



Sunwest Aviation

Sunwest Accessibility Plan and Feedback Process - 2026-2028

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Introduction

This document explains Sunwest Aviation's Accessibility Plan for 2026 to 2028. It is for passengers, clients, employees, and members of the public who want to understand how we identify, remove, and prevent accessibility barriers. We publish this plan on our website and keep a hard copy at the reception area in our main building. We will publish an update to this plan by June 1, 2027.

General

You can send feedback about the Sunwest Aviation Accessibility Plan and Progress Reports using the options below.

Customer Feedback

- Attention: Manager, Cabin Safety & Customer Service
- Email: 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
- Telephone: 403-275-8121
- Mail: c/o Manager, Human Resources Group, 217 Aero Court NE Calgary, Alberta T2E 7C6

You can give anonymous feedback by telephone or mail. If you want to remain anonymous by telephone, please tell us. If you send feedback by mail, do not include your name, return address, or other identifying information. We will review all feedback promptly. We will respond in the format we received unless you ask for a different format. We cannot respond to anonymous feedback, but we will give it the same consideration as other feedback.

Sunwest Aviation provides this accessibility plan, the feedback process description, and progress reports in alternate formats on request. You can request these documents in the following formats:

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

You can request an alternate format by mail, telephone, or email using the contact information above. We will provide print copies within 15 days. We will provide braille and audio formats within 45 days. If you have specific formatting needs, please tell us. We will work with you to reasonably accommodate your request.

Policies, Programs, Practices and Services

This section explains the main areas where Sunwest Aviation is working to identify, remove, and prevent accessibility barriers.

Employment

Sunwest aims to provide a workplace that is accessible, inclusive, barrier-free, and free from discrimination for all workers, including persons with disabilities. During this plan period, we will focus on specific improvements to support that goal.

First, we will review updated accessibility standards related to employment. We will review CAN-ASC-1.1:2024 (Rev-2025) – Employment and assess how to improve our workplace and employment practices.

Second, we are reviewing and updating policies related to accessibility to make sure they are effective. To support this work, Sunwest will conduct an internal accessibility survey with employees. The survey will help identify needs for policy changes, training, or barrier removal.

Sunwest has also joined the Hidden Disabilities Sunflower program to strengthen support for people with non-apparent disabilities. As part of this work, we will train staff on hidden disabilities and how to respond appropriately in the workplace.

Information and Communication Technology

Between May and December of 2025, Sunwest has continued to improve website accessibility by continually testing primary and secondary pages and blog posts as they are updated with current information.

Testing has revealed minor issues with the overall website theme which have been submitted to developers for review and improvement, and these issues should be addressed by end of Q2 of 2026.

- labelling links that open in a new window or tab properly
- labelling certain webpage landmarks
- labelling of menu items

Additional testing will proceed in the second half of 2026 as part of a secondary website update and review process.

Sunwest conducted internal use case testing on the website and found that the website can be navigated with keyboard, screen reader, and assistive technologies. This confirms the findings from our technical testing.

One important use-case issue was discovered and resolved: The Sunwest Charter Flight Search tool (a third-party web application) could not be navigated with a keyboard and lacked other assisted accessibility features. The findings were submitted to the developer of the application, and they agreed to implement the necessary changes.

Future consideration for accessibility program:

- Continued use case testing – confirm that important actions such as navigating the website, searching for flights, contacting Sunwest Aviation, can be completed using assistive technologies.
- Once internal use case testing is completed, consider outside focus groups that specialize in testing assistive technologies with different tools, or actual real world use cases.

Communication other than Information and Communication Technologies

During this plan period, Sunwest will review the CAN-ASC-3.1:2025 Plain Language Standard and update corporate communications to better align with it.

Procurement of Goods, Services and Facilities

During this plan period, Sunwest will review best practices for accessible procurement and identify how to include accessibility principles in procurement activities where appropriate.

The Design and Delivery of Programs and Services

Transportation

This section explains how we identify and respond to passenger accessibility needs during private aviation operations.

Sunwest continues to review how we deliver services so we can improve accessibility for private aviation clients. We are updating our process for receiving and managing passenger accessibility requests. Some requests are complex because of the aircraft we operate, so the process is designed to scale to the type of request. During this plan period, we will make sure staff know the process and can use it effectively to support clients.

We will also launch a client accessibility survey to help identify barriers that clients may experience. In addition, we will introduce the Hidden Disabilities Sunflower program to client-facing staff. This topic is already included in that group's training, and we will build on that work during this plan period.

The Built Environment

Sunwest continues to review accessibility needs in our built environment and identify areas where reasonable improvements can be made.

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

Sunwest continues to seek customers' views about their travel experience. This work began in March and April 2025 and is ongoing. These customers are large multinational companies that use our private air operator services. We continue to receive information about barriers through their travel coordination departments and accessibility committees. Since our previous reports, no new barriers have been identified through these consultations. As reported earlier, one recommendation from this consultation was to join the Hidden Disabilities Sunflower program. We are now implementing that program during this reporting period.

These consultations support open and direct communication with travelers from the disability community who travel on our aircraft. We also continue to invite feedback through our flight coordination team. This team supports the client travel experience and works closely with booking contacts to identify and address accessibility needs alongside other travel requirements.

Feedback Received

We have not received any feedback regarding accessibility since our last published update.

Other Matters

Sunwest Aviation continues to review its initial accessibility plan and will update it as required by regulation. The earlier plan listed incorrect reporting and update dates. The next update to this plan will be released on June 1, 2027.