



AIR CANADA  
EXPRESS

EMPLOYEE  
ACCESSIBILITY  
PLAN.

JUNE 1, 2023

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Jazz Employee Accessibility Plan

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## 1. General

### 1.1 Contact Information

Employee feedback on Jazz Aviation's Accessibility plan can be sent to:

Manager Learning & Development  
Jazz Aviation LP  
310 Goudey Drive  
Enfield, Nova Scotia  
B2T 1M6 CANADA

**Phone:** +1 (902) 873-5000

**Email:** [accessibility@flyjazz.ca](mailto:accessibility@flyjazz.ca) or [Accessibility-Accessibilité@flyjazz.ca](mailto:Accessibility-Accessibilité@flyjazz.ca)

Jazz Aviation LP commits to providing our accessibility plan in the following formats upon request:

- Print
- Large print
- Audio
- Electronic – compatible with screen reader
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)

## 1.2 Our Commitment to Accessibility

Jazz Aviation LP (“**Jazz**”) is committed to accessibility – both as an employer in Canada and as a provider of airline services to Air Canada customers.

Jazz provides service to Air Canada and their customers. This commercial arrangement between Jazz Aviation LP and Air Canada includes the provision of services to Air Canada customers by Jazz Aviation LP.

All processes and policies for customer interaction are developed in conjunction with Air Canada. Jazz developed a separate Accessibility Plan for all aspects pertaining to Air Canada Customers. Jazz is committed to collaborating with Air Canada and other stakeholders to improve service and accessibility for Air Canada Express customers. Please refer to the Jazz Customer Accessibility Plan/ Air Canada Accessibility Plan.

This Jazz Accessibility Plan outlines the Jazz accessibility commitment to Jazz employees. For our employees, accessibility means creating a work environment that is free from barriers and allows Jazz colleagues of all abilities to contribute their skills and talents to our company. This plan outlines specific commitments to our employees.

The Jazz commitment includes:

- ongoing consultation with our employees with disabilities;
- ongoing consultation with our Employee Resource Groups (ERGs);
- continued focus by our Accessibility Working Group and the Jazz Accessibility Steering Committee to action identified priorities;
- annual progress reporting;
- ongoing barrier and priority identification;
- updating this plan;
- continuing to train our employees;
- supporting employee feedback through the feedback process and acting on this feedback; and
- encouraging a culture where we consider all aspects at Jazz through a lens of accessibility.

### 1.3 Reviewing and Updating Our Accessibility Plan

Jazz will review and update our accessibility plan annually to ensure we are moving towards meeting the commitments identified.

Jazz will continue to identify additional opportunities to become a more accessible employer and service provider.

Jazz will publish an annual progress report. Jazz will publish an updated Accessibility Plan every 3 years.

### 1.4 About Jazz Aviation LP

Jazz is the largest regional carrier in Canada and the primary operator of Air Canada Express flights to 80 destinations across North America. Jazz is one of Canada's Top Employers for Young People and a Best Diversity Employer with an award-winning safety culture. These strengths, along with Jazz's proven track record of industry leadership and exceptional customer service, create and deliver value to stakeholders.

#### Vision and Values

As part of the Chorus Group of companies, we have a shared vision and values.

##### Vision

We deliver regional aviation to the world.

##### Values

The Chorus values set the culture here at Jazz: ***Listen, Collaborate, Improve.*** These values are fundamental to the way we do business.

## Our Mission

Grow the business by leveraging our regional aviation expertise and strong relationships with customers and employees.

## Our Foundations

At Jazz, we deliver through our commitment to:

- **Safety:** We keep safety top of mind in everything we do.
- **Diversity:** We are stronger through diversity. We celebrate our individual differences and unique perspectives while working together towards our common goal.
- **Quality:** We challenge ourselves to continuously improve and strive for excellence in all that we do.
- **Accountability:** We understand the impact we have on each other and take ownership for our contribution. We strive to be environmentally responsible and encourage sustainable practices.
- **Ethics and Integrity:** We uphold and model the principles of integrity and ethical behaviour.
- **Wellness:** We work hard in a sustainable way. We look out for each other's mental and physical well-being.

### 1.5 Inclusion, Diversity, Equity and Accessibility (IDEA) Roles at Jazz

- Vice President, Employee Relations
- Director, Human Resources
- Manager, Learning & Development
- Diversity & Inclusion Manager
- Accessibility Officer (to be appointed)

## 2. Consultations

### 2.1 Consultation Process – Employees with Disabilities

The consultation process was designed and facilitated by Jazz’s parent company, Chorus Aviation (“**Chorus**”) for all Chorus Group of companies. This consultation was led by Chorus’ Vice President, Corporate Human Resources.

Employees participated in the process through virtual group discussions, telephone interviews, online questionnaires, and email submissions. The consultations took place from April to December 2022.

During the consultation process, participants were asked to share barriers in our workplaces with respect to the following:

- hiring and onboarding;
- physical workspaces;
- communications;
- training;
- technology; and
- other areas not identified.

Chorus shared Jazz specific responses with Jazz. The responses help Jazz understand how it can improve the accessibility for persons with disabilities within our organization.

### 2.2 Consultation Process – Steering Committee and Working Group

Chorus and Jazz also assembled a steering committee and working group of subject matter experts under various departments within Jazz. The working group identified further barriers with employment at Jazz.

This group reviewed the barriers identified through both the employees with disabilities consultations and by the working group.

This working group then created barrier-identification grids under each area outlined in the Accessible Canada Act.



These grids outline:

- identified barriers;
- potential solutions to identified barriers;
- challenges with potential solutions;
- general financial impacts; and
- priority actions, both short term and long term.

### **3. Employment**

#### **3.1 Identified Barriers**

An assessment of barriers to employment was conducted by the working group as well as through employee surveys and consultations. Barriers within employment were divided into the required subcategories as follows:

- The Built Environment (workplaces);
- Information and Communication Technologies;
- Communication (other than ICT);
- The Procurement of Goods, Services, and Facilities; and
- The Design and Delivery of Programs and Services.

#### **3.2 Priorities**

The working group and the Steering Committee identified priority actions within each area of focus.

- Short-term goals are accomplished within the reporting cycle (1 to 3 years)
- Target dates for long-term accomplishments will be determined

## **4. The Built Environment**

The built environment for Jazz employees include a variety of locations – some of these locations are Jazz operated. Most Jazz workplaces are built environments in which Jazz is a tenant in leased premises.

### **4.1 Assessment – Jazz operated workplaces:**

An assessment of barriers within Jazz operated workplaces was conducted by the working group as well as through employee surveys and consultations. Barriers within the built environment were further divided into subcategories as follows:

- Parking
- Signage
- Paths of Travel
- Entrances
- Reception/ lobbies
- Walkways/ Floors
- Lighting
- Offices/ cubicles
- Meeting training rooms
- Elevators
- Washrooms
- Lunchrooms
- Stairs/ stairwells
- Emergency procedures
- Cleaning

### **4.2 Identified Barriers – Jazz operated workplaces:**

- Separating accessible parking spaces from electric car charging spaces
- Inclement weather disproportionately affects employees with mobility and other disabilities for outdoor parking/ paths of travel
- Entrances to various facilities are not equipped with automatic openers/ or openers do not function consistently
- Maintenance hangars workspaces not accessible (steps, lighting)
- Emergency communication systems

### **4.3 Priorities – Jazz operated workplaces:**

#### Short Term Priorities

- Review accessible parking spaces
  - Location
  - Number
- Source signage for parking, reception areas, stairwells
- Review snow/ ice clearing procedures
- Review emergency exit procedures for employees with limited mobility
  - Create individual emergency response plans for employees who require assistance

#### Long Term Priorities

- Review and revise workplace inspection criteria (engage Workplace OSH Policy Committee)
- Work with providers to update accessibility features in elevators (including accessible call services and braille)

### **4.4 Barriers and Priorities – Jazz tenant workplaces**

- Similar barriers were identified in spaces where Jazz is a tenant in leased premises
- Some locations such as airports fall under Airport Authorities, which are also federally regulated and will submit required Accessibility Plans
- Some locations fall under other regulatory bodies such as provinces and municipalities which may or may not require Accessibility Plans
- Jazz commits to working with all facilities where we are a tenant in leased premises to identify priorities for accessibility

## **5. Information and Communication Technologies**

### **5.1 Assessment:**

An assessment of barriers within various workplaces was conducted by the working group as well as through employee surveys and consultations. Barriers within communication were further divided into subcategories as follows:

- Company Intranet
- Software Applications
- Operating Systems
- Computer systems
- Telephones/ cell phones

### **5.2 Identified Barriers:**

- Internal communications systems including our company intranet are only accessible in one format.
- Many employees do not know/ realize accessibility features available in current systems.
- There is a lack of knowledge/ understanding/ viewing technology through an accessibility lens.

### **5.3 Priorities:**

#### Short Term Priorities

- Introduce a new company intranet platform in 2023, ensuring accessibility.
- Ensure adaptive technology is available (either in stock or available for order)

#### Long Term Priorities

- Develop guidelines on accessible communication that will benefit employees
- Employees in non-IT roles to receive training in accessibility capabilities and features of internal systems (Windows and iOS)
- Provide opportunities for employees to receive Microsoft Accessibility Training

## **6. Communication (other than ICT)**

### **6.1 Assessment:**

An assessment of barriers was conducted by the working group as well as through employee surveys and consultations. Barriers within communication were further divided into subcategories as follows:

- Digital signage
- Video Communications
- Audio Communications
- Public website
- Social Media
- General Communications
- Meetings and Events

### **6.2 Identified Barriers:**

- Audio and video communication lacks captioning
- Written transcriptions are not provided for audio communications
- Images do not consistently include ALT text

### **6.3 Priorities:**

#### Short Term Priorities

- Create accessibility guidelines and templates for all communication forms including digital signage, video communications, audio communications
- Provide transcripts for communications in French and English, as applicable
- Review website for WCAG compliance
- Create ALT text guidelines

#### Long Term Priorities

- Train content creators on accessible tools within various platforms
- Ensure employees have access to training in accessibility capabilities of all communication platforms

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

### **7.1 Assessment**

An assessment of barriers was conducted by the working group as well as through employee surveys and consultations. Barriers within the procurement of goods, services and facilities were further divided into subcategories as follows:

- Contracts
- Systems including Ariba Purchasing System
- Suppliers
- Technology
- Communication/ Requests for Information
- Financial invoices

### **7.2 Identified Barriers:**

- Users of Ariba system are not aware of accessibility features
- Contracts, Requests for Information, and Financial Invoices are presented in one format only, with no options to request alternative communication

### **7.3 Priorities**

Short Term Priorities

- Create accessibility guidelines into manual for procurement

Long Term Priorities

- Integrate accessibility assessment into new supplier approval process

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

### **8.1 Assessment:**

An assessment of barriers was conducted by the working group as well as through employee surveys and consultations. Barriers within the design and delivery of programs and services were further divided into the following subcategories:

- Benefits
- Learning & Development
- Health Services
- Recruitment
- Company Policies

## **8.2 Identified Barriers:**

- Benefits packages only available in print format
- Limited accessible options for online training
- Online training programs not consistently captioned
- Inconsistent knowledge by employees and managers of Accommodation Policy/ process to access accommodations
- HR Recruitment platforms are online only
- Interviews are primarily completed online, and captioning is not consistent

## **8.3 Priorities**

Short Term:

- Investigate accessibility options with benefits providers
- Communicate alternate accessible options for benefits packages with employees
- Add language to training notices about accommodations
- Work with Corporate Communications to ensure accessible video guidelines are being met
- Investigate captioning options within current online training applications
- Benchmark training using accessible options with other organizations
- Improve communications to employees and managers regarding Accommodation Policy/ process
- Ensure interview accessibility statement is visible to potential applicants
- Investigate captioning options for online interviewing platform

Long Term:

- Engage industry expert consultation to review current benefits
- Add accessibility features to online training
- Develop accessible training policy (for online, classroom and virtual training)

## **9. Transportation**

### **9.1 Assessment**

Jazz provides transportation for employees in the form of transportation for crews (taxis and shuttles). Due to nature of the regulatory environment to hold a position as a crew member at Jazz, crew members using Jazz provided transportation do not have physical or other limitations when using company provided transportation. Barriers were not identified.

## **10. Budget and Resources**

As part of our Plan, Jazz intends to appoint an Accessibility Officer as the key resource to champion our accessibility initiatives within the organization. We currently have an Abilities Employee Resource Group (ERG) constituted of employees from various communities and backgrounds. Our Accessibility Officer will engage with the ERG to mobilize as an additional resource-for projects as required. The ERG will have time free from duty budgeted to work on initiatives and will be responsible to request funding if needed. Within our commercial agreement with Air Canada, we have additional mechanisms to seek funding to facilitate the implementation of any identified accessibility initiatives.

## **11. Our Accessibility Achievements**

Jazz has completed barrier identification grids which outline barriers, potential solutions, challenges, financials, priority actions and resources required for each of the priority areas outlined by the federal government.

Corporate Communications has created an accessible communications playbook which includes resources for:

- Writing in plain language
- Use of alternative text
- Documents, emails, and signage
- Video and audio
- Online and in person events.

The website [www.flyjazz.ca](http://www.flyjazz.ca) has been updated to ensure it meets WCAG AA compliance standards.

Software has been installed on all company computers that have built in accessibility features for receiving phone calls, both with Jabber and Microsoft Teams.