



Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of 3 Points Aviation Corp. to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

This plan is in effect from Jul 19 2024 to Jul 18 2029.

Completed Initiatives

3 Points Aviation Corp. has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

In accordance with the requirements set out in *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations, 3 Points Aviation has:

- Established, reviewed and updated this plan
- Implemented training modules designed as part of the training program for employees.
- Posted this plan on the appropriate corporate websites
- Provided this plan in an accessible format, upon request; and
- Implemented a policy to regularly review and update this plan at least once every 5 years.

Information and Communication Standards

3 Points Aviation is committed to meeting the communication needs of people with disabilities.

- Feedback, accessible formats and communication supports

Customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.

- Ensure existing feedback processes are accessible to people with disabilities, upon request; and,
- Ensure all publicly available information is made accessible, upon request,
- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner
- As a general principle where accessible formats and communication supports for persons with disabilities are requested
 - Provide or arrange for the provision of such accessible formats and communication supports.

- Consult with the person making the request to determine the suitability of the accessible format or communication support
 - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that considers the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons
 - Notify the public about the availability of accessible formats and communication supports.
 - Accessible websites and web content
- Website has been updated to meet new requirements to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
- Continue to monitor website to ensure that it meets the requirements.

Employment Standards

The following measures have been implemented:

- Notifying job applicants, when they are individually selected to participate in the next stage of an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, 3 Points Aviation consults with the applicant and provides, or arranges for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- When making offers of employment, 3 Points Aviation Corp. notifies the successful applicant of accommodating employees with disabilities.
- Informing employees of policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that takes into account an employee's accessibility needs due to disability.
- Upon the request of an employee with a disability, 3 Points Aviation Corp. consults with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job and information that is generally available to other employees.
- Developed and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.
- Developed and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- Taking into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Accessible Emergency Information

- 3 Points Aviation Corp. is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.
- 3 Points Aviation Corp. will provide public emergency procedures, plans and public safety information to the public upon request, in an accessible format with appropriate communication support.
- 3 Points Aviation Corp. will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically.

Customer Service Standards

3 Points Aviation Corp. is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

The following measures have been implemented:

- Ensuring all employees are trained properly on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.
- Ensuring completion of accessibility training is tracked and recorded
- Ensuring customers and other third parties who are accompanied by service animals or support persons in areas of 3 Points Aviation Corp. open to the public are accommodated
- Providing customers with prompt notification of any disruption to our services or facilities. Notices are posted in accessible formats in public entrances where customers access 3 Points Aviation Corp.' products and services with information regarding the reason for the disruption, its anticipated duration and a description of alternative facilities and services, if available. Depending on the nature of the disruption, 3 Points Aviation Corp. also uses other accessible communication channels, such as messages on the appropriate corporate websites, email or phone.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

3 Points Aviation Corp. will meet the Accessibility Standards for the Design of Public Spaces and Ontario's Building Code when building or making major modifications to public spaces. In the event of a service disruption, we will notify the public of the service disruption as soon as possible and alternatives will be available.

Information

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact (Taylor Druken) by (Phone number: 905 602 6145 or E-mail: taylord@3pointsaviation.com).