



# **AAR Aircraft Services Windsor ULC Accessibility Plan June 1, 2026**

**This document is available in alternate formats, upon request.**

## **Executive Summary**

The Accessibility Plan supports the Government of Canada’s goal of a barrier-free Canada by 2040. The purpose of this plan is to allow our employees and other stakeholders to contribute to meaningful change together, by ensuring the plan reflects the standards for accessibility and inclusion, and that perspectives of diversity inform the plan.

To accomplish AAR Windsor’s goal to be barrier-free by 2040, AAR Windsor will consider accessibility at all levels of its operations, processes, and culture, as a qualifier for everything that we do, to ensure we incorporate a universal design approach, as we know that each person has different needs, and there is no one-size-fits-all solution to accessibility. Reflecting one of AAR’s core Values “Work as One. Be Inclusive”, and in order to contribute to an accessible future, we invite all employees to participate in identifying, removing and preventing barriers at AAR Windsor through a consultation process.

AAR Windsor will follow the Planning & Reporting cycle to continue to identify, remove and prevent new barriers.

2026 – prepare and publish an updated accessibility plan

2027 – prepare and publish a progress report

2028 – prepare and publish a progress report

## **Accessibility Statement**

AAR is an awarded global aerospace and defense company that offers employees a long-term career pathway and the opportunity to work with a great team. At AAR, our people remain our priority. We create the #BestTeamInAviation by focusing on recruitment, training, growth, engagement, and retention. AAR employees are empowered to meet their individual professional development goals through our global learning and development program, mentorship program, leadership training, continued education, networking, and much more. Accessibility fits into AAR’s long term goals and vision, our daily operations and activities, and our intent to reflect the AAR Value “Work as One. Be Inclusive”, and the Canadian Government mission to be barrier-free by 2040. AAR Windsor continues to identify, remove and prevent barriers to people with disabilities. AAR Windsor is committed to removing barriers to accessibility in all areas. Disability is diverse. Accessibility is about enabling all employees to fully participate in work without barriers.

AAR Windsor believes in inclusion, values diversity, and recognizes the importance of improving access and removing barriers for its employees, customers and visitors. AAR Windsor is committed to meeting the requirements of the Accessible Canada Act (ACA) by identifying, removing and preventing barriers to accessibility.

AAR Windsor is committed to a culture of accessibility, which is reflected in the attitudes and behaviours within the organization and determines what is encouraged or discouraged. A culture of accessibility is the attitude that promotes a fair, accessible workplace for all employees. AAR Windsor is also committed to inclusion, to allow all workers to participate fully. An inclusive culture recognizes, values and builds on differences in identity, abilities, background, cultures, skills, experience and perspectives in a respectful manner.

AAR is an Equal Opportunity Employer. Religion, age, race, sexual orientation, gender identities or expressions, ethnic origin and abilities does not affect the decisions on hiring, promotion, or any type of improvement of working conditions. Policies are designed to promote fair treatment of all employees based on merit and performance.

**Employment:**

To ensure job seekers and employees with disabilities can contribute to their full potential, with barrier-free access to employment opportunities and promotions. AAR includes accessibility statements in all job postings, provides accommodation throughout the application and hiring process, as requested, and links the accessibility feedback process on the careers page of AAR's website. Further opportunities identified in the areas of management training on disability inclusion and using inclusive language when speaking about people with disabilities.

**Built Environment:**

To ensure the built environment allows barrier-free access throughout the facility for employees, visitors, customers and all other stakeholders. AAR Windsor continues to review items such as building access and any limitations and modifications to washrooms. AAR Windsor will continue to consult with others to identify opportunities for action to remove barriers identified during the audit of the facility. During the AAR expansion planning phase, considerations for a first-floor lunchroom, first floor meeting room and possible lift device to allow easier access to the second floor are under review.

**Information & Communication Technologies:**

For this category, AAR Windsor continues to review things such as internal and external website content and identify ways to improve accessibility to comply with the ACA. AAR Windsor's IT resources are engaged to understand how best to eliminate barriers and ensure all documents & communications are user-friendly, available in barrier free applications and where applicable, provide user training & guidance or an internal point of contact for technology and a catalogue of accessibility functions & assistive technology available. AAR continues to develop their systems ICT availability, training on usage and guidance on how to access accessibility features.

**Communication, Other than Information & Communication Technologies:**

AAR Windsor's goal is to engage with its employees and customers through the means of communication that work for every individual, in formats and languages that they can easily

use and understand. AAR Windsor continues to work to identify barriers and action a plan to address these barriers. Communications in electronic and print format are provided and awareness of the requirements of the Accessible Canada Act is ongoing.

**The Procurement of Goods, Services & Facilities:**

AAR Windsor continues to consult with AAR site and corporate procurement to ensure goods & services purchased are accessible by design, where possible, so that employees with disabilities can use them without adaptation. There is continued progress to identify the key goods & services that AAR Windsor buys to include accessibility considerations.

**The Design & Delivery of Programs & Services:**

AAR Windsor implemented the use of a survey to receive feedback and understand what needs to change within the design and delivery of programs and services to ensure barriers are removed. Although no new barriers were identified, AAR Windsor continues to progress in the area of providing transcripts for online courses and including accessibility satisfaction question on training evaluations.

**Transportation:**

Not applicable to our business

**Consultation and Feedback Process**

AAR Windsor conducted a self-identification questionnaire, used only by those participating in the requirements of Accessible Canada Act and the Employment Equity Act and in accordance with Access to Information Act and Privacy Act. AAR Windsor will consult with those that have identify a disability to better understand the barriers they are seeing or experiencing as they progress through their employee experience. This information will continue to support AAR Windsor’s action plan and assist with the feedback process.

There are multiple ways to provide feedback, and they are listed on our website AAR’s website under the “contact us” tab

- a) Phone # local and toll-free number
- b) Email
- c) Letter, via our address
- d) A message via any social media platform that is used by AAR Windsor

A description of the feedback process, is provided electronically on our website, including details of how we can receive anonymous feedback and how we acknowledge feedback.

The description of the feedback process is also available to any person who requests it in alternative formats such as: print, large print, braille, audio format, electronic format compatible with adaptive technology that is intended to assist persons with disabilities. AAR Windsor has not received feedback at this time but continue to monitor for responses. AAR

continues to action the feedback received in the April 2025 survey that was made available to employees, contractors and customers.

Designated person to receive feedback:

Michelle Balga, Director Human Resources

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AAR Windsor is in the process of setting up a cross-functional Accessibility Working Group to ensure compliance with Accessible Canada Regulations and to receive feedback. The working group will be responsible to identify policies, programs, practices and services that cause or may cause barriers to people with disabilities and to monitor and provide updates as it relates to the Accessibility Plan. AAR Windsor will establish ways in which feedback can be provided such as an email group related to accessibility.

### **Training**

AAR Windsor will work to provide training resources for its staff to gain a better understanding and awareness of the requirements of the ACA. AAR Windsor will retain records of completion. Through training AAR Windsor expects to increase awareness and knowledge for its employees, to receive feedback identifying barriers that AAR can respond to

### **Progress Reports**

Progress reports will be prepared by the first June in 2027 and 2028 along with the development and publication of this plan for June 1, 2026. Progress reports will be published on the company website. These reports will be available to any person who requests them in the formats as identified under the Feedback process.

<b>Date</b>	<b>Updates</b>	<b>Approved By</b>
June 1, 2023	Initial Plan	Michelle Balga, Director Human Resources
June 1, 2026	Updated Plan	Stacey Spinks, Director Human Resources