

Accessibility Plan 3 Year Plan Effective June 1, 2026

Contents

Version History	2
Amendment Record Sheet	2
1. General	2
1.1. Accessibility Statement	2
1.2. Purpose, Commitment and Feedback Process	2
1.3. Accessibility Principles	3
1.4. Accessibility Goals	4
2. Employment	4
3. Built Environment	5
4. Information and Communication Technologies (ICT)	6
5. Communication, other than ICT	7
6. Procurement of goods, services and facilities	8
7. Design and delivery of programs and services	9
8. Transportation	9
9. Training Goals	10
10. Provisions of CTA Accessibility-Related Regulations	11
11. Consultations	12
12. Definitions	13

Accessibility Plan 3 Year Plan Effective June 1, 2026

Version History

Version	Date	Description	Prepared By	Approved by
1.0	June 1, 2026	Accessibility Plan	Emily Lee	

Amendment Record Sheet

Version	Date	Description	Prepared By	Approved by

1. General

1.1. Accessibility Statement

Executive Aviation Fuels Ltd. is committed to ensuring our operating environments are barrier-free, accessible, and inclusive for team members and visitors of all abilities. We are committed to meeting the needs of people who face accessibility barriers at all locations. We will achieve this by identifying, removing, and preventing barriers and by meeting the requirements of The Accessible Canada Act (ACA) and the Accessible Canada Regulations (regulations).

We will work to integrate accessibility and inclusivity into the Executive Aviation experience. We will promote diversity, equity and inclusion among our team members to support a work environment where all individuals, including those with varying abilities, are treated with respect and dignity.

1.2. Purpose, Commitment and Feedback Process

Purpose: The purpose of this plan is to outline the strategic direction Executive Aviation will be working towards at all locations to improve accessibility and to prevent and remove barriers that may affect people with disabilities. This plan will be effective as of June 01, 2026, for a period of three (3) years until June 01, 2029.

Commitment: This plan will be continually reviewed and renewed to reflect each improvement being implemented.

Feedback Process:

As we are continuously improving, we encourage and welcome feedback on our plan. To provide feedback and/or request an alternate format of the accessibility plan or an alternate format of the description of the feedback process, please contact us directly per the following. Additionally, Team Members can provide feedback on accessibility

Accessibility Plan 3 Year Plan Effective June 1, 2026

through our continuous feedback tools, including the pulse survey. Feedback can be submitted anonymously in confidence.

Acknowledgement of receipt of feedback, other than anonymous, will be provided in the same way it was received.

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1.3. Accessibility Principles

Executive Aviation has developed an accessibility plan in alignment with the following principles.

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Accessibility Plan 3 Year Plan Effective June 1, 2026

1.4. Accessibility Goals

Executive Aviation is committed to identifying and removing barriers, and the prevention of new barriers, in the following areas at all locations:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than ICT
- The procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation

2. Employment

Executive Aviation takes pride in being equal opportunity employer committed to the principles of employment equity and diversity in our workforce. This includes accessible workplaces. Our Employment Equity Program promotes proactive employment practices that help ensure all Team Members are treated fairly within our organization, including equitable representation of the four designated groups at all occupational levels.

2.1. Barriers

- Candidates do not have an Accommodation process when applying for jobs
- Unconscious bias within hiring practices may contribute to the underrepresentation of persons with disabilities (PwD) at Executive Aviation.
- Some onboarding and training materials are not currently offered in accessible formats that fully support PwD.

2.2. Goals

Year One

- Update policies and job postings to consistently use inclusive language and incorporate Executive Aviation's Accessibility Statement in internal and external job postings.
- Release updated policies and job postings that include Executive Aviation's Accessibility Statement.
- Provide hiring manager accessibility training on items such as recruiting and hiring PwD.
- Coordinate with Learning and Development to ensure all training is offered in both visual and audio formats.

Accessibility Plan 3 Year Plan Effective June 1, 2026

Year Two

- Build partnerships with community organizations to promote employment at Executive Aviation for all abilities.
- Review and update recruiting processes to include a recruitment strategy promoting employment to PwD.

Year Three

- Conduct annual reviews of policies to ensure language remains current, inclusive, and relevant and making updates as required.
- Provide accommodation to Team members within a reasonable timeframe.
- Ensure all training is accessible to PwD by offering alternative formats to support diverse learning needs, designing learning systems, platforms, tools, and content in collaboration with PwD, and consulting with PwD to identify specific training requirements across all disability types (e.g., vision, hearing, mobility, cognitive, speech & etc.).
- Adhere to and implement the Employment Equity Plan.

3. Built Environment

The built environments in which Executive Aviation operates out of will ensure all operations work towards full accessibility with the space owners to ensure that any barriers are removed and prevent new barriers from developing. Spaces that Executive Aviation leases will be the responsibility of the owners to execute, however Executive Aviation will ensure to notify the owners of items of concern within reasonable time if identified through our reporting system.

3.1. Barriers

- Some offices and trailers may not fully meet accessibility standards.
- Accessible entry features are not consistently available across all locations.
- Not all locations have accessible parking.
- Not all locations have fire alarms with horn and strobe (flashing) lights.
- Not all locations have accessible washrooms.
- No designated Team Members to assist those with disabilities during an emergency.
- Not all locations have braille signage available.
- Not all workstations, common areas, equipment, and supplies are accessible.

Accessibility Plan 3 Year Plan Effective June 1, 2026

3.2. Goals

Year One

- Develop emergency response plans tailored to the needs of identified persons with disabilities.
- Review emergency and business continuity procedures and establish emergency plans to support persons with disabilities.

Year Two

- Identify high priority barriers and work with the space owners to determine conformity with accessibility standards.
- Notify building owners of fire alarms without horn and strobe lights.
- Review and identify areas in need of improvement per above, in consultation with PwD.

Year Three

- When new leases or buildings are considered, accessibility will be taken into consideration.
- For new buildings, we will conform the accessibility guidelines which may include the following:
 - Fire alarms with strobes and speakers.
 - Ramps with handrails where necessary.
 - Accessible washrooms where required.
 - Updated signage where required to include braille.
 - Enough space between aisle ways and workstations.

4. Information and Communication Technologies (ICT)

To reduce barriers in Information and Communications Technologies (ICT), Executive Aviation is committed to addressing the following items:

4.1. Barriers

- Accessible contact information to be provided in all instances where a phone number is offered on the website and print materials.
- Not all Executive Aviation terminals have working visual screens for announcements.
- Online application system used to apply at Executive Aviation may not interface with systems that will increase accessibility to a wide variety of sensory needs.

Accessibility Plan 3 Year Plan Effective June 1, 2026

- Current website does not fully conform with applicable accessibility standards and requires updates to improve usability and compliance.

4.2. Goals

Year One

- Ensure an email address is readily available where contact phone numbers are provided on the website.
- Conduct an accessibility audit of recruitment processes and internal infrastructure.

Year Two

- Identify high priority IT projects to conform with accessibility standards.
- Consult with contractor or website planner to review Executive Aviation websites to ensure accessibility.

Year Three

- Complete IT projects to conform with accessibility standards.
- Executive Aviation will work with space owners to ensure that audio and visual formats for recorded public announcements, including departure delays, gate assignments, and schedule changes, are available and in proper working order at all applicable airports.

5. Communication, other than ICT

Executive Aviation has outlined the following priorities to reduce and prevent barriers in communication, other than Information and Communication Technologies.

5.1. Barriers

- Communication training required to all leadership and Team Members who interact with the public.
- Not all Team Members and leaders trained on diversity and inclusion.
- Not all Team Members trained on how to make public announcements effectively.
- Not all communication materials shared in the workplace meet accessibility requirements.

5.2. Goals

Year One

- Team Experience will source ongoing accessibility awareness and continuity resources for leaders and front-line staff.

Accessibility Plan 3 Year Plan Effective June 1, 2026

- Public announcements will be delivered using clear, plain language, spoken at an appropriate pace and with clear enunciation.

Year Two

- Team Experience will roll out training for leaders and front-line staff.
- Executive Aviation will continue to research new methods to communicate information in a variety of different ways (e.g., signage improvements, audio options via Vortex and iLearn & etc.).
- Identify leadership champions who will have accountability for supporting diversity initiatives.

Year Three

- Executive Aviation will make information available in an accessible format or provide communication support to people with disabilities in a way that considers their disability.
- Consult with PwD to ensure all internal and external communication products meet accessibility standards.

6. Procurement of goods, services and facilities

To reduce and prevent barriers in the procurement of goods, services, and facilities, Executive Aviation has outlined the following steps that will be taken.

6.1. Barriers

- Not all locations have the appropriate equipment to support charter loading activities, such as those required for FBO operations.
- A formal process to require procured goods, services, and facilities to meet accessibility standards is not yet established.

6.2. Goals

Year One

- Establish a working group to strengthen and integrate accessibility considerations into the procurement of goods, services, and facilities.
- Working group to complete review of processes in need of improvement and identify barriers.

Year Two

- Incorporate accessibility into procurement and contracting documents, templates, and guidance.

Accessibility Plan 3 Year Plan Effective June 1, 2026

Year Three

- Monitor for continuous improvement.

7. Design and delivery of programs and services

Executive Aviation is committed to continuous improvement and will ensure our programs and services offered to all Team Members and visitors are inclusive of those of all abilities. We will take the following steps to identify and remove barriers. We will also work to prevent new barriers from developing with regards to the designs and delivery of programs services.

7.1. Barriers

- Current accessibility barriers have not yet been fully identified.
- As Executive Aviation does not own its operating sites, collaboration with space owners is required to identify and remove accessibility barriers.

7.2. Goals

Year One

- Establish an Accessibility Advisory Committee in conjunction with the Diversity, Equity and Inclusion Committee (DEI) to review information regarding the development, implementation, and delivery of new programs and services.

Year Two

- Advisory committee to determine tracking of intended outcomes of the Accessibility Plan.
- Initiate a review process for all programs and services and specific documentation that is passenger facing. This review will include feedback from our DEI Committee.

Year Three

- Advisory Committee to monitor for continuous improvement.

8. Transportation

Accessible transportation is a critical component in the aviation industry. Executive Aviation is committed to working collaboratively along side our partners to ensure that we collectively prioritize accessibility. Executive Aviation will strive to provide a barrier free and inclusive experience for Team Members, customers, and guests and their partners.

Accessibility Plan 3 Year Plan Effective June 1, 2026

8.1. Barriers

- Executive Aviation maintains Ground Service Equipment (GSE) and other vehicles and equipment for specific operational purposes. The equipment currently has no modifications related to accessibility. In cases where a Team Member requires accessibility features to operate GSE, an accommodation would have to be made.
- Unsure if every location has enough wheelchairs and aides available to assist PwD.
- Not all locations are public transit accessible.

8.2. Goals

Year One

- At the request of a PwD, Executive Aviation Team Members will ensure assistance with baggage, wheelchair support and transportation as required as provided

Year Two

- Confirm suitable inventory of wheelchairs and aides across all sites with operations.

Year Three

- Identify potential accessibility features available with space owners.

9. Training Goals

Executive Aviation is committed to promoting Team Member contribution and growth. We will design and implement training and programs to promote awareness and inclusion including the following:

Year One

- Team Experience to identify training needs for leadership and front-line Team Members including awareness, communication, biases, recruiting, legislation, compliance, expectations & etc.

Year Two

- Team Experience to create and roll out training plan in conjunction with Learning and Development.

Accessibility Plan 3 Year Plan Effective June 1, 2026

Year Three

- Share information with Team Members in organizational quarterly newsletters and department meetings.

10. Provisions of CTA Accessibility-Related Regulations

Executive Aviation is required to conform with the **Accessible Transportation for Persons with Disabilities Regulations (ATPDR)**, specifically to Part 1: Requirements Applicable to Transportation Service Providers and Part 4: Requirements Applicable to Terminal Operators. For a more detailed outline of the provisions that we are subject to, please see below.

Part 1: Requirements Applicable to Transportation Service Providers:

- Provision 4: General Information – alternative formats
- Provision 5: Information to be published
- Provision 6: Communication
- Provision 7: Telephone System
- Provision 8: Website
- Provision 9: Website – requirements
- Provision 10: Public announcements
- Provision 15: Personnel Training for the Assistance of Persons with Disabilities
- Provision 16: Interactions with public
- Provision 17: Physical assistance
- Provision 18: Handling mobility aids
- Provision 19: Using or assisting with special equipment
- Provision 20: Initial training and supervision
- Provision 21: Refresher training
- Provision 22: Duty to inform personnel
- Provision 23: Preparation of training programs

Part 4 – Division 1: Service Requirements Applicable to Terminal Operators:

- Provision 214: Prohibition – no charge for required services
- Provision 215: Communication of information
- Provision 216: Assistance for persons with disabilities
- Provision 217: Service provider for ground transportation, rental vehicles

Part 4 – Division 2: Technical Requirements Applicable to Terminal Operators

- Provision 223: Lift, ramp, or stairs – requirements
- Provision 225: Wheelchairs

Accessibility Plan 3 Year Plan Effective June 1, 2026

11. Consultations

Engagement and consultation with representatives of the accessible community, including the DEI Committee, Senior Leadership Team, Station Managers, Team Experience, Learning and Development, and the Safety Management team—as well as with industry partners such as Executive Flight Centre (EFC), airlines, and airports where Executive Aviation operates, were integral to identifying accessibility hazards and barriers. This engagement informed the initial development of this Accessibility Plan.

A draft of the plan was circulated via email to gather feedback over a consultation period from April 22 to May 5, 2026. Online meetings, which included a comprehensive review of the plan, was held on April 21, 2026 and April 29, 2026, with internal teams.

Executive Aviation also intended to consult with an external third party; however, feedback has not yet been received. Follow-up efforts will be made to engage this third party in future consultations.

Feedback received in response to the consultation questions during the two-week period contributed to the finalization of the plan.

- Do you think this plan has been developed in accordance with the following principles?
 - All persons must be treated with dignity regardless of their disabilities.
 - All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
 - All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
 - All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
 - Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
 - Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
 - The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.
- Is the plan written in language that is clear, simple, and concise?

Accessibility Plan 3 Year Plan Effective June 1, 2026

- Do the accessibility goals throughout this plan accurately reflect the requirements set out within the provisions of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)?
- Are the timelines for the accessibility goals reasonable and actionable?
- Do you have any other comments or feedback regarding this plan?

Executive Aviation remains committed to continued consultation and collaboration.

CONCLUSION

This Accessibility Plan is part of the ongoing efforts and commitment to the long-term goal of a barrier free Canada by 2040.

12. Definitions

Accommodation refers to the modification of the workplace or working arrangements to meet the accessibility needs of its Team Members so that injured Team Members or Team Members with permanent requirements for accommodations can stay in the workplace and perform their jobs safely and efficiently.

Barrier means anything — including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability is a broad category of experience that encompasses a wide range and degree of challenges, barriers, and impairments that affect many people and goes far beyond traditional ideas and stereotypes. A disability can be visible or invisible. It can be permanent or temporary. It can also be episodic in nature. A disability and its required accommodations can be permanent or temporary (while a person recovers from an injury etc.) and the employer is required to provide accommodations to the point of undue hardship.

Discrimination means treating someone differently or unfairly because of a personal characteristic or distinction, which, whether intentional or not, has an effect that imposes disadvantages not imposed on others or that withholds or limits access that is given to others. There are 13 prohibited grounds of discrimination under the Canadian Human Rights Act (i.e., based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics (including a requirement to undergo a genetic test, or disclose the results

Accessibility Plan 3 Year Plan Effective June 1, 2026

of a genetic test), disability or conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered).