



Robert Q's Airbus Inc- Accessibility Progress Report

General

Robert Q's Airbus Inc. has prepared the following Accessibility Progress Report to meet the organization's obligations under the ACA and ACR. This progress report provides updates on the progress we have made in implementing our Accessibility Plan

How to provide feedback

Please send your feedback to our Operations Manager or designate.

You can send your feedback by email, phone or mail using the contact information listed below.

For more information on how you can send your feedback, see our feedback process description <https://reservation.robertq.com/airbus/Info/Accessibility>

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report 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 20 days.

Contact us:

- Email: accessibility@robertq.com
- Phone: 519-672-9020 or 1-800-265-4948
- Mail: 105 Wharncliffe Road South, London, Ontario, Canada, N6J 2K2

Feedback

Robert Q's Airbus Inc. has not received any feedback regarding accessibility through our multiple feedback methods.

Consultations

- We consulted through *(check all that apply)*:
 - ☒ Survey(s) (online / print)
 - ☒ Discussion groups (online / in-person)
 - ☐ Other *(specify)*: _____
- Our feedback surveys *are sent out to all customers*.
- Robert Q has weekly in person meetings to review if there were any identified concerns internally from employees.

We made our consultations accessible by:

- **(Examples: (check all that apply))**
 - ☒ Ensuring our venue was wheelchair-accessible
 - ☒ Consultation documents were available in accessible formats
 - ☐ Provided sign language interpreters on request
 - ☐ Provided closed captioning on request
 - ☐ Other *(please specify)*: _____

Who we consulted:

- We consulted *(check all that apply)*:
 - ☒ Individuals with disabilities
 - ☐ 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 _____

- Total number of participants (not including members of our organization): 10 000+ customers yearly through customer surveys.

Areas in section 5 of the Accessible Canada Act (ACA)

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Interview Process

Progress Update: All candidates are asked if any accommodations are required in the interview process and all accommodations are met.

The Built Environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Pick Up Locations

Progress Update: Yearly review of our partner pick up locations to ensure that they are accessible for our customers.

Information and Communication Technologies *(Required heading)*

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Online Consultations

Progress Update: Improved our customer feedback survey to include accessibility review questions to all customer travelling with us.

Barrier 2: WCAG 2.2 AA Requirements

Progress Update: Continuing to meet any requirements on our Company website to meet the WCAG 2.2 AA requirements

Communication, other than Information and Communication Technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Robert Q's Airbus continues to provide accessible communication methods for passengers, customers and staff as requested. No barriers have been identified.

The Procurement of Goods, Services and Facilities

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Purchased office supplies that met the accessibility needs of staff members

Progress Update: It was identified by some staff members that there was a need for updated products to meet their accessibility needs. Examples: bigger monitors for visual needs and more specialized office furniture to meet staff disabilities and needs.

The Design and Delivery of Programs and Services

We have made the following progress in removing the barriers identified in our accessibility plan:

Robert Q's Airbus always considers accessibility when designing and delivering programs and services including policies. All staff have been trained on accessibility and no barriers have been currently identified.

Transportation

We have made the following progress in removing the barriers identified in our accessibility plan:

Robert Q's Airbus provides barrier free accessible transportation upon request. No barriers have been currently identified.

Conclusion

Robert Q's Airbus will continue to monitor and measure our progress to ensure we are removing and preventing any new barriers or any identified in our Accessibility Plan. We encourage all feedback through our feedback process and all feedback will be used to help improve our overall Accessibility Program. We will complete a follow up progress report next year in 2026 that will later be followed up by a new Accessibility Plan.