

# Accessibility Plan

## General

We have prepared your accessibility plan in order to comply with the obligations of our organizations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

We are committed, as an organization, to making our workplace, policies, programs, practices, and services accessible to everyone.

Please send your feedback to our \_\_\_\_\_ Human Resources Director \_\_\_\_\_

You can send your feedback by email, phone or mail using the contact details in the section: Contact Us.

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

### Contact us:

- Email: RH@aarcorp.com
- Phone: 819-377-4500 ext. 7
- Mail (address of your publicly accessible business):  
AAR Aircraft Services - Trois-Rivières ULC  
3750 ch. de l'aéroport,  
Trois-Rivières, QC  
G9B 2N8

## Consultations

- We consulted through (*check all that apply*):
  - Survey(s) (online / print)
  - Discussion groups (online / in-person)
  - Other (*specify*): creation of a committee within the company  
HR - confidential meeting with people having different disabilities / needs
- Dates / time periods of consultations: First meeting on July 3, 2025, once a month and as needed
- Locations of our consultations (if in-person): on the site of the organization,  
AAR Trois-Rivières
- We asked participants the following questions:
  - What types of obstacles have you encountered in your daily life within AAR?
  - Do you have any ideas on how we could eliminate and prevent these obstacles?

**Who we consulted:** (*detailed information to show that you consulted persons with disabilities*)

**(Examples):**

- We consulted (*check all that apply*):
  - Individuals with disabilities
    - \*To protect individuals' privacy, do not list the names of individuals who participated in your consultations unless they participated as "experts".*
  - Disability organizations
    - List the names of the organizations: \_\_\_\_\_
  - Accessibility experts
    - List the names and fields of expertise (e.g., built environment) of the experts: \_\_\_\_\_
  - Disability experts

- List the names of the experts: 0
- Total number of participants (not including members of our organization): 0
  - Number of participants with disabilities: 2
  - Types of disabilities represented: Mobility

## Areas in section 5 of the Accessible Canada Act

### Employment

**We identified the following barriers:**

Barrier 1: Mainly physical professions: Aircraft maintenance technicians, painters, building maintenance attendants, interior technicians. Few suitable positions.

**We will do the following to remove and prevent those barriers:**

Barrier 1: Clarify job offers by mentioning physical requirements

Barrier 2: Evaluate non-physical positions to identify existing positions that the company could make accessible and to identify new opportunities for people with disabilities (by 2028).

Barrier 3: Carry out a physical requirements assessment for each position (by 2028).

### The built environment

**We identified the following barriers:**

Barrier 1: Access to the building not suitable for people with physical disabilities (wheelchair).

Barrier 2: Automatic door opening

Barrier 3: Fire alarm

**We will do the following to remove and prevent those barriers:**

Barrier 1: Make an entrance accessible for people with disabilities (a small access ramp). Clear and visible signage will be put in place to guide users to this entrance (by 2028). Make ground floor work offices accessible in order to be able to welcome employees or visitors with specific needs.

Barrier 2: Install a push button (reception doors (2 doors) and corridor next to the store towards QA (1 door))

Barrier 3: Post a notice on TVs in case of a fire, make a specific office accessible for all types of disabilities, install visual fire alarms (QA office)

## **Information and communication technologies**

We identified the following barriers:

Barrier 1: Improve the compatibility of our website with screen readers.

Barrier 2: Visual in case of fire alarm

Barrier 3: Corporate video, document, training, etc.

We will do the following to remove and prevent those barriers:

Barrier 1: Training for everyone on the use of screen readers, making headphones available for the hearing impaired

Barrier 2: Adding visuals on TVs

Barrier 3: Make the video available with subtitles

## **Communication, other than information and communication technologies**

We identified the following barriers:

Barrier 1: Accessibility of written communication

Barrier 2: Audible and visual alarm not accessible in certain places.

We will do the following to remove and prevent those barriers:

Barrier 1: Creation of standard templates for documents:

*o Readable fonts (like Arial), with a minimum size of 12 points.*

*o Clear layouts.*

*o Accessible versions, such as PDFs readable by screen readers or alternative formats (Word, HTML).*

## **The procurement of goods, services and facilities**

**We identified the following barriers:**

Barrier 1: External event

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**We will do the following to remove and prevent those barriers:**

Barrier 1: Any person with any disability must be accompanied by a responsible person, and this person is informed of the route to follow (diagram provided).

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Barrier 2: Ensure that the facilities at external events are accessible to people with disabilities.

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## **The design and delivery of programs and services**

**We identified the following barriers:**

Barrier 1: Accessibility Policy

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**We will do the following to remove and prevent those barriers:**

Barrier 1: Set up and promote the accessibility program through the committee

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Barrier 2: Program accessible to everyone (visual and audio)

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## **Transportation**

**We identified the following barriers:**

Barrier 1: Transport

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**We will do the following to remove and prevent those barriers:**

Barrier 1: We will use Taxi Elite, who specialize in adapted transport, or reimbursement of gas for using one's personal vehicle

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