

## AirSprint Accessibility Plan Progress Report 2025

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### Introduction

AirSprint supports a culture of diversity, equity, and inclusion. The company is committed to developing a barrier-free workplace that allows for full participation of all individuals, including persons with disabilities.

### General

For inquiries about this Progress Report, AirSprint's Accessibility Plan, or about accessibility at AirSprint, or to request alternate formats of this Progress Report, please contact AirSprint in one of the following ways:

**Contact:** HR Director

**By mail:** AirSprint Private Aviation  
1910 McCall Landing NE  
Calgary, Alberta T2E 9B5

**Email:** humanresources@AirSprint.com

**Telephone:** 1.403.539.8117

### Feedback

Feedback is welcomed, and can be provided via one of the methods noted above. Feedback may be provided anonymously: by mail; by telephone, by disabling the caller ID function; or by email via an anonymous account that does not identify you. AirSprint will acknowledge receipt of feedback – with the exception of feedback received anonymously – in the same manner in which it was received.

### Alternate Formats

Alternate formats of this Progress Report are available as follows:

- Audio
- Large print
- Print
- Braille
- Electronic (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

Print, large print, and electronic formats of this Progress Report will be provided within 15 days of a request. Braille or audio formats of this Progress Report will be provided within 45 days of a request.

### Employment

AirSprint continues to prioritize an inclusive work environment. In 2024, the company continued to offer accommodation throughout the recruitment and selection process. Candidates were encouraged to request any needed support, including disability accommodation. This information is clearly communicated on job postings and reiterated during the interview process. AirSprint's website emphasizes the goal of maintaining a welcoming and inclusive culture representative of Canada.

### The Built Environment

AirSprint continues to be committed to eliminating physical barriers in the workplace. The company now has accessible office and hangar space, on ground level and suitable for individuals using mobility aids.

Furthermore, AirSprint considers ergonomic office equipment with any new purchases and provides employee accommodations as needed to address accessibility issues.

Our physical spaces accessed by our Owners include a number of accessibility features including accessible washrooms, automatic doors, and wide hallways that can accommodate mobility aids. Parking is easily accessible at our office and hangar locations, and in many cases, Owners can drive up to the aircraft if necessary.

### **Information and Communication Technologies (ICT)**

AirSprint continues to use Microsoft Office products, which provide best-in-class apps and powerful cloud services with accessibility built in, including features addressing impairments with Vision, Hearing, Neurodiversity, Learning, Mobility and Mental Health.

The remainder of AirSprint systems are primarily web based and therefore benefit from the Accessibility features of Google Chrome. These include live captioning, quick highlighting of focused objects, page navigation with a text cursor instead of a mouse and image descriptions.

AirSprint remains committed to providing a website accessible to the broadest possible audience, regardless of technology or ability. We are continuously working to increase the accessibility and usability of our website and, in doing so, adhere to many of the available standards and guidelines.

The AirSprint website endeavours to conform to level Double-A of the World Wide Web Consortium (W3C) [Web Content Accessibility Guidelines 2.1](#). The AirSprint website uses code compliant with W3C standards for HTML/CSS, which displays correctly in current browsers.

In November 2024, we launched a refreshed website featuring enhanced accessibility updates to improve the experience for all users. These improvements included high-contrast graphics for better visibility, increased font sizes for enhanced readability, and optimized interface elements to support users with varying visual abilities. We continue to review and refine elements such as layout spacing, colour contrast ratios, and navigational cues to ensure the platform remains intuitive and inclusive—particularly for those using screen readers or other assistive technologies.

### **Communication, Other Than ICT**

AirSprint has committed to ensure alternative formats for all internal and external communications and marketing collateral will be available upon request. AirSprint will provide print, large print, and electronic formats within 15 days of a request. Braille or audio formats will be provided within 45 days of a request.

### **The Procurement of Goods, Services, and Facilities**

AirSprint has continued to evaluate the effectiveness of our accessibility procurement initiatives and has made necessary adjustments, to enhance accessibility in procurement processes and contribute to broader goals of inclusivity and accessibility.

### **The Design and Delivery of Programs and Services**

Throughout this reporting period, AirSprint provided “Disability Awareness Training” to all employees who work directly with our Owners as part of the employee orientation process, ensuring our employees can effectively support our Owners with accessibility requirements. Accessibility needs of our Owners have been accommodated as required during this reporting period.

### **Transportation**

AirSprint has provided accessibility assistance as required through this reporting period, and Owner accessibility requirements have been addressed as necessary. As required, AirSprint employees work with

our Owners to coordinate accessibility requirements related to accessing our aircraft or travelling between their departure location and the Fixed Based Operator (FBO) location. No transportation-related barriers have been identified in this reporting period.

### **Provisions of CTA Accessibility-Related Regulations**

AirSprint is subject to and remained compliant with the following CTA accessibility-related regulations:

- Personnel Training for the Assistance of Persons with Disabilities Regulations
- Accessible Transportation Planning and Reporting Regulations

### **Consultations**

AirSprint conducted an employee survey, asking employees to share their own accessibility experiences at AirSprint and identify any barriers they've noticed for our employees and Owners. Key themes emerged which include: limited access for employees to second floor locations of our physical workspaces; some of our physical locations do not have accessible washrooms suited for employees with mobility aids; and limited resources for managers to foster an understanding of mental health disabilities.

### **Feedback**

AirSprint has not received any feedback related to accessibility during this reporting period. We are committed to learn from any feedback we do receive and will carefully consider and respond to any input we receive.