



# JD AERO

## ACCESSIBILITY PLAN

*and Feedback Process 2024-2027*

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Version Control

| Version | Date       | Changes Made | Prepared By            | Approved By |
|---------|------------|--------------|------------------------|-------------|
| 1.0     | April 2024 | New          | Corporate Finance Lead |             |
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# INTRODUCTORY INFORMATION ON JD AERO TECHNICAL'S ACCESSIBILITY PLAN

## 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 90 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 and additional information about JD Aero's accessibility services, including an accessibility survey feedback form, are available online at:

<https://jdaeromaintenance.com/>

## Contact Us

Our Human Resources Administrator oversees accessibility-related requests and issues at JD Aero. To request information in an alternative format, to provide accessibility feedback, or if you have any accommodation requests, contact JD Aero at:

### Mailing Address

Attn: Human Resources Administrator  
13-475 Airport Road  
Sault Ste Marie, ON P6A 5K6

### Email

[info@jdaeromaintenance.com](mailto:info@jdaeromaintenance.com)

### Phone

705-779-3977 ext. 204

### Fax

705-779-3250

You can use the contact information listed above to ask us for a copy of this accessibility plan and our feedback process description in the following alternate formats:

|  |             |
|--|-------------|
| PRINT  | LARGE PRINT |
| AUDIO  | BRAILLE     |
| Electronic format compatible with adaptive technology that is intended to assist persons with disabilities |             |

We will provide the format you ask for as soon as practicable. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 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.

## Areas Described under Section 5 of the ACA

### 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.

### 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.

## 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

## 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.

## 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.

## Consultations

As our facilities are not open to the general public, aside from pilots and passengers for our FBO facilities, we began employee consultations as our first steps.

### Open House

On March 14, 2024; JD Aero held an Open House for all staff to attend. Staff was notified a month in advance to assist with preparing any feedback, questions or suggestions to bring forward for identifying any barriers, and constructive feedback on potential improvements to break down those barriers.

JD Aero has a health and safety committee. A month prior to the event, during a month health and safety committee meeting, it was requested that the health and safety committee help assist in engaging in open dialogue during the Open House. It was also requested that the committee review our current emergency response plan and how it relates to accommodating persons with disabilities.

JD Aero will implement a Suggestion Box system 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.