



Jazz Aviation LP 2024 Accessibility Progress Report for employees

June 1, 2024



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1 General

1.1 Contact Information and Feedback Process

The primary contact at Jazz Aviation LP (“Jazz”) for all matters related to accessibility is our Equity, Inclusion and Accessibility Manager (“Accessibility Officer”). Our secondary contact is the Manager, Development, Diversity, and Learning.

Employees can submit feedback on Jazz’s Annual Progress Report and any barriers or concerns encountered in the workplace, or request an alternate format of the report via the options listed below:

Mail:

ATTN: Manager, Development, Diversity, and Learning
Jazz Aviation LP
310 Goudey Drive
Enfield, Nova Scotia
B2T 1M6

Phone: +1 (905) 674-7471

[Email the Jazz Accessibility Office](#)

Online: [Form to request alternate formats and submit feedback.](#)

Anonymous feedback can be sent to Jazz by mail or through the electronic form, as listed above.

Jazz commits to making all accessibility reporting documents available in the following formats upon request:

- Print
- Large print
- Audio
- Electronic - compatible with screen reader
- Braille

1.2 Our Commitment to Accessibility

Jazz is committed to accessibility both as an employer in Canada and as a provider of airline services to Air Canada customers.

This progress report outlines our actions toward the short-term priorities listed in our Accessibility Plan for Employees (“Plan”). Our short-term objectives are planned for completion within the 1-3 years reporting cycle on Accessibility. Long term priorities were also identified in our Plan and Jazz will continue to work towards their implementation.

We have structured this report to outline actions taken related to each short-term priority, along with any next steps that have been identified. Jazz is proud to share that we have also implemented actions that are in addition to the priorities outlined in the Plan.

This report enables Jazz to be transparent and accountable while we work to continuously listen, learn, and take action to make our workspaces, policies, programs, and practices more accessible.

Jazz is committed to the ongoing work of identifying, removing, and preventing barriers to ensure that employees living with disabilities have equitable access and opportunities.

In 2023, Jazz appointed an Accessibility Officer to oversee and guide our accessibility progress.

1.3 Reviewing and Updating Our Accessibility Plan

In conjunction with drafting this report, Jazz conducted a review and update of our Plan to ensure we captured feedback and focused on the most meaningful and actionable priorities.

Our Plan is considered a living document and Jazz will continue to identify additional opportunities to adjust our priorities for optimizing our progress.

Following publication of this document, Jazz will continue to publish annual progress reports required by regulations. We will update our Plan as needed, following publication of each progress report. Every three years, we will re-publish our Plan following a robust review and update.

2 Consultations

2.1 Consultation Process

Following publication of our Plan, Jazz further consulted employees living with disabilities. The following outlines our efforts:

- Reached out to various employees with disabilities who have been engaged in raising disability awareness.
- Communicated with employees that have self-identified as living with a disability and those who indicated willingness to be contacted for a focus group.
- Invited employees with disabilities to join a virtual listening forum to engage in a confidential, open, and honest discussion about the state of accessibility within our company and the opportunities for improvement.
- Solicited employee contributions via bi-weekly corporate newsletter, encouraged employees to contact the Accessibility Officer if interested in supporting efforts to improve accessibility and inclusion for employees with disabilities.
- Issued company-wide communication in honour of National Accessibility Week.
- Invited employees to complete a short survey on how to further improve accessibility and inclusivity for persons with disabilities at Jazz.

While Jazz sought direct input from employees with disabilities, we acknowledge that not all employees living with disabilities have self-identified through our workforce survey and as such, have opened several of our consultations to all employees.

Received contributions from employees via email, anonymous survey responses, virtual listening forums, and one-on-one conversations.

2.2 Consultation Input

The following is a summary of some of the constructive comments received from our employees:

- Internal story telling should be more frequent, to increase awareness and empathy around barriers to accessibility
- It's refreshing to see efforts being made towards greater accessibility
- There aren't assisted door openers on any of the washroom doors at our head office location, they were not part of provincial accessibility requirements at the time of construction
- There needs to be more awareness and empowerment at the middle-management level, to enhance accessibility
- Promote quality alternatives to keyboarding for employees who would benefit from that assistive technology
- Some health benefits are too limited for certain disabilities
- Additional training is needed around accessibility and disability awareness

We also heard encouraging feedback from several employees with disabilities regarding their positive experiences of support from managers and coworkers.

Much of the input received is addressed directly through the actions outlined in this report. We will continue to listen to employee feedback, informing how we continuously improve.

3 Feedback

We received solicited feedback from our employees through the consultation process. We have not received feedback through the formal feedback process outlined in section 1.1 of this report.

4 Employment

Barriers within employment were divided into the required subcategories.

Subcategories

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

Progress on the short-term priorities identified in our Plan are outlined in the following sections.

5 Built environment

The built environment for our employees includes a variety of locations. Most of our workplaces are built environments where Jazz is a tenant on leased premises, and only some workplaces are Jazz-operated.

5.1 Actions Taken

Priority: Source signage for parking, reception areas, and stairwells.

Action: A review of employee parking at our head office location in Nova Scotia confirmed there are four accessible parking spaces located near the entrance of the building and is accompanied by provincially regulated signage. We created more accessible parking spots than the provincial regulations required, to better support employees with temporary accommodations. A permit is provided by the provincial authority and in circumstances of accommodation, our Health Services team will provide employees with permission to use the spots as needed, without a formal permit.

Priority: Review snow/ice clearing procedures.

Action: We conducted a review of our snow/ice clearing procedures at our head office location determined that the company takes necessary action to ensure the safest and most accessible paths of travel for people to enter and exit the building in winter weather conditions. We invested in our own snow removal equipment and operators are on call 24/7 during winter months.

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Priority: Review emergency exit procedures for employees with limited mobility.

Action: During our review, a need for visual alarm strobe lighting within an office space at our head office location was identified. While outside the specific scope of this priority item, our Facilities team took action to address the need.

We assembled an internal working group to address this priority as it relates to employees and visitors with limited mobility. Please refer to the next priority item to read about actions taken because of this collaboration.

Priority: Create individual emergency response plans for employees who require assistance.

Action: We updated our fire warden training to enhance awareness of the expectation to support people with disabilities to safely exit a Jazz office space in the event of an emergency.

Action: Internal documents related to emergency evacuations of Jazz-owned buildings were updated to enhance inclusion and accessibility.

Action: Our newly developed Accessibility Policy includes a section related to “Building Emergency Evacuation”, outlining the process for employees to identify a need for a personalized emergency evacuation plan. Our Health Services team will support employees to develop an individualized plan that will be communicated to our Chief Fire Warden. Such requests can be made for permanent or temporary needs.

Priority: Work with all facilities where we are a tenant in leased premises to identify priorities for accessibility.

Action: A list was compiled of all facilities in which Jazz is a tenant, including the lessor’s identity and the corresponding accessibility legislation, where applicable. All our leased workspaces fall under federal or provincial accessibility legislation, and we will continuously collaborate with our various lessors as opportunities arise.

In 2024, our Toronto office space will be relocating and undergoing renovations that prioritize accessibility requirements under Ontario’s accessibility legislation.

5.2 Additional Action

Action: We re-engineered the elevator electrical system within our head office location, to remain operational during a power outage.

6 Information and communication technologies (ICT)

6.1 Actions Taken

Priority: Introduce a new company intranet platform in 2023, ensuring accessibility.

Action: The new intranet platform is compatible with a screen reader and has undergone two rounds of accessibility testing by our contractor, based on the WCAG 2 standards. The deployment of this new platform is still in progress and set for launch in 2024.

WCAG 2 standards are built into the user testing of the new intranet and all new content is passed through an accessibility checker.

Accessibility is a guiding principle at the foundation of the intranet project. As the intranet continues to be developed, a key deliverable for our development team is to validate that the new platform works for everyone.

Priority: Ensure adaptive technology is available (either in stock or available for order).

Action: Our Health Services, Information Technology, Human Resources, and Procurement teams have worked collaboratively on many successful accommodations, to provide adaptive technology for employees with various disabilities. For example, sit-stand desks, dictation software, and alternative headsets, keyboards, and mouse devices.

6.2 Next Steps for Short-term Action

- Create a list of all existing adaptive technology options available, to be used as a reference guide for our employees.
- Partner with external subject matter experts to conduct an assessment determining which of our technology is compatible with assistive devices.
- Make training available to our employees on how to optimize software accessibility features as an additional learning opportunity.

7 Communication (other than ICT)

7.1 Actions Taken

Priority: Create accessibility guidelines and templates for all communication forms including digital signage, video communications, and audio communications.

Action: We developed an Accessibility Guide that will benefit all our employees. The guide includes information on how to create alternative text and tips for accessible digital signage. That guide sets expectations for considering accessibility as a priority in planning formal meetings and in document creation. It also outlines how our content creators can build accessibility into their work plans. Additionally, “Easy Accessibility” tip sheets were created to empower our employees to build accessibility into their emails and informal meetings.

Priority: Create alternate (alt) text guidelines.

Please see above for action taken on this priority.

Priority: Provide transcripts for communications in French and English, as applicable.

Action: We ensure all video communications include closed captioning and that transcripts are part of content development.

Priority: Review website for WCAG compliance.

Action: Our public website meets the WCAG 2.1 guidelines with a score of 100. We hired m5 Marketing Communications to optimize our website for accessibility.

8 Procurement of goods, services and facilities

8.1 Actions Taken

Priority: Add accessibility guidelines to our procurement manual.

Action: We included wording in our Procurement team’s documentation outlining our commitment to equity, inclusion, and accessibility. We endeavour to ask suppliers to review and acknowledge the terms and conditions. Specifically, we added a section on “Accessibility Requirements” to our Request for Proposals (“RFP”) template and our Procurement Policy Manual outlining our commitment to accessibility.

We ask our suppliers to submit examples of how their companies support diversity and inclusion through the bidding process.

9 Design and delivery of programs and services

9.1 Actions Taken

Priority: Investigate accessibility options with benefits providers.

Action: We met with our benefits consultant and reviewed positive and emerging practices related to inclusive benefits. Additionally, we requested detailed benchmarking information around coverage that would enhance accessibility.

Priority: Communicate alternate accessible options for benefits packages with our employees.

Action: Our benefits provider adheres to all relevant accessibility legislation and has published an Accessibility plan and policy. Benefits information is available to employees through our service provider website and employees can request benefits information in alternate formats.

Priority: Add language to training notices about accommodations.

Action: We added language to our training notices about accommodations.

Action: We updated all corporate training scripts for online offerings to remind participants about the accessibility features available in the platform being used.

Priority: Work with our Corporate Communications team to ensure we meet accessible video guidelines.

Action: Our Corporate Communications team incorporates accessibility considerations into all new content creation, including closed captioning and audio transcripts.

Priority: Investigate captioning options within current online training applications.

Action: All new internally developed training with an audio component is consistently captioned. This practice has been made a priority in all corporate training development.

Priority: Benchmark training using accessible options with other organizations.

Action: The Manager, Development, Diversity, and Learning, the Equity, Inclusion, and Accessibility Manager, and key members of our recruitment team attended an externally facilitated 10-week accessibility training program with a focus on benchmarking.

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Priority: Improve communications to employees and managers regarding Accommodation Policy and process.

Action: A Workplace Accommodation policy is in the final stages of development, to centralize information related to accommodation and provide our employees more robust information about the process.

Action: Through the development of our new intranet, we created a section with information about workplace accommodation. The section outlines what our employees can expect from the process and our commitment to listening to them. We lead with empathy and respect while maintaining the integrity of the accommodation policies/process.

Priority: Ensure interview accessibility statement is visible to potential applicants.

Action: All our job postings include accommodation statements.

Action: All our email correspondence regarding interview notifications includes accommodation statements.

Priority: Investigate captioning options for online interviewing platform.

Action: Our virtual interview provider does not currently provide captioning options. We have outlined our commitment to accessibility and inclusive hiring to the service provider and requested that captioning be prioritized as a program upgrade.

9.2 Additional Actions

Action: Mandatory Diversity in the Workplace training was updated to include a section on Accessibility.

Action: All new hire employees receive mandatory training on Accessible Transportation for Persons with Disabilities (ATPDR). Employees who interact with or make decisions in relation to passengers with disabilities also receive mandatory recurrency training (including all Inflight, Customer Service, Flight Operations, Administrative, Management, and Executive employees).

Action: We added a statement on accessibility to all offer letters.

Action: Our Applicant Tracking system includes accessibility features

Action: Our recruiters collaborate with candidates with disabilities to ensure accessibility throughout the interview and hiring process and offering solutions to

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maximize candidate success. Examples include, conducting an interview via Microsoft Teams to ensure captioning, conducting in-person interviews rather than using the virtual platform that does not offer captioning, providing extra time, and conducting an online questionnaire verbally.

Action: An Accessibility Policy was developed to outline expectations and guidance on how all employees can contribute to creating a more accessible workplace. The Policy reinforces many of the priority actions outlined in the Plan, across all subcategories. A section was included related to training and the expectation of setting up online and in-person training with accessibility as a priority in the planning stages.

Action: Our newly renovated leased office space in Toronto includes a room designated as a “quiet space”. This low sensory, private space will be available for a variety of purposes that will benefit all our employees, including those with disabilities.

9.3 Next Steps for Short-term Action

- Deliver a presentation to our senior management on the progress outlined in this Report, to ensure awareness and accountability.
- Develop and deliver additional training to our managers on accessibility, disability, and ableism.
- Distribute this Report to all our people managers and senior leaders with reminders of the work being done and tips on how they can contribute to the ongoing work of enhancing accessibility.
- Distribute this Report to all our employees with a reminder of Jazz’s ongoing commitment to enhancing accessibility within our workplaces.
- In consultation with our employees, determine additions to our benefits coverage would be meaningful to current employees with disabilities and what gaps in coverage exist.
- Communicate the new Accessibility Policy and Accommodation Policy to all our employees.
- Support our operational training teams to ensure that accessibility is consistently considered in development and delivery.

10 Transportation

Most of the Jazz-provided transportation for employees is ground transportation of air crews (pilots and flight attendants) via taxis and shuttles. Barriers were not identified.

11 Budget and Resources

As part of our Plan, we appointed an Accessibility Officer as the key resource to champion our accessibility initiatives within the organization. Our Accessibility Officer will launch an Employee Accessibility Advisory Committee as an additional resource for projects as required.