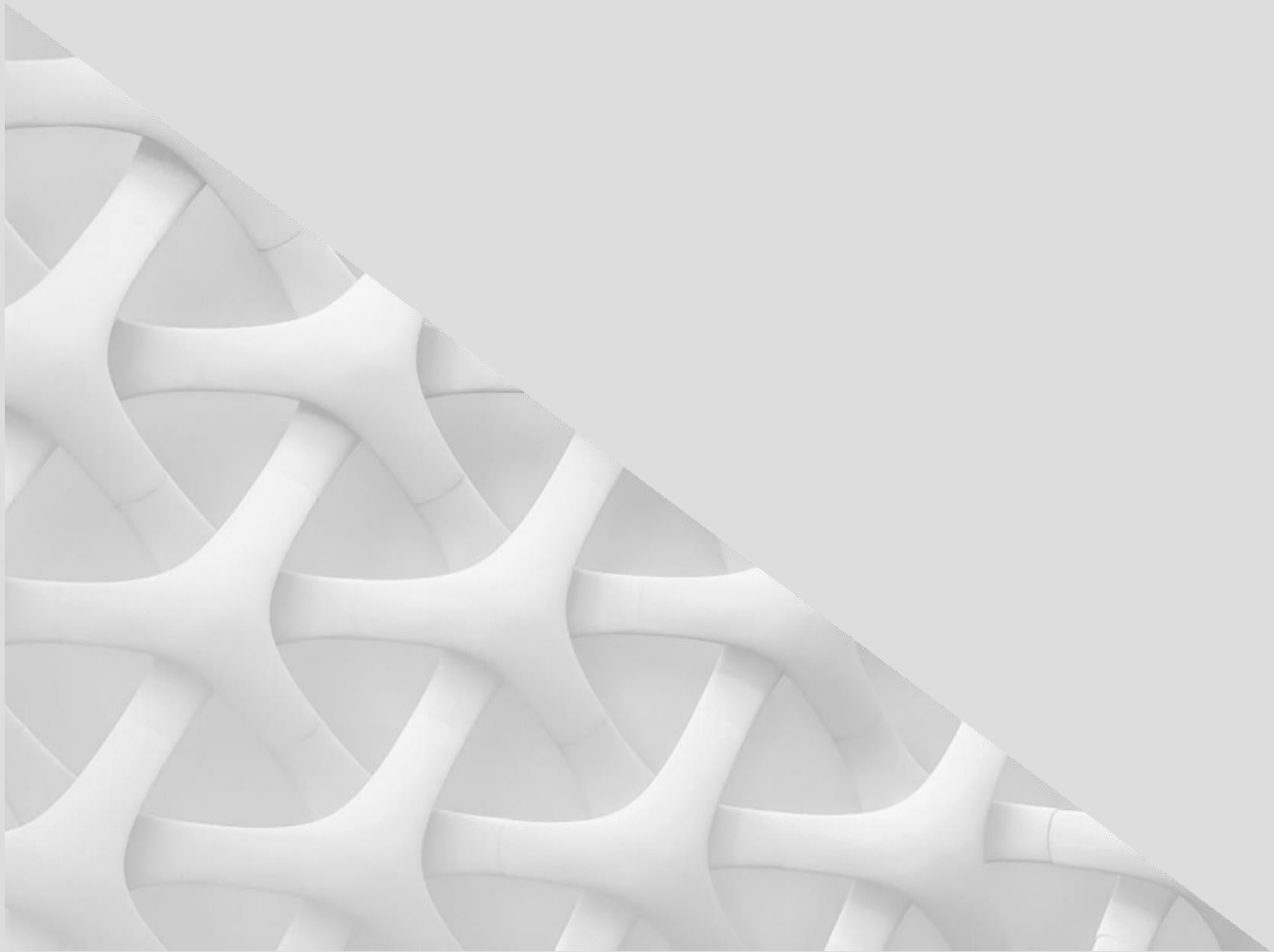


Exploits Valley Air Services Ltd.

ACCESSIBILITY PLAN AND FEEDBACK
PROCESS 2024-2027



About EVAS Air:

Exploits Valley Air Services Ltd. started with a single aircraft in 1992, flying charters across Newfoundland and Labrador, steadily gaining a foothold in North America and Europe growing its operations to newer fields. Today, we offer various services including specialized modifications to the Beechcraft 1900 series, comprehensive MRO Solutions, ACMI Leasing, Air Ambulance services, besides our original Private Charter and Cargo operations.

We began operations with one Beechcraft 1900D flying passenger routes to support the Air Canada network in Atlantic Canada. EVAS Air maintained exceptional on-time performance and reliability of operations. This dedication to customer satisfaction and prioritizing your needs over everything else and always exceeding your expectations is what has allowed us to grow this rapidly, and we promise to keep our promises in the future too.

General:

The Canadian Accessibility Act, came into force in July 2019, aiming to make Canada barrier-free by January 1, 2040. The Act requires federally regulated Transportation Service Providers (TSP's) to prepare and publish multi-year accessibility plans and annual progress reports.

EVAS Air is committed to serving our customers with care, passion and safety as our priority. We are committed to respecting the principles of accessibility set out in the Act, which are stated as follows:

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- (e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Feedback System:

EVAS Air has implemented a continuous improvement system to ensure collection of feedback from our client through various channels and to enhance our accessibility plan better through thorough review and compliance of all regulatory requirements.

Our Flight Operations Management Team will provide oversight to this effective and efficient system for not just collection of data but also to execute timely action to feedback provided through the system.

Channel	Contact Information
Designated Person in charge of Feedback System	Heather Philpott Title: Operations Support Manager Email: heatherphilpott@evasair.com Contact no: 709-422-3885
Email	feedback@evasair.com
Mail Address:	Exploits Valley Air Services P.O. Box 355 70 C. L. Dobbin Drive Gander, NL A1V 1W7 Canada
Social Network	Facebook- https://www.facebook.com/EVASAIRLTD/ Linkedin- https://ca.linkedin.com/company/evas-air Instagram- https://www.instagram.com/evas.air/ Website- https://evasair.ca/contact/
Phone	Phone: 1-709-256-7484 Toll Free: 1-877-438-2359 Fax: 1-709-256-7953

Requests for alternative format of the feedback form, accessibility plan or feedback process can be accommodated by reaching out to our Designated Person Incharge of Feedback System.

An anonymous feedback option is available through the Evasair website.

Feedbacks will be acknowledged in the same way it is communicated to us through channels provided above. Our Flight Operations Team will collect the feedback so that we can review and prepare progress reports and improve our existing accessibility plan. Feedbacks will be treated with care, taking each into consideration over a thorough review to take necessary actions.

Preamble

At EVAS Air, our vision is to continue to grow and find more innovative and creative ways to increase Safety, passenger comforts and reduce our Carbon footprint. We commit to serving the needs of our community and clients with safety being the number one priority. We work continuously to remove barriers and improve the accessibility and safety of our passengers. We recognize the fundamental right of all passengers to be treated with dignity and respect and are committed to identifying, preventing and removing barriers to ensure, accessible air travel for persons living with a disability.

In accordance with the above, EVAS Air is proud to present its first accessibility plan, which is meant to be implemented from 2024 to 2026. Our objective is to define and implement actions in the following priority areas described in the Act:

- Employment;
- Information Technology;
- Communication;
- Design and Delivery of Programs and Services;
- Procurement of Goods, Services and Facilities;
- Transportation;
- The Built Environment.

As part of our plan, we are committed to improving air travel for people living with disabilities, with effective actions including:

- Consulting persons living with a disability, including disability organizations and their leaders, on how air travel services and infrastructure can be improved to ensure a safe and enjoyable travel experience for passengers living with a disability;
- Improving passenger movement and handling of mobility aids;
- Enhancing training for our workers and educating our employees about passengers living with a disability;
- Working with federal departments and agencies such as Transport Canada, Employment and Social Development Canada, the Canadian Transportation Agency, Accessibility Standards Canada, airport authorities and others to ensure that the needs of passengers living with a disability are addressed throughout the air travel experience.

Employment

At EVAS Air, we have developed a welcoming work environment to ensure inclusivity, diversity and equity. We strive to have a workforce that reflects the diversity of our valued clients and the proud communities we serve. We take pride in providing employment opportunities to skilled employees from various diversities.

To achieve our goal of a diverse and inclusive workplace, we are committed to:

- Implementing and promoting a self-identification survey form;
- Reviewing data from the survey on our workforce to better understand our gaps for people living with disabilities;
- Promoting a strong communication channel for employees living with a disability to share their experiences and concerns;
- Providing training and learning opportunities for employees and management team on accessibility.

Information technology

We recognize that it is essential to make our information and communications technology and systems, including our website and communication channels, accessible to all.

In the area of information and communication technologies, we are committed to:

- Continuing to ensure that our I.T Systems meet modern accessibility standards;
- Making essential information on our website and communication channels in accessible formats;
- Enhancing accessibility by exploring new industry recognized standards to improve our communication channels;

Communication

At EVAS Air we take pride in providing clear and precise communication to diverse clientele. Our feedback channels offer communication channels over voice as well as digital and paper methods of communication.

As mentioned above, our customers can reach us through several communication channels that we strive to make accessible.

On board our aircraft, we ensure that safety features cards are available in printed format and our Flight Crew will provide a detailed personal briefing to assist any passenger requiring additional assistance. Passenger safety briefing is also played in automatic passenger addressing system.

We will constantly review these means of communication and strive to identify gaps and improve so that our clients are assisted, as their safety and well being is always our number one priority.

In terms of communications, we are committed to:

- Developing and implementing accessibility training;
- Supporting our staff with the best tools for internal and external communication in plain language;
- Developing and implementing accessibility practices for clear written and verbal communication.

Design and delivery of programs and services

In developing our training program inhouse for flight operations staff, our Training Department is continuously studying subject matter to include industry best practices and training that will empower our team to assist our customers.

All personnel interacting with passengers must successfully complete initial and recurrent training relating to their specific duties to assist passengers with disabilities. This includes Flight Crew and Flight Operations Management.

To strengthen the evaluation of accessible and inclusive programs and services, we are committed to:

- Incorporating accessibility principles into new and existing programs and services;
- Incorporating accessibility principles into our agreements with our various product and service providers;
- Continuing to train our Flight Operations staff and emphasizing a personalized approach to customer service;
- Continuing to review contract handlers in their training required to handle personal mobility devices

Procurement of goods, services and facilities

We will continuously adapt to evolving accessibility requirements and always consider accessibility criteria in all our decisions and operations.

We need to consider accessibility early in all procurement processes to reduce potential barriers.

For this, we are committed to:

- Completing an evaluation process in which accessibility will be an essential element in future acquisitions of goods, services and facilities;
- Equipping our Flight Operations Management team with the right training and tools to ensure procurement of goods, services and facilities will be subject to acceptance based on meeting our accessibility standards.

Transportation

EVAS Air does not provide ground transportation to our customers, we provide accessibility to our services from the point of boarding at our own facility or a third party fixed based operator under our route structure. However, any customer requiring assistance in this matter will be supported by our Flight Operations Management to their best abilities through contact information of service providers that assists accessible transportation provided the service providers meet our accessibility standards.

In the area of transportation, we are committed to:

- Considering accessibility principles in any future transportation agreements with third parties;
- Working with our partner airport authorities to identify and remove transportation barriers throughout the customer's airport experience.

Built environment

At EVAS Air we ensure that we meet accessibility standards on board our aircraft and in our workplaces.

Our Employees have access to training and resources that will empower them to assist our clients in alignment with industry best practices and standards.

To identify and prevent any obstacles that may exist, we are committed to:

- Evaluating our built environment to determine its level of accessibility and to design a standardization plan where possible;
- Identifying and addressing accessibility related issues effectively in a timely manner

Provisions of the Canadian Transportation Agency's Accessibility regulations

The accessibility requirements are derived from legislation and regulations made by the Canadian Transportation Agency under section 170(1) of the [Canada Transportation Act](#).

Exploits Valley Air Services is classified as a Class 3 TSP and we aim to meet and exceed all obligations to which we are or will be subject to, with the objective of meeting best practices.

Relevant legislation and regulations can be listed as follows:

- [Canadian Accessibility Act](#)
- [Canadian Accessibility Regulations \(CAR\)](#)
- [Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#)
- [Accessible Transportation Planning and Reporting Regulation \(ATPRR\)](#)

Consultations

For continuously improving our work practices we will continue to consult with our stakeholders with the intention to actively improve any gaps we identify. In previous consultations, we asked what was found to be the most challenging aspect of traveling with a disability. The answers varied but the conclusion surrounded issues with the Human Factors and Customer Service aspects. Due to this, EVAS is enhancing sensitivity and customer care training. It is essential to consult with our customers and staff living with disabilities to identify barriers and develop solutions that will meet their specific needs and EVAS is committed to reviewing all channels through which people with disabilities communicate via

Finally, the comments and feedback received through various channels, from our customers and employees, allow us to better identify and understand the barriers they face.

In keeping with this approach, we are committed to:

- Consulting with people living with a disability, developing an ongoing dialogue and prioritizing their participation in work groups;
- Communicating our accessibility commitments and action plans;
- Establishing an accessibility work group that will be responsible for evaluating the progress of our accessibility plan.

Conclusion

EVAS Air understands that accessibility related issues are industry-wide. It is important to us that accessibility be a priority at all levels and for all services offered, with the primary goal of eliminating barriers that could be encountered by our customers living with a disability. Through application of this accessibility plan we strive for a continuation of the effective actions that our organization is taking to satisfy our diverse customer group and community. We will also strive to continue to adapt our practices based on the feedback we receive. Our dedicated Flight Operations Management team will allow us to continually monitor and improve the actions outlined in this plan and in subsequent internal review conducted annually.