

Jazz Aviation LP

Annual Accessibility Progress

Report for Employees

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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) 671-7471

[Email the Jazz Accessibility Officer](#)

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 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 continuous actions taken related to each short-term priority, along with any next steps that have been identified. Updates have also been included where progress has been made on our long-term objectives. Jazz is proud to share that we have also implemented actions that are in addition to the priorities outlined in the Plan. This report builds on our 2024 reporting and demonstrates the continuous nature of our progress.

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.

1.3 Accessibility Governance

In addition to our Accessibility Officer, we have strengthened our governance structure to support the success and sustainability of our accessibility initiatives. We established the following in 2024:

- Steering Committee comprised of the accountable executive and responsible Human Resources leads.
- Oversight Committee consisting of senior leaders responsible for the various subcategories outlined in Section 4 of this report.
- Employee Advisory Committee with representation across all divisions including both unionized and non-unionized employees.
- Working Group to support progress of our passenger accessibility responsibilities related to our customer, Air Canada.

2 Consultations

2.1 Consultation Process

We acknowledge that progress must be made in the spirit of ‘Nothing about us without us.’ We continue to conduct consultations with employees ensuring that persons with disabilities are included in the development, implementation, maintenance, and continuous improvement of accessibility. 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.
- Invited employees with disabilities to review and provide feedback on a new, internally developed training module covering topics such as accessibility, disability, accommodation, and ableism.
- Solicited employee contributions via corporate newsletter and encouraged employees to contact the Accessibility Officer if interested in supporting efforts to improve accessibility and inclusion for employees with disabilities.
- Issued targeted email seeking input from employees with disabilities on newly developed policies and accessibility guidelines.
- Issued company-wide communication in honour of National Accessibility Week.
- Invited employees to complete a short, anonymous survey providing opportunities for confidential feedback and suggestions for improvement.

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, we have opened several of our consultations to all employees.

2.2 Consultation Input

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

- The general employee group could benefit from more education around empathy as it relates to inclusion and accessibility.
- Where possible, we should be creating work environments that don't require customized tools or disability disclosure.
- Some individuals who live with chronic illness don't consider themselves as a person with a disability.
- Attitudinal barriers are commonly experienced.
- There is a lack of awareness that certain disabilities are not the same and change daily.
- Employees with disabilities can put a lot of pressure on themselves to avoid feeling they have let the company down on days when symptoms are worse.

We also continued to hear encouraging feedback from employees with disabilities regarding their positive experiences of support from managers and coworkers. Below are some examples of positive examples shared by employees:

- Jazz is very supportive of employees that need alternate ways to contribute and apply their skills.
- Many managers have displayed a commitment to listening and educating themselves about disability and empowering employees to contribute in a positive manner.
- Accessibility is included in the onboarding process and consistently included in training.
- Jazz has a robust and supportive accommodation process.
- Co-workers are very accommodating and understanding of communication needs.
- It is encouraging to see positive changes towards greater accessibility.

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Much of the constructive feedback 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.

2023 Action (Completed): 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.

2023 Action (Completed): We conducted a review of our snow and ice clearing procedures at our head office location and 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.

2024 Actions:

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

2024 Actions:

- We updated our fire warden training to enhance awareness of the expectation of supporting people with disabilities to safely exit a Jazz workspace in the event of an emergency. (Completed)
- Internal documents related to emergency evacuations of Jazz-owned buildings were updated to enhance inclusion and accessibility. (Completed)
- 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 in developing an individualized plan that will be communicated to our Chief Fire Warden. Such requests can be made for permanent or temporary needs.(Ongoing)

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

All our leased workspaces fall under federal or provincial accessibility legislation, and we will continuously collaborate with our various lessors as opportunities arise.

2024 Action (Completed):

Our Toronto office space underwent renovations that prioritized accessibility requirements under Ontario's accessibility legislation.

2023 Actions:

- 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. (Completed)
- We re-engineered the elevator electrical system within our head office location to remain operational during a power outage. (Completed)

Priority: Review and revise workplace inspection criteria.

2025 Action (Ongoing): Dialogue is ongoing between our Accessibility Officer and the Manager, Corporate Occupational Safety and Health, to review opportunities.

5.2 Additional Actions:

Jazz conducted an initial assessment of our head office facility to understand opportunities for accessibility improvements within the Jazz-owned built environment. Jazz will obtain rough (Class D) estimates for all opportunities identified for improvement before determining short- and long-term priorities. (Ongoing)

6 Information and communication technologies (ICT)

6.1 Actions Taken

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

2024/5 Action (Ongoing): The new Intranet platform went live; accessibility considerations will continually be assessed as content is added and updated.

2023 Action (Completed): 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. WCAG 2 standards are built into the user testing of the new intranet and all new content is passed through an accessibility checker.

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

2025 Action (Completed): Published a list of adaptive technology available to employees on the company intranet. The list is easily located and aims to empower employees with disabilities to access the work tools needed to be successful.

2023 Action (Ongoing): 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.

Priority: Make training available to our employees on how to optimize software accessibility features as an additional learning opportunity.

2025 Actions (Completed):

- A micro, learning module “Microsoft and Accessibility Learning” was added to the intranet’s learning centre.
- Microsoft’s six-unit course “Introduction to accessibility” was added to the intranet’s learning centre.

6.2 Additional Actions:

2025 Action (Completed): OpenDyslexic font was added to the Microsoft application for all Jazz employees.

6.3 Next Steps for Short-term Action

Partner with external subject matter experts to conduct an assessment determining which of our technology is compatible with assistive devices.

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.

2024 Action: The Accessibility Guide and accompanying tip sheets were added to the company intranet. Reference to the tools was included in Accessibility training (referenced in section 9.2). (Completed)

2023 Action (Completed): 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 alternative (alt) text guidelines.

Please see above for action taken on this priority.

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

2024 Action (Completed): We evolved our video closed captioning practices to allow the content consumer their choice of English, French or no closed captioning. This gives each user autonomy over choosing their preferred viewing experience.

2023 Action (Ongoing): We ensure all video communications include closed captioning and that transcripts are part of content development.

Priority: Review website for WCAG compliance.

2023 Action (Completed): Our public website meets the WCAG 2.1 guidelines with a score of 100.

Priority: Train content creators on accessible tools within various platforms

2025 Action (Completed): A micro, learning module “Microsoft and Accessibility Learning” was added to the new intranet’s learning centre.

8 Procurement of goods, services and facilities

8.1 Actions Taken

Priority: Add accessibility guidelines to our procurement manual.

2023 Action (Completed): 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.

2024 Action (Completed): We expanded the list of mental health practitioners that are covered under the plan to increase access to support.

2023 Action (Ongoing): 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.

2023 Action (Completed): 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's website and employees can request benefits information in alternate formats.

Priority: Add language to training notices about accommodations.

2023 Actions (Completed):

- We added language to our training notices about accommodations.
- 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.

2023 Action (Ongoing): Our Corporate Communications team incorporates accessibility considerations into all new content creation, including closed captioning and audio transcripts.

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Priority: Investigate captioning options within current online training applications.

2024 Action (Ongoing): Internal notifications for online corporate training now include a statement encouraging employees to use Google Chrome to turn on live captioning.

2023 Action (Ongoing): 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.

2023 Action (Completed): The Manager, Development, Diversity, and Learning, the Equity, Inclusion, and Accessibility Manager; and key members of our recruitment team attended an accessibility training program with a focus on benchmarking.

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

We provide a simple, inclusive, equitable, and dignified way for every employee to request accommodation at any stage of the employment lifecycle. Jazz's Health Services team includes an occupational health nurse and provides confidential support to employees who disclose a disability and throughout the accommodation process.

2025 Action:

Developing a secured electronic version of our Accommodation Request form, with a planned launch through the company intranet later in 2025. The form content will also be updated considering our accessibility and inclusion goals.(In-progress)

2023 Actions:

- A Workplace Accommodation policy is in development, to centralize information related to accommodations and to provide our employees more robust information about the process. (In-progress)
- Through the development of our new intranet, we created a section with information about workplace accommodations. 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 policy and process. (Completed)

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

The recruitment process provides the opportunity for candidates to request accommodations to assist with their application, where possible.

2024 Actions:

- Job posting templates were updated to include a statement of commitment to accessibility. (Completed)
- The statement of commitment to equity and inclusion on all job postings invites applications from underrepresented groups, including persons with disabilities. (Completed)

2023 Actions:

- All our job postings include accommodation statements and candidates are encouraged to identify any accommodations required throughout the recruitment process. (Ongoing)
- All our email correspondence regarding interview notifications includes accommodation statements. (Ongoing)

Priority: Investigate captioning options for online interviewing platform.

2024 Action: When requested, Microsoft Teams is leveraged as an alternative platform for interviewing as it offers live captioning. (Ongoing)

2023 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. (Completed)

9.2 Additional Actions

2025 Actions:

- We maintain privacy and confidentiality with respect to disclosure of disability through the recruitment process when a candidate self-identifies. (Ongoing)
- Our Accessibility Officer conducted a presentation about Accessibility in Training for the Jazz Training Council, to raise awareness amongst the training groups about the importance of accessibility and to encourage consistency in the accessible development and delivery of operational training. (Completed)
- Provided accessibility and disability resources to managers to enhance their confidence. This was actioned through the delivery of internally developed training on accessibility, disability, and ableism. The training aims to reduce the impact of attitudinal barriers which we have heard consistently through employee consultations as a main barrier to accessibility. The training was integrated into a broader training series on diversity, equity, and inclusion to ensure interconnected elements for sustainability of progress. Employees with disabilities were consulted in the development of the new training module and their feedback was incorporated. (Ongoing)
- The beginning of all online corporate training includes mention of accessibility and engagement options for learners including the availability of features on the Microsoft Teams platform. (Ongoing)
- Hosted an internal webinar during Canadian Mental Health Week highlighting employee stories of “masking” and varied lived experiences with mental health challenges. (Completed)

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2024 Actions:

- Jazz partnered with employment support agency, TEAMWORK Cooperative, to help members of equity-deserving groups (including persons with disabilities) in the Halifax region gain critical insights and skills in the aviation sector. (Completed)
- Presented to and consulted with our senior management team about our accessibility progress to ensure awareness and accountability. (Ongoing)
- Published a video internally of an interview with a Jazz Flight Attendant, speaking about her lived experience with non-apparent disabilities with the goal of dismantling assumptions. (Completed)
- The Jazz orientation includes an introduction to the organization, familiarization with the corporate culture, and addresses our accessibility commitment and goals. (Ongoing)
- Distributed the 2023 Progress 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. (Completed)
- Distributed the 2023 Progress Report to all our employees with a reminder of Jazz's ongoing commitment to enhancing accessibility within our workplaces. (Completed)

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2023 Actions:

- Mandatory Diversity in the Workplace training was updated to include a section on Accessibility. This training provides all employees with training on disability awareness, equity, and inclusion. (Completed)
- Communicated the new Accessibility Policy and Accommodation Policy to all our employees. (Completed)
- 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). (Ongoing)
- We added a statement on accessibility to all offer letters.(Completed)
- Our Applicant Tracking system includes accessibility features. (Completed)
- Our recruiters collaborate with candidates with disabilities to ensure accessibility throughout the interview and hiring process and offer solutions to 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. (Ongoing)
- 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. (Completed)
- Our 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. (Completed)

9.3 Next Steps for Short-term Action

In consultation with our employees, determine which additions to our benefits coverage would be meaningful to current employees with disabilities and what gaps in coverage exist.

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 oversees an Employee Accessibility Advisory Committee as an additional resource for projects as required.