



**ROBERT Q'S AIRBUS INC. ACCESSIBILITY PLAN AND
FEEDBACK PROCESS**

General

Accessibility Statement

Robert Q's Airbus Inc. is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers and any visitors who enter the premises, access information provided by the company, or use the company's goods and services. The company will work to identify and remove barriers and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment and transportation at Robert Q's Airbus Inc. This policy outlines the company's accessibility plan and strategy for identifying, removing and preventing these barriers.

If you have questions or concerns about our Accessibility Plan, please contact the office at 519-672-9020 or email accessibility@robertq.com.

Definitions

Barrier: Anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders the full and equal participation in society of a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Guide dog: A dog trained as a guide for a blind person that has completed a training program at a designated training facility set out in the *Guide Dogs Regulation*.

Service animal: An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators, such as the vest or harness worn by the animal; or
- The person provides documentation from a designated regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.

Accessibility Plan

The accessibility plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers. The accessibility plan was prepared and published by Human Resources, and will be updated every three years, or sooner if necessary.

The accessibility plan was developed in consultation with persons with disabilities. Robert Q's Airbus Inc. adheres to all requirements made by regulation in the development and ongoing maintenance of the accessibility plan.

The accessibility plan is written in simple, clear, and concise language to ensure it can be comprehended. The plan includes a "General" section with information, including the information of who the designated individual feedback should be submitted to and their company contact information to ensure anyone can request the plan in accessible formats or provide feedback. It also includes designated sections on accessibility in the areas of employment, the built environment, information and communication technologies, communication, procurement of goods, services, and facilities, the design and delivery of programs and services, and transportation. The plan also includes a "Consultation" section with information on how consultations with persons with disabilities contribute to preparing the accessibility plan.

The accessibility plan is offered in different formats and any request for accessible formats of the accessibility plan can be made by phone or email at accessibility@robertq.com.

The accessibility plan will be made available as soon as feasible. In the instance of a request for the plan in a Braille or audio format, it will be provided within 45 days after the day the request was received. Requests for other formats will be provided within 15 business days after the day the request was received.

The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Customers who wish to submit feedback should be directed to the Operations Manager or designate.

Reporting Our Plan

As per the requirements in the Accessible Canada Act Robert Q's Airbus Inc. will publish a status report every year that measures our progress against our commitments. Our policy will be reviewed and updated every three years.

Submitting Feedback

Robert Q's Airbus Inc. welcomes feedback from its employees regarding the accessibility plan and any barriers encountered by persons with disabilities. Employees who provide formal feedback receive acknowledgement of their feedback, along with any resulting actions based the concerns or complaints they submit. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website or email). The feedback form and policy

are available at the Robert Q's Travel & Airbus Inc. front counter and on our web site: www.robertq.com. Also, comments can be sent by email to accessibility@robertq.com, by telephone 519-672-9020, in person or in writing: Robert Q's Travel & Airbus Inc. 105 Wharncliffe Rd. S. London, On N6J 2K2 All reasonable attempts to resolve a complaint will be made within 14 days of receiving the feedback.

Employees can provide feedback anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The feedback process is published in conformance with all applicable legislation. Any changes to the accessibility plan or the feedback process are published as soon as possible and notice of any changes are reported to the accessibility commissioner. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Customer Feedback

Robert Q's Airbus Inc. has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to customers with disabilities. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail). The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Customers who wish to submit feedback should be directed to the Operations Manager or designate.

Document Retention

The company keeps detailed records of the creation, implementation, and updating of the accessibility plan and progress reports. The accessibility plan and feedback process will be retained for seven years from the publication date. Any feedback provided to the company will be retained for seven years from the date it is received. Where necessary, names and personal information of individuals and employees who participated in the feedback process are redacted to ensure confidentiality and privacy

Employment

Robert Q's Airbus Inc. understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. The company makes every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities. Where necessary, accommodations are made during the recruitment and selection stages, and throughout the employment lifecycle. All training and development programs provided consider an employee's barriers and abilities. Robert Q's Airbus Inc. will comply with applicable law(s) and Workplace Accommodation Policy

Training

Accessibility training is provided (*in alternative formats as requested*) to employees and those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company. Robert Q's Airbus Inc. provides training as soon as practicable. Training is provided to new employees. Revised training is provided in the event of changes to legislation, procedures, policies, or practices. The company keeps a record of training that includes the dates training was provided and the number of employees who attended the training. Where required, retraining is provided to ensure compliance with the company's policies and procedures.

The Built Environment

Robert Q's Airbus Inc.'s goal is to continue to make our public facilities accessible to users.

- Ensure all new buildings are accessible
- Review and enhance accessibility in our existing location to determine where improvements are needed
- Work with third- party partners that offer Robert Q's services to enhance accessibility

Robert Q's Airbus Inc's goal is to continue to improve the built environment to a create barrier atmosphere for more accessible travel.

Information and Communication Technology

Robert Q's Airbus Inc. aims for an accessible standard for digital accessibility. We are consistently seeking improvements on our digital platform to make it more accessible for persons with disabilities.

- Robert Q's Airbus Inc. ensures that communication with our passengers can be achieved in any formats including social media, email, phone and in person.
- Robert Q's Airbus Inc. has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to customers with disabilities. Feedback is welcomed and may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail).
- Travel information is available in both written text or verbally by telephone
- Robert Q's Airbus Inc's website will meet and comply with the WCAG 2.2 AA standards.
- Robert Q's Airbus will continue to gather information from persons with disabilities for feedback to learn more about disabilities and how to meet their needs.
- Robert Q's Airbus Inc. will continue to simplify our booking processes and use easy to understand language.
- Robert Q's Airbus Inc. will continue to improve the booking process to make it more accessible.

Communication, other than ICT

Robert Q's Airbus Inc. understands that people communicate in many different ways. The Company will communicate in ways that maintain flexibility and include different communication formats to meet an array of needs. Methods of communication available to persons with

disabilities may include verbal and written instructions, literature and access to services. Robert Q's Airbus Inc. will conduct assessments of communication standards to ensure that our language is simple, concise and accessible in alternate formats upon request.

Procurement of Goods and Services

Robert Q's Airbus Inc. is committed to procuring and acquiring products, goods and services that meet the accessibility needs of persons with disabilities including employees, customers and members of the public. If an accessible product, good or service cannot be found or used in the particular application Robert Q's Airbus Inc. will provide an explanation as to why and will provide that explanation in an accessible format or with communication supports. Any supplier or contractors will follow Robert Q's Airbus Inc's principles of inclusion and diversity. No barriers have been identified at this time.

Transportation

Robert Q's Airbus Inc. is committed to providing employees with training to identify and assist persons with disabilities. Robert Q's Airbus Inc. provides safe transportation of passengers and their mobility devices and aim to provide barrier free transportation to our customers. Robert Q's Airbus Inc. staff is available to provide assistance during passenger's travel. Robert Q's Airbus Inc. may require advanced notice to properly fulfill accommodation requests. Robert Q's Airbus Inc. removes barriers by the inclusion of service dogs, mobility aids and support persons.

Robert Q's Airbus Inc. is committed to providing inclusive and accessible transportation services of all our customers. We value feedback and are constantly striving to enhance the accessibility of our services. As part of our ongoing efforts, we include survey questions to our customers regarding our services. These comments and suggestions are instrumental in helping us identify areas for improvement and implement necessary changes to better meet the diverse needs of our community. From mobility assistance to vehicle accessibility customer input guides our initiatives to ensure that everyone can travel comfortably and conveniently with us. Together we are building a more inclusive transportation experience.

Consultations

To align with Robert Q's Airbus Inc.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We have gathered feedback and input from our team members and customers in many ways:

- Customer surveys
- Interviews with employees with disabilities to gain their feedback
- Feedback forms made publicly available

Robert Q's Airbus Inc. believes that everyone deserves equal access to our services. Robert Q's Airbus Inc. is dedicated to continuously improving our services. We are dedicated to continuously improving accessibility through meaningful consultations with our valued

customers. Through customers surveys and feedback forms we invite you to share your experiences and accessibility needs. Your input is valuable in helping us identify areas for enhancement and implement necessary changes to better serve everyone. The accessibility plan aims to eliminate barriers and adapt to changing demographics and will be updated as new initiatives are introduced.

Progress Reports

Robert Q Airbus Inc. will prepare, publish, and submit a progress report to the accessibility commissioner regarding the implementation of the accessibility plan each year the plan is not required to be published or updated. This report follows a similar structure to the accessibility plan and includes feedback and contact information, information about the consultations completed for the development of the plan, and any feedback received on the accessibility plan. The report addresses how the consultations and feedback were taken into consideration during the process. Progress reports will be made available upon request and are available in all accessible formats the accessibility plan is available in.

The Design and Delivery of Programs and Services

Robert Q's Airbus Inc. makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods, services, and facilities, as long as this does not present a health and safety risk;
- Using alternative methods of access when necessary to ensure that customers with disabilities have access to the same goods, services, and facilities in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

Upon request, the company provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to the Operations Manager

Persons with disabilities may use their own assistive devices as required when accessing goods or services or facilities.

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or other service animal is welcome to access to premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals.

If it is not readily apparent that the animal is a guide dog or service animal, employees may respectfully ask whether an animal is a guide dog or service animal but must not ask the nature

of the person's disability or purpose of the animal. If they reveal the animal is not a guide dog or service animal, they should be asked to remove the animal from the premises promptly.

The customer who is accompanied by a guide dog or service animal is responsible for maintaining control of the animal at all times. If a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, this should be reported to the Operations Manager or designate who may ask them to remove their service animal from the premises.

Support Persons

If a customer with a disability is accompanied by a support person, Robert Q's Airbus Inc. will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. In situations where confidential information might be discussed, consent must be obtained from the customer before any potentially confidential information is mentioned in the presence of the support person.

Notice of Temporary Disruptions

Robert Q's Airbus Inc. makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, the company informs customers by:

- Posting written notices in conspicuous places, including at the point of disruption and all entrances;
- Informing customers verbally upon arrival
- Posting bulletins on the website informing all users of any disruptions

The following information is provided regarding the disruption, unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Expected duration; and
- A description of alternative services or options that are available.

Employees are informed of this information as soon as reasonably possible in the event of a disruption so that they can inform customers and respond to inquiries.