress Report, following a similar approach to the one used during the preparation of our Accessibility Plan. The consultation process was designed and facilitated by members of Irving Aviation including representatives from the Human Resources team.

The voluntary consultation process ran from March 10 to April 7, 2025, and aimed to achieve two main objectives:

- Gather input and feedback on the draft 2025 Irving Aviation Progress Report.
- Identify any new or ongoing accessibility barriers encountered by employees, including individuals hired since our last consultation in August 2024, as well as by persons with disabilities interacting with Irving Aviation's programs and services. Participants were also encouraged to share suggestions for further improvements.

A total of 36 Irving Aviation employees were invited to take part in the consultation, and 13 provided feedback. Similar to the 2024 consultation process, we offered a variety of engagement methods to ensure accessibility and flexibility, including one-on-one interviews over Microsoft Teams, emails, and telephone conversations. To accommodate varying schedules and availability, multiple time slots and response formats were made available throughout the consultation period.

All feedback received was carefully documented and used to inform the development of this Progress Report. Participants were provided with a draft version of the report, which included 2024 progress updates, to guide their input.

Overall, the consultation process reflected a positive perception of the progress Irving Aviation has made in identifying, addressing, and eliminating accessibility barriers. The insights gathered will inform and strengthen our accessibility initiatives in 2025 and beyond, as we continue our commitment to building a more accessible and inclusive organization.

## Feedback

Irving Aviation recognizes the vital role that our employees and our communities play in helping us to identify, remove and prevent barriers.

As part of its Accessibility Plan in 2024, Irving Aviation created a Feedback Process where individuals can share their comments and ideas but received no formal feedback through this process.

## Conclusion

Irving Aviation is committed to providing a barrier-free and inclusive air terminal building for persons of all abilities. While we are proud of the progress we made in 2024, we recognize that accessibility is an evolving journey that requires continuous improvement and adaptation. We remain committed to creating a welcoming, safe, and accessible environment for everyone.