

# Accessibility Plan & Feedback Process

Great North Airlines is a privately-owned air transportation provider of Government & Critical Mission Operations; Aircraft Charter Maintenance and Insurance (**ACMI**); Capacity Purchase Agreement; Resource FIFO; and Contract Charter services. Co-creating an inclusive and accessible Canadian experience is at the heart of our mission. Our Accessibility Plan and Feedback Process is part of ensuring our clients are providing a seamless journey for everyone, regardless of ability. By implementing policies, technologies, and support services, we are committed to removing barriers and enhancing the experience for all. This document outlines our ongoing efforts to improve accessibility in all aspects of our operations.

## **General**

### **Our Commitment**

In alignment with the Accessible Canada Act and the Canada Transportation Act, Great North Airlines is committed to co-creating, with its peers and clients, a barrier-free Canada by January 1, 2040. This commitment involves identifying, removing, and preventing barriers in:

- Employment
- Built environment
- Information and Communication Technologies (**ICT**)
- Communication
- Procurement
- Design and delivery of programs & services
- Transportation

## PROCESS

### **Our Accessibility Principles**

1. All persons must be treated with dignity regardless of their disabilities.
2. 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.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
5. Laws, policies, programs, services and structures must consider the disabilities of persons, the different ways that persons interact with their environment and the multiple and intersecting forms of marginalization and discrimination faced by persons.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.



The link to our anonymous feedback form is provided at the end of this document.

In addition to the anonymous form, non-anonymous feedback can be provided directly to the Accessibility Coordinator who is currently designated to receive feedback at:

E: [accessibility@greatnorthandairlines.com](mailto:accessibility@greatnorthandairlines.com)

P: 1(855) 557-8408

Address: 6900 Airport Road, Suite 121, TICC 6, Mississauga ON L4V 1E8

Please use any of the above three methods should you wish to provide feedback or request an alternate format of the Accessibility Plan and Feedback Process.

As part of our ongoing commitment to accessible communication, Great North Airlines is moving toward a more inclusive telecommunication platform. We will soon be adding a Telecommunication Relay Service (TRS) to our main company lines, enabling improved access.



## **Accessibility Plan & Feedback Process**

Resources of any accommodation needed

- include statements in employment policies that accommodation is available throughout the employment process
- see to recruit more people with disabilities for qualified positions
- provide awareness training for all managers, supervisors, and employees on accessibility barriers faced by people with disabilities

Our future focus will include updating materials for awareness training on accessibility barriers.

## **2. Built Environment**

Great North Airlines operates aircraft to numerous destinations using two types of aircraft. Our client's passengers for ACMI and other services utilize both large passenger terminals and small remote stations. We have developed a fire safety plan that includes provisions for the evacuation of people with disabilities. At Great North Airlines we continuously review the facilities we use to identify and address barriers such as narrow halls and doorways, lack of automatic doors, and inaccessible washrooms.

For our clients, we ensure the provision of wheelchairs and boarding chairs at all locations served by Great North Airlines. Where possible and available, we take steps to ensure passenger boarding ramps are made available at various locations served by Great North Airlines.

Our future focus is to engage in consultations to update our facility review process.

new devices equipped with a comprehensive suite of accessibility products.

We have initiated researching the feasibility of making our external website compliant with the Web Content Accessibility Guidelines (WCAG). We are reviewing our digital content and company web locations to ensure internal and external web-based platforms are accessible and have adaptive technology, which includes the use of headings alt-text for images and strong colour contrast and compliance with digital content accessibility standards.

## **4. Communication other than ICT**

We have developed an Accessibility Plan and Feedback process for publication on our website. We have included an accessibility page and anonymous feedback form on the current website.

We have also created a central contact point for accessibility through e-mail, phone and a mailing system specific to accessibility. We continue to:

- Provide clear, polite, and simple language in all communications
- Offer training to improve communication skills and promote inclusivity
- Provide multilingual materials where appropriate
- Provide information in alternative formats such as print, large print, Braille, audio, and accessible electronic formats when it is requested.

technological advances to improve mobility.

Our plans include creating a training framework and reference guide for those involved with the procurement process to identify and list product requirements for accessibility.

## **6. Employment**

At Great North Airlines we are:

- training staff on how to interact and communicate with people with various types of disabilities
- providing accommodation options to clients to deliver services without barriers, including safety briefing adjustments, service animals, mobility aids, and assistance with personal items
- reviewing and updating the Duty to Accommodate policy every three years

Our development plans include initiating an internal Accessibility Committee to assist in a company-wide System Accessibility Assessment, which will include conducting a review of our policies, guidelines, programs and services to identify how we can make our services offering to clients more accessible and inclusive.

## **7. Transportation**

As a Transportation Service Provider, Great North Airlines complies with all applicable requirements of the Canadian Transportation

Great North Airlines consults with persons with disabilities in the development and ongoing improvement of its Accessibility Plan.

As an ACMI and contract charter carrier, our passengers are client-directed, and our consultations reflect this operational context.

Great North airlines initiated its first internal employee accessibility survey in the Spring of 2025 distributed to all staff. The survey covered barriers in travel and employment, accommodation needs, and service delivery. Results inform updates to training and communications accessibility. Great North Airlines also reviewed the federal *Getting to Work: Accessible Employment in Canada* report published by Canada's Chief Accessibility Officer (2024), which informed our approach.

In 2026 we had a representative attend the Microsoft Ability Summit, a global conference convening persons with disabilities, assistive technology experts, accessibility professionals, and technology leaders. Sessions covered assistive technology, disability inclusion, accessible product design, evolving accessibility regulations, and AI-powered innovation in employment and ICT.

Our future focus includes additional employee, client, and vendor consultative surveys, GAP assessments for wheelchair and ramp availability at all client-served locations, which includes consulting with our ACMI clients, and exploring the establishment of an internal Accessibility Advisory Committee.

## **Feedback Process**

At Great North Airlines we are:

- Actively seeking and receiving feedback from employees and clients on the accessibility of facilities and services
- Promptly acknowledging and addressing feedback, where it is appropriate to do so
- Integrating feedback into internal processes to improve accessibility
- Providing multiple methods for submitting feedback, including email, phone, and online forms.

Canadians wanting to provide feedback or requesting an alternative format of the **Accessibility Plan and Feedback Process**, are encouraged to contact Great North's Accessibility Co-Ordinator at:

E: [accessibility@greatnorthandairlines.com](mailto:accessibility@greatnorthandairlines.com)

P: 1(855) 667-8404

Address: 6900 Airport Road, Suite 121, TICC 6, Mississauga ON L4V 1E8

For those wanting to provide anonymous feedback, this [FORM](#) is provided for completion. Feedback, as well as anonymous feedback provided through this Form, is collected, assessed and reported on within each subsequent Great North Airlines Accessibility Progress report.