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1. Summary of the Plan

The Accessible Canada Act (ACA) is a law to make Canada accessible. Under the ACA, Flair Airlines Ltd. (hereafter Flair) needs to make a plan to be more accessible. Flair is a customer-oriented airline that combines affordable fares with excellent service, making travel accessible and enjoyable for all. One of our jobs is to make sure that Flair is accessible to customers and employees. We are working hard to be more accessible. This is important to Flair, to our employees, and to all Canadians. This plan is one step to being more accessible.

We plan to make Flair more accessible by doing the following:

- Developing an accessibility survey for Flair employees
- Collecting feedback about accessibility
- Consulting with disability rights organizations
- Encouraging people with disabilities to apply to work for Flair
- Providing training for leaders/managers/supervisors on disability and accessibility

2. Full Version of the Accessibility Plan

2.1 Description of Flair

Flair is a Canadian ultra low-cost carrier (ULCC) headquartered in Edmonton, Alberta. We operate scheduled passenger and chartered services with a fleet of Boeing 737 aircraft. We promote ourselves as being Canada's first and only independent ULCC.

2.2 Statement of Commitment

Flair is committed to advancing accessibility and making it a priority in the delivery of our services. We put this into practice every day in service to the Canadian public and in support of our employees. We will engage with persons with disabilities to better understand their experiences and meet their needs when interacting with our organization.

All Canadians have a right to benefit from our services equally. And all people who work with us have a right to do their jobs free of barriers. This accessibility plan represents our commitment to identifying barriers at Flair and to taking meaningful action to remove them.

2.3 Contact Information & Feedback Process

Flair welcomes feedback from the public, stakeholders and our employees. Feedback about the Accessibility Plan will help Flair identify and manage accessibility barriers.

Contact for Employees

Richard Williams, Vice President, Human Resources

Email: diversitynetwork@flyflair.com

Calling and/or leaving a voicemail at 780-246-0746

Contact for Customers

Amanda Mesluk, Senior Manager, Sustainability

Flair Airlines

#6543, 1000 Airport Road

Edmonton International Airport

Alberta T9E 0V3

Email: Accessibility@flyflair.com

Calling and/or leaving a voicemail at 780-664-1733

We will acknowledge all accessibility feedback we receive with contact information. Customers can also submit anonymous feedback.

Flair will work toward providing alternative formats of this plan such as:

- Print
- Large print (Increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text aloud)
- Electronic formats that are compatible with adaptive technology

2.4 Definitions

The following are important terms in the ACA. They are defined here in plain language. For the full ACA definitions, please visit: [Summary of the Accessible Canada Act](#).

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

3. Accessibility Goals

3.1 Organization Wide Initiatives

To be fully accessible, accessibility needs to be a part of everything we do. Each department at Flair may have specific accessibility goals and responsibilities. However, we all have a role to play in making Flair more accessible. This needs to be an organization-wide mission. As part of this mission, Flair will be seeking information and feedback from people with disabilities through various forms of consultations. To make sure that Flair is accessible and serves the interests of people with disabilities, we need stakeholder input. The following goals will help us accomplish these things.

Accessibility Goals

- Effective December 31, 2023, Flair will create a dedicated process for providing feedback on accessibility, ensuring accessible methods are available to provide said feedback. Processes for both employees and the public will be in place.
- Effective December 31, 2023, Flair will create a webpage promoting and outlining the feedback process along with the published Accessibility Plan.
- Starting in 2024, Flair will consult with federal disability rights organizations to determine best practices in consultation moving forward, including the possibility of increasing the frequency and scope of consultation.

3.2 Employment

- Approximately 1400 people work at Flair Airlines. Employees with disabilities are important to our organization, and we want to ensure all employees feel valued and respected at work and are able to do their work free of barriers. We have also made goals to improve our recruitment and hiring practices for people with disabilities.

Accessibility Goals

- Starting in 2023, Flair will include language in our job postings that we accept alternative application methods for employment where the standard procedure is inaccessible.
- Starting in 2023, Flair will add a statement to our careers page encouraging people with disabilities to apply.
- Starting in 2023, Flair will update our employee onboarding process to include guidance that employees must identify their known access needs prior to their start date to ensure that Flair can fulfill our duty to accommodate.
- In 2023, Flair will update our Diversity and Inclusion Statement, and any other relevant messaging to include specific language around people with disabilities.
- In 2024, Flair will review current policies, practices, and training around Diversity, Equity, and Inclusion (DEI) initiatives, and identify opportunities for expansion and improvement on disability-specific content.
- Starting in 2023, Flair will ensure that accessibility features are enabled in meeting platforms where training is conducted.
- By the end of 2024, Flair will ensure that meeting organizers are trained and are knowledgeable about ways to make meeting platforms more accessible. For example, making sure that they know how to enable captions, to read comments in the chat aloud.
- Starting in 2024, Flair will regularly review our human resources, disability management, workplace accommodations and employment procedures and processes to identify and remove barriers to employment for people with disabilities.

- Starting in 2024, Flair will add mandatory disability awareness and sensitivity training for all people managers.

3.3 The Built Environment

Accessibility of the built environment has a significant impact on whether people with disabilities can access and use space effectively.

Employee Accessibility Goals

- Throughout 2023, Flair will monitor and evaluate the use of our office spaces. We will create a feedback mechanism for employees to offer their perspectives on how the new space is functioning.
- Starting in 2023, Flair will continually consult with employees with disabilities on ways to improve accessibility of the areas where they work.

Customer Accessibility Goals

- Throughout 2024, we will review the built environment for customers.

3.4 Information and Communications Technology (ICT)

Information and communication technologies are important to the work Flair does. To do their jobs effectively, people with disabilities need accessible work tools. Technology can help make things more accessible. However, some technology that has not been designed with accessibility in mind can create barriers for people with disabilities. We are committed to using the best available and secure technology that is accessible and that helps people do their jobs. The following goals have been created with this in mind.

Accessibility Goals

- In 2023, Flair's Information Technology (IT) help desk will clearly communicate to employees the help and support services and resolution process for barriers to accessibility in IT, which will be sorted and prioritized differently than general IT issues.
 - In 2024, Flair will review and revise our workplace accommodations directives and guidelines to include a commitment that work tools within our control are or will be made accessible by an employee's start date. This will be done in consultation with the employee.
 - In 2025, Flair will source and implement mandatory document accessibility training from CSPS for current employees and new recruits for employees to complete.
- Flair will ensure its website fully meets WCAG 2.0 AA standard before the end of 2023.

3.5 Communications, other than ICT

The way that information is shared can impact whether it is accessible. All people who work for and interact with Flair need to be able to understand the information we share with them. This means documents must be easy to understand and meet the needs of people with disabilities. Social media,

including photos and videos, needs to have accessible features such as ALT-text (a short, written description of an image), closed captions, and described video. The following goals will help make sure that people who work for or use Flair's services can access the information they need.

Accessibility Goals

- Starting in 2024, new documents distributed for communications will be available in accessible formats if published on Flair's public websites. Flair will review existing documents and update those determined to be a high priority to ensure they are accessible and/or in alternate formats.
- By 2024, Flair will include a section on our intranet site offering tips and stating requirements for accessible documents.

3.6 Design and Delivery of Programs and Services

Accessibility Goals

- In 2023, Flair will make clear on our website what accommodations are available for applicants with disabilities.
- In 2023, Flair will ensure that applicants and respondents with disabilities are aware of available accommodations for the application and dispute adjudication process and that they know how to access them. These steps will include clear messaging and instructions on our website, as well as proactive inquiries about the need for accommodation by customer service providers.

3.7 The Procurement of Goods, Services and Facilities

When accessibility is considered at the start of any process, barriers are reduced. Accessibility standards in procurement processes ensure that goods, services, and facilities are ready to use by anyone who needs them. Flair currently has an accessibility clause in our procurement contracts. The following goal has been created to strengthen our commitment to accessibility in procurement.

Accessibility Goals

- In 2024, Flair will review and revise our procedure for procurement. These revisions will add more detailed accessibility requirements and/or a note indicating that additional accessibility requirements may be necessary depending on the good or service.

3.8 Transportation

- Throughout 2024, we will review the transportation services for customers.

3.9 Provisions of CTA Accessibility-Regulated Regulations

The regulation that the CTA has made under ss. 170(1) of the Act is:

- [Accessible Transportation for Persons with Disabilities Regulations](#) (ATPDR) – for large TSPs (Transportation Service Provider)

4. Consultations

Flair is committed to including the perspectives of people with disabilities in our accessibility planning. We are committed to consulting people with disabilities for all future accessibility plans and all other major projects undertaken by Flair.

For this plan, we have been consulting people with disabilities who work at Flair or who have used Flair's services, members of various disabilities organizations across Canada, and/or an independent accessibility advisory group made up of Canadians with disabilities. All the comments will be considered and informed the creation of the process for this consultation.

Beyond this plan, Flair recognizes that consultations need to be ongoing. We are dedicated to building relationships of trust and respect with people who have disabilities to have even more meaningful consultations moving forward.

For future external consultations, we will explore ways to collaborate within the Canadian aviation portfolio and with other aviation departments on areas of common interest.

We commit to continue engagement and consultation throughout the implementation of the Plan. This applies both internally and externally. This will help us improve the accessibility of our organization and of our programs and services.

4.1 Consultations with Employees who Have Disabilities

A survey for employees with disabilities will be developed and e-mailed to all employees to provide feedback about their experiences working for Flair. While employees with disabilities are our primary focus, we also realize that the input of individuals who may not have a disability but are close to a person with a disability may provide valuable insight.

Answers could include any of the following:

- Stigma and lack of knowledge within Flair with regards to invisible and learning disabilities
- They expressed frustration about accessibility in IT, especially for those with visual disabilities.
- They noted that Flair's new open-concept offices posed barriers for some employees with disabilities. Solutions to these barriers are to be included in our accessibility goals throughout this plan.

4.2 Consultations with Stakeholders who Have Disabilities

Flair will also develop a survey to collect additional feedback from persons with disabilities in 2024 and beyond.

5. Training

All front-line employees will receive sensitivity training for persons with disabilities, such as training about accessibility and about communicating with people with different types of disabilities.

6. Conclusion

Flair is for all Canadians, and that includes people with disabilities. Flair recognizes our responsibility to include people with disabilities in all aspects of our organization. This includes the work we do, the

plans we make, the projects we undertake, and the services we provide. We are committed to listening to people with disabilities as we work towards our goals of becoming more accessible. And we are committed to making accessibility an ongoing priority. This plan represents a part of that commitment. It is also our guide to removing or reducing barriers over the next three years.

Accessibility plans will be published every three years with annual progress reports to track their implementation. Both the plan and the progress reports are serial publications and requirements. We recognize the goal of achieving full accessibility is a process. This plan is a step towards that goal.