



# Sunwest Aviation

Accessibility Plan - Progress Report 2025 - R00

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# Introduction

This is Sunwest Aviation's second progress report on the implementation of its Accessibility Plan. It is published on our website and is also available in hard copy at our reception area in our main building. An updated Accessibility Plan will be published for June 1, 2026.

## General

Feedback on the Sunwest Aviation Accessibility Plan and Progress Reports may be submitted as follows:

### Customer Feedback

- Attention: Manager, Cabin Safety & Customer Service
- Email: [accessibility@sunwestaviation.ca](mailto:accessibility@sunwestaviation.ca)
- Telephone: 403-275-8121
- Mail: c/o Manager, Cabin Safety & Customer Service 217 Aero Court NE Calgary, Alberta T2E 7C6

### Employee Feedback

- Attention: Manager, Human Resources
- Email: [accessibility@sunwestaviation.ca](mailto:accessibility@sunwestaviation.ca)
- Telephone: 403-275-8121
- Mail: c/o Manager, Human Resources Group, 217 Aero Court NE Calgary, Alberta T2E 7C6

Anonymous feedback can be provided by telephone (ask to remain anonymous) and by mail (do not include a return address or identifying personal information please). Feedback will be addressed promptly and responded to in the format it was received (email, telephone, or mail) unless a different way is requested (i.e. e-mail as opposed to regular mail). Anonymous feedback will not receive a response but will receive the same consideration as other feedback.

Sunwest Aviation understands the importance of providing our accessibility plan in alternative formats to accommodate diverse needs. Passengers can request the accessibility plan, the description of the feedback process and/or progress reports in the following formats:

- Print;
- Large print (16pt, sans serif unless requested otherwise);
- Braille;
- Audio format; or
- An electronic format compatible with adaptive technology.

Requests can be made using any of the communication channels listed above, such as mail, telephone, or email. We are committed to fulfilling these requests within 15 days for print format requests, or within 45 days for braille and audio formats. We also encourage passengers to communicate specific formatting needs and will work to reasonably accommodate each person, as we recognize preferences may vary.

# Policies, Programs, Practices and Services

The following details Sunwest's ongoing development of its Accessibility program and consultations related to that ongoing process.

## Employment

In response to previous consultations, we continue to work to finalize and implement our Accessibility Policy and supporting Procedures. The policy itself details the organization's commitment to accessibility from the start of employment through to needs that may arise during employment. It also includes our commitment to training staff with respect to accessibility, procedures for submission and processing of accommodation requests, standards and procedures for recruitment, accommodation during employment (to the point of undue hardship), workplace emergency response, and feedback procedures. Included in this further program development was an accessibility request and feedback tracking system.

Our accessibility committee has completed accessibility training provided through the Rick Hanson Foundation (in partnership with the University of Alberta) to support better awareness of accessibility matters, and to guide ongoing improvements in our collaboration with those in our workforce and client groups who are part of the accessibility community.

Training developed by our Human Resources team on Diversity and Inclusion and Invisible Disabilities was delivered to all employees in support of the ongoing development of our organizational culture and our demonstrated values in this important area.

## Information and Communication Technology

As an ongoing commitment to improving accessibility in Information and Communication Technology, the actions set out below were taken since our last update.

### Website Assessment and Upgrades

As of May 2025, Sunwest Aviation has made substantial progress in improving website accessibility in alignment with WCAG standards. A wide range of pages were tested using online accessibility tools, with issues identified, corrected, and revalidated to confirm that the site's overall theme is technically accessible. Key updates included enhancements to navigation, text contrast, heading hierarchy, link visibility, and ARIA labeling. Most pages appear technically compliant, with only a few requiring minor improvements, which are currently under review or scheduled to be addressed during future content updates.

Future considerations for accessibility program include:

- Manual use case testing (screen readers, keyboard navigation, etc.); and
- Testing third party imbedded tools or widgets that may appear on the website.

## Communication other than Information and Communication Technologies

Reviewed and broadened the scope of trained staff. This is in addition to improvements made in association with the accessibility feedback and accommodation process, as well as the support provided to our staff to enable them to communicate more effectively with the accessibility community. Aspects addressed in the training, as well as information gathered to assess requests for travel accommodation, provide support in the following ways:

1. They help develop staff understanding of the nature of a person's disability;
2. Assist all involved in determining whether any assistive devices may be needed or will be accompanying them for use at their destination or during travel;
3. Enable the gathering of information regarding a person's preferred method of assistance in an efficient and respectful manner;
4. Encourage effective overall communication with the person where needs are clearly understood and actionable where it is reasonable to do so;
5. Ensure there is communication about what accommodations may be possible on a given aircraft type at the time of booking; and
6. Ensure corresponding staff awareness and assistance during travel based on the person's individual needs and those of any accompanying caregiver.

## Procurement of Goods, Services and Facilities

As previously reported, a policy statement is being included in the Sunwest Aviation Accessibility Policy directing that accessibility considerations be addressed in the procurement of goods, services and facilities.

## The Design and Delivery of Programs and Services

The working group has continued its ongoing review of regulations applicable to Sunwest as an air operator. While not all the published regulations are applicable to Sunwest, given its type of operation and aircraft types, we continue to build on our commitment to serving well all our private aviation clients. This initiative is detailed more fully in the following section.

## Transportation

Sunwest Aviation remains committed to providing accessibility assistance for any Sunwest clients who may require it and have provided such support historically. Sunwest has developed a process and tracking system to ensure that accessibility requests are assigned to a specific person and appropriately evaluated. This process was designed to document more formal accessibility and feedback assessment requests for follow-up and other accountability purposes.

The Canadian Transportation Agency training was expanded beyond air crews to include staff tasked with booking trips. The objective being to support awareness on this subject should an accessibility request be raised at the time of booking. We are continuing to assess training which could be provided to our Ground Handling teams beyond on types of accessibility aides they may encounter beyond those addressed in our current curriculum.

Awareness posters in our passenger departure areas remain in place to advise our customers of our Accessibility Feedback process. Contact information is also provided for customers in that area.

## The Built Environment

Sunwest continues to review the accessibility needs of those accessing our built environment and is identifying areas where improvements may reasonably be made both with respect to both regulations and based on feedback and accessibility requests.

## Provisions of CTA Accessibility-Related Regulations that the TSP is Required to Follow

Sunwest Aviation is subject to the following accessibility related regulations:

- Accessible Canada Act sections 60(1), 117(1) as enabled by section 120.
- Accessible Transportation Planning and Reporting Regulations.
- Air Transportation Regulations (SOR/88-58) sections 146-156 (for aircraft larger than 30 passenger seats when operating commercially).
- Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).
- Canada Transportation Act Part V.

Sunwest Aviation Accessibility Plan and related policies and procedures also take into consideration the following guidelines and codes of practice:

- Removing Communication Barriers for Travellers with Disabilities: Code of Practice; and
- Accessibility Guidelines for Small Aircraft - Services for persons with disabilities on aircraft with 29 and fewer passenger seats.

## Consultations

In support of building a consultation relationship with our customer base, Sunwest has sought consultation with two of its primary customers' accessibility committees through the client travel coordination departments. It is our hope by building these connections, we will be better able to receive feedback on travel experience from those in the accessible community traveling on our aircraft. The consultation will be on-going and is focused on our base operations and the locations that we fly to. In addition, we continue to solicit feedback through our flight coordination team generally. These individuals are responsible for the client relationship on flights and they work closely with the booking client to identify and address accessibility needs.

## Feedback Received

Some initial feedback has been received from our client accessibility consultation efforts. This feedback has provided validation of the effectiveness of current programs in managing accessibility needs and identified some areas of improvement in communication of accessibility needs that we are addressing through the more formalized process that has been implemented and is referred to above under the heading.

## Other Matters

Sunwest Aviation is reviewing our initial plan actively and will work towards an update of the plan in accordance with our regulatory requirements. We note that the plan incorrectly published reporting and updating dates. The next formal update of our plan is to be released June 1, 2026.