AAR Aircraft Services Windsor ULC

Accessibility Progress Report

May 30, 2025

This document is available in alternate formats, upon request.

PROGRESS REPORT

In accordance with the Accessible Canada Act (ACA), AAR Aircraft Services Windsor ULC (AAR) publishes annual progress reports to provide updates on the commitments outlined in its 2023 Accessibility Plan. Every three years, the Accessibility Plan is reviewed and updated to capture and build on previous achievements. The next Accessibility Plan is due in 2026.

This progress report presents the steps taken by AAR towards achieving the goals and objectives set in its June 1, 2023 Accessibility Plan.

General

Overall, the implementation of AAR's Accessibility Plan is progressing well. The completed, ongoing and future actions are organized under the seven priority areas of the ACA:

1. Employment
2. Built Environment
3. Information and communication technologies
4. Communication, other than information and communication technologies
5. Procurement of goods and services
6. Design and delivery of programs and services
7. Transportation

In April 2025, AAR requested feedback through a survey to update barriers and areas for improvement from the 2023 Accessibility Plan. The goals from the 2023 Accessibility Plan, newly identified barriers and short- and long-term actions are addressed in this Progress Report.

Designated Person to Receive Feedback:

Julie Miles, Director Human Resources
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4000 County Road 42
Windsor, ON N8V 0A1
519-966-1500

Note: The Designated Person to Receive Feedback has been updated since the publication of the 2023 Accessibility Plan.

To request copies of AAR's Accessibility Plan, Progress Report, and Feedback process in alternate formats:
- Call 519-966-1500
- Email Julie.Miles@aarcorp.com
- Mail to 4000 County Road 42, Windsor, ON, N8V 0A1

If feedback is provided anonymously, AAR will not be able to issue acknowledgement of receipt.

Areas in section 5 of the ACA

Employment

As part of our progress to ensure job seekers and employees with disabilities can contribute to their full potential and barrier-free access to employment we:

- Ensured accessibility statements are included in all job postings
- Provided accommodation throughout the application and hiring process, as requested
- Linked the accessibility feedback process on the careers page of AAR's website
- Added a note about accommodation during the recruitment process in our Employee Handbook

Newly identified barriers:

- Management, people leaders and all those involved in the recruitment process would benefit from completing training on disability inclusion
- Improvement of feedback process by updating contact information to be accessible on careers page without downloading
- Using non-inclusive language when speaking about people with disabilities

Short- and long-term actions:

- Set up a cross-functional Accessibility Working Group to ensure compliance with Accessible Canada Act Regulations and to receive ongoing feedback
- Provide disability and inclusive language training to those involved in the recruitment process
- Ongoing consultations with candidates and those involved in AAR's recruitment process to confirm continued accessibility in employment

The Built Environment

To ensure the built environment allows barrier-free access throughout the facility for employees, visitors, customers and all other stakeholders AAR:

- Formed a working group with members of Human Resources and Health and Safety
- Completed an internal review of overall building access limitations (including washrooms) with the working group

Newly identified barriers:

- Certain areas of the office/hangar may not yet be fully accessible to everyone (employees and guests).
- Sidewalks. (Note details were not provided, these could be sidewalks on AAR property or the city property leading to AAR premises.)

Short and long-term actions:

- AAR continues to balance accommodation needs and safety. Action will be to review compliance with building code to meet accessibility needs
- AAR will gather additional information on the barrier identified as 'sidewalks' and investigate possible solutions.
- AAR is considering expansion and will engage in consultations with various stakeholders and groups during the planning phase

Information and Communication Technologies (ICT)

As we work towards our goal of removing barriers to ICT, AAR:

- Completed a review of our external website content and added accessibility statements
- Worked with our IT resources to understand how to best eliminate barriers and ensure user-friendly communication is ongoing

Newly identified barriers:

- AAR should ask employees if they need accessible ICT. This will be added to the onboarding process
- Insufficient training on ICT resources on available accessibility features.
- Providing user training & guidance on how to access accessibility features

Short and long-term actions:

- AAR will ask employees if they need accessible ICT during the onboarding process
- ICT training need will be reviewed and training to be provided based on assessment

- Research and recommend a guide on accessibility features for the facility

Communication, other than ICT

As we work towards our goal of removing barriers to communication, other than ICT, we:

- Provided, and continue to provide, all staff communications in electronic and print format

Newly identified barriers:

- Using non-inclusive language when communicating with and about people with disabilities

Short and long-term actions:

- Provide training to staff on inclusive language
- Provide training resources to staff to gain better awareness of the requirements of the Accessible Canada Act

Procurement of Goods, Services and Facilities

To address the barriers related to this section AAR will consult with AAR corporate procurement to develop a procurement procedure to include ACA requirements. The goal is to purchase accessible goods & services, so that employees with disabilities can use them without adaptation, AAR will identify the key goods & services it buys to include accessibility considerations.

Design and Delivery of Programs and Services

As part of the design and delivery of its services, AAR:

- Completed a survey available to our customers, to understand what needs to change within the design and delivery of programs and services at AAR.

No new barriers were identified.

Short and long-term actions:

- AAR will review if transcripts are available for offered online courses
- AAR will review its training evaluation for accessibility and consider including questions on accessibility satisfaction
- When conducting any future surveys, AAR will gather feedback from its customers

Transportation

Not applicable to our business.

Consultations

The ACA requires AAR to consult with persons with disabilities in preparing its progress report.

To better understand the demographics of the workplace related to people with disabilities, AAR requested all employees and contractors complete a self-identification questionnaire.

The survey allowed employees and contractors to disclose if they would like to participate in consultation activities.

The self-identification survey was delivered electronically and available in different formats when requested.

Information from the self-identification questionnaire is kept private and only used by those participating in requirements of Accessible Canada Act and the Employment Equity Act and in accordance with Access to Information Act and Privacy Act.

The comments and data received are reflected in this progress report.

AAR will plan consultation meetings with those who expressed interest in the self-identification survey.

Feedback

AAR did not receive feedback on the implementation of its Accessibility Plan. The feedback process will be reviewed to confirm it is easy to find and accessible.

AAR did not receive feedback or information regarding barriers persons who deal with our organization have encountered.

AAR conducted a feedback survey in April 2025 results and actions are captured in the sections above. The survey was available to employees, contractors and customers.

AAR will review the use of an online feedback form.

Glossary:

ACA – Accessible Canada Act

ICT – Information and Communication Technologies

Disability – any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Barrier – means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.