



JD AERO

ACCESSIBILITY PLAN

First Progress Report: May 2025

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Introduction

The Accessibility Plan Progress Report for JD Aero Technical Inc. is designed to provide an overview of our advancements and ongoing initiatives in alignment with our original Accessibility Plan for 2024-2027. Our commitment to fostering an inclusive workplace remains paramount as we work to identify and eliminate barriers for all employees.

This report outlines the progress made since the implementation of our plan, highlighting key achievements, challenges encountered, and strategies employed to enhance accessibility within our organization. By actively engaging with staff and stakeholders, we have gathered valuable feedback that informs our actions and priorities.

As we strive to create an equitable environment, this report not only reflects our dedication to accessibility but also serves as a roadmap for our continuous improvement efforts in the years ahead. At JD Aero, we believe that every employee deserves a workplace where they can thrive, and we remain committed to this vision.

JD Aero Technical Inc. Overview

JD Aero Technical Inc. (JD Aero) emerged from owners Julian Chin and Donald McNabb's previous company established in 2003, JD Aero Maintenance. Our facility is 81,000 square feet with four bays, offering a full range of aircraft services.

JD Aero is a premium provider of total aviation support services including maintenance, repair, and overhaul (MRO) for a range of aircraft including small to large regional commuters; specializing in the Dash 8, CRJ series, Boeing 737 and Embraer ERJ 170/175 series.

From start to finish, our project teams act as a single point of client interface providing best in class solutions that strives for complete client satisfaction. Discipline is applied to every aspect of the planning process to minimize aircraft down time and support the long-term planning cycles of our clients.

Our clientele includes several of the largest regional airlines in North America such as Porter, West Jet, Horizon Air, Nav Canada, Air Wisconsin etc.

JD Aero employs close to 96 full-time employees and up to 8 contractors.

Our culture is based on mutual respect, innovation, safety, accountability, excellence, and dedication to our work. As a company, we place tremendous value on relationships and we work in partnership with our clients to deliver the best possible solutions to meet and surpass their needs.

General Information

As part of our commitment to meeting our obligations under the [Accessible Canada Act \(ACA\)](#), the [Accessible Canada Regulations \(ACR\)](#), and as part of our goal to increase accessibility in our organization, JD Aero has prepared this Accessibility Plan.

JD Aero is an MRO with an FBO facility, and is not readily accessible to the general public. Our FBO lounge is reserved for pilots, passengers, and clients of the FBO.

To prepare this Accessibility Plan and to identify accessibility barriers and goals, JD Aero has consulted with employees and other stakeholders, including those with lived experience as persons with disabilities.

This Accessibility Plan Progress Report and additional information about JD Aero's accessibility services, including an accessibility survey feedback form, are available online at:

<https://jdaeromaintenance.com/>

Feedback

We welcome feedback about the implementation of our Accessibility Plan, our progress, and barriers you may have encountered or observed whether you are an employee, client, customer, member of the public, or member of a group representing the interests of persons with disabilities.

Our Director of Human Resources is responsible for receiving accessibility feedback and coordinating with internal experts who oversee each of the priority areas. You can provide your feedback in any of the following ways:

- Accessibility feedback form
- E-mail: accessibility@jdaeromaintenance.com
- Phone: 705-779-3977 ext. 204
- Mail: Human Resources Associate
13-475 Airport Road Sault Ste Marie, ON P6A 5K6

We will acknowledge receipt of feedback in the same manner as the feedback was provided unless it is requested using a different format. If feedback is provided anonymously, we will not be able to issue acknowledgement of receipt.

Alternate Formats

We will provide any information relating to our Accessibility Plan Progress Report and/or feedback process in alternate formats, upon request, including print, large print, Braille, audio (French and English) or electronic formats compatible with adaptive technology that assists persons with disabilities. Requests for documentation in Braille or audio format will be fulfilled within 45 business days of the request. All other requests will be fulfilled within 15 business days.

Accessibility statement

Accessibility is an integral component of JD Aero's commitment to inclusivity and diversity. It aligns with our core values of accountability, responsibility, respect & teamwork. By prioritizing accessibility, we ensure that all individuals, regardless of ability, have equal opportunities to contribute and thrive within our organization.

Company Statement, Mission & Vision:

Statement: We, at JD Aero, are committed to developing, implementing and continually improving our strategies, management systems and processes to ensure that all our aviation activities uphold the highest level of safety

Mission: To surpass maintenance repair and overhaul (MRO) industry standards by providing exceptional quality, employee engagement, innovation, and a skilled workforce tailored to exceed customer expectations.

Vision: To create the best possible experience for our customers and employees in the aviation MRO industry.

Accessibility Plan Progress Report

Employment

The following barriers have been identified:

Barrier 1: Underrepresentation of persons with disabilities in our workforce due to biases and barriers in the recruitment process.

Barrier 2: Staff (Operations and HR) are not trained on hidden or invisible disabilities; nor has JD Aero established an accessibility committee

Goal:

To provide meaningful and impactful training to HR and Operations aid in providing assistance to hidden or invisible disabilities; in turn, this will bolster HR department's hiring practices.

Consideration for forming an Accessibility Committee – ensuring there are enough staff, resources and representation available.

Status: Ongoing

Began discussion on forming an Accessibility Committee, currently assessing staff capacity and resource availability.

The built environment

The following barriers have been identified:

Barrier 1: Slips and falls in parking lot during winter season. Current practice to use sand (not salt) on the ice; however, slips and falls still persist

Barrier 2: not enough locker space for women at facility. Women forced to keep their personal belongings on hangar floor.

Goal:

To devise a plan of action in collaboration with airport property to ensure a safe perimeter surrounding facilities to lessen the chance of slips, trips and falls during the winter season.

Install additional lockers in women's locker room allowing greater accessibility.

Status: Completed

Two new locker units (totaling 12 individual lockers) have been installed in the women's bathroom.

Information and communication technologies (ICT)

The following barriers have been identified:

Barrier 1: website is not inclusive to persons with disabilities. Lack of colour and contrast settings, keyboard accessibility, captions, alt-text for images

Goal:

Work with our website host to help incorporate accessibility-related improvements

Status: Ongoing

Continue to work with our provider to ensure timely updates and enhancements.

Communication (other than ICT)

The following barriers have been identified:

Barrier 1: difficulties for employees to reach Human Resources and Executives easily.

Goal:

To provide solutions for better stream of communication between staff and HR/Executives.

Status: Ongoing

Modify staff swipe cards to allow access to the area during HR hours of operation (8:00 AM - 4:30 PM) is currently under discussion.

Will be creating a dedicated email line for accessibility inquiries to streamline communication.

The procurement of goods, services and facilities

The following barriers have been identified:

Barrier 1: No barriers determined at this time

The design and delivery of programs and services

The following barriers have been identified:

Barrier 1: Training currently done on computers placed in busy locations; which makes difficult to concentrate on given task.

Goal: a work station set up in a quieter location for those staff members that request a space to complete their training in a quieter setting with less distractions.

Status: Completed

Two computer stations have been set up in the Production Office for training purposes.

Consultations

Since our facilities are not open to the general public, except for pilots and passengers using our FBO services, we initiated employee consultations as our first step.

Open House

An Open House will be conducted for all staff on October 2025. Staff have been notified a month in advance to prepare feedback, questions, or suggestions aimed at identifying barriers and providing constructive feedback for potential improvements. JD Aero's Health and Safety Committee will assist in fostering open dialogue during the Open House and review our current emergency response plan in relation to accommodating persons with disabilities. Additionally, a Suggestion Box system will be implemented to solicit feedback and recommendations from staff.

Survey

A survey has been prepared to provide to staff, FBO pilots and passengers as well as public stakeholders. The survey is accessible online via JD Aero's company website and provides a section to allow for continual feedback on accessibility. Feedback will be collected anonymously.