



ACCESSIBILITY PLAN & FEEDBACK

Aeroneuf Instruments Ltd/Ltée is committed to building an accessible business environment for all. In accordance with the Accessible Canada Act adopted in 2019, we have implemented an accessibility plan designed to remove as many barriers as possible for people with disabilities with regards to services offered to corporate and private clients alike, as well as in our employment policies and practices. We invite you to review our accessibility plan herein

FEEDBACK:

Aeroneuf employees and all other parties are offered several methods with which to communicate any feedback regarding the plan or their own personal experience with accessibility when interacting with Aeroneuf Instruments Ltd.

We invite you to contact us by mail, telephone or email, as indicated below, however the preferred method would be via our dedicated email address. We suggest you mention **Accessibility** as a subject line.

Your feedback can be made anonymously via your preferred method. All Feedback will be acknowledged within 1 week (except for anonymous feedback) in the manner in which it was received and followed up as necessary. The feedback received and addressed will be retained on file and included in all Accessibility Plan reviews.

Aeroneuf Instruments Ltd/Ltée

ATTN: Accessibility Feedback

600 3E Ave

Laval, QC

H7R 4J4 Canada

Tel: 514 631-2173

Email: feedback@aeroneuf.com

1. General

1.1 Contact Information Employee feedback on Aeroneuf Accessibility plan can be sent to:

Aeroneuf Instruments Ltd
Attn: Accessibility Feedback
600 3E Ave
Laval, Quebec
H7R 4J4 CANADA

Phone: 514 631-2173

Email: feedback@aeroneuf.com

Aeroneuf is committed to providing our accessibility plan in the following formats upon request:

- Print
- Large print
- Audio

1.2 Our Commitment to Accessibility

Aeroneuf Instruments Ltd/Ltée (“Aeroneuf”) is committed to improve accessibility – both as an employer in Canada and as a provider of maintenance services to Air Carriers, as well as other Corporate and Private clients.

Accessibility means creating a work environment that is free from barriers not only to the public, but to our staff as well, where possible, under their designated rolls within our company. This plan outlines specific commitments and includes the following:

- ongoing consultation with our employees with disabilities
- annual progress reporting
- continuous barrier and priority identification
- updating this plan as required
- recurrent to training our employees regarding accessibility
- supporting employee and customer feedback through the feedback process and acting on this feedback
- Breeding a philosophy where we consider all aspects of Aeroneuf with respect to accessibility.

1.3 Reviewing and Updating Our Accessibility Plan

Aeroneuf will review and update our accessibility plan annually to ensure we are moving towards meeting any commitments identified. Aeroneuf will continue to identify additional opportunities to become a more accessible employer and service provider wherever possible.

Aeroneuf will publish progress report every 3 years, and will publish an updated Accessibility Plan as a result of any reported/encountered accessibility findings

1.4 About Aeroneuf Instruments Ltd.

Aeroneuf is one of Canada's largest TCCA Authorized Maintenance Organization specializing in aircraft avionics. We have been in existence since October of 1988 and provide MRO services globally. We are also EASA certified for the European Union, and Controlled goods authorized for military avionics both domestic and abroad.

We understand that Canada is rich in cultural diversity and prides itself on inclusivity. Our staff is comprised of people with a wide range of cultural differences from various ethnic and religious backgrounds. Aeroneuf's team also encompasses a broad range of age groups, with employees between their 20's and 60's. All technical and administrative job postings are open to all genders.

In designing the layout of our facilities in Laval when acquired in 2009, our building was renovated and designed not only with our business practices in mind but accessibility for the possibility of disabled staff or clients requiring wheelchair access.

Our Mission

Accountability: We understand the impact we have on each other and take ownership by continuously striving to be ethically responsible while maintaining and improving quality workmanship in all we do.

Aeroneuf does not currently employ anyone with known disabilities but we understand that we can always do better to remove any barriers to those living with disabilities. This plan aims to examine and/or improve upon existing installations and policies in order to ensure we are ready when the opportunity arises, while in the meantime continuing to ensure our clients accessibility needs are being met as well.

2. Consultations

2.1 Consultation Process – The consultation process is currently a work in process since Aeroneuf only employs 15 people, none currently with any disability needs. In our 35+ years in business we have also never encountered any clients with physical disabilities. As such we have a limited pool from which to draw viewpoints and opinions at this time. However we have consulted with our existing employees for their observations on what they see as potential barriers to persons with disabilities with regards to:

- Hiring practices
- Physical workspaces
- Communications
- Training
- Technology
- Others

The results of these employee observations are reviewed by the Executive Admins for the implementation of corrective measures to reduce or eliminate accessibility issues brought forth.

Corrective measures will seek to address the following:

- identified barriers
- potential solutions
- possible challenges
- financial impacts
- priority actions

3. Installations

3.1 Current installations available to persons with disabilities (employee or client)

- Parking available close to main Entrance
- Wheelchair accessible ramps to main entrance
- Wheelchair accessible Bathroom in main lobby entrance
- Wide corridors to allow for wheelchair manoeuverability or seeing impaired individuals to navigate easily in main lobby area and offices.

3.2 Existing Barriers

- Shop area navigation is compromised by narrower passages
- Shop equipment and testers may not be accessible to persons in a wheelchair
- Work stations may not be compatible with persons in wheelchairs
- Rear entrance does not offer Wheelchair access to the building, only stairs
- None of the doors to the building are equipped with automatic door openers (front or rear entrance)
- Computer & communication systems are not designed for impairments

4. Priorities for Identified Barriers

4.1 Short Term Priorities

- Clearly identify parking reserved for accessibility (wheelchair)
- Ensure all Wheelchair accessible entrances offer safe passage from snow/ice
- Ensure that emergency exit procedures are adequate for employees or persons with reduced mobility. (Assign an accessibility buddy)

4.2 Long Term Priorities

- Review and examine the possibility of installing alternate forms of Computer and communication systems for Administrative and Clerical positions
- Review and examine the installation costs for automatic door openers for the Main entrance as a minimum

Given the nature of the work performed at Aeroneuf (avionics MRO), barriers will always exist for those with visual impairment or hearing impairment with regards to employment opportunities for technologist job postings (shop technician). Vision and Hearing are required in order to properly troubleshoot and execute repairs as well as precise manual dexterity. As such, for regulatory, practical and safety reasons, team members in a technical role cannot have any physical or other limitations as such no barriers were observed at this time.

Going forward we will continue to review and establish methods to minimize the accessibility issues facing employees and clients of Aeroneuf Instruments Ltd/Ltee as required by the Accessible Canada Act.