

KF Aerospace Combined Accessibility Plans

Included Documents:

- 1. KFACL Accessibility Plan**
- 2. KFACL Accessibility Plan – 2025 Update**
- 3. KFL Accessibility Plan**
- 4. Allied Wings Accessibility Plan**

General

Kelowna Flightcraft Air Charter Ltd. (dba KF Aerospace, Aeroflyer, KF Cargo) [“KFACL”] has prepared this accessibility plan to meet our organization’s obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

KFACL is a cargo and charter passenger airline, and the facilities and worksites are not accessible to the public, and most positions (i.e. Pilots and Flight Attendants) have bonifide job requirements as prescribed by Transport Canada in areas such as visual, audible, and mobility requirements.

KFACL is committed to making our workplace, policies, programs, practices, and services accessible to staff and job applicants as appropriate given the job requirements, and will phase in improvements where feasible and practicable.

Please send any feedback regarding our plan to the Chief Corporate Services Officer via:

- e-mail: g.stevens@kfaero.ca
- regular mail (or in-person): 5655 Airport Way, Kelowna, BC V1V 1S1
- phone (250) 491-5567

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these **alternate formats**: print, large print, Braille, audio or an electronic format that is 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 twenty (20) days.

Contact us:

contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

- Email: reception@kfaero.ca
- Phone: (250) 491-5500
- Mail (address of your publicly accessible business): 5655 Airport Way, Kelowna, BC, V1V 1S1

Consultations

KFACL will begin consultations with staff with disabilities in early 2024. The facility is not open to the public, so recently hired staff will be able to provide constructive feedback on any potential improvements required to break down barriers.

KF has a benefits advisory committee, DEI committee, conducts bi-annual employee surveys, and has an electronic suggestion box system to also solicit feedback and recommendations from staff.

Areas in Section 5 of the Accessible Canada Act

Employment

We identified the following barriers:

- Barrier 1: Staff (HR and Operations) are generally unaware of disability related accommodation opportunities.
- Barrier 2: We do not advertise our commitment to accessibility and inclusion.

We will do the following to remove and prevent those barriers:

- Barrier 1: Staff Training and development of job list that can support accommodations by end of 2024.
- Barrier 2: Enhanced advertising & website to show support starting in 2025.

The built environment

We identified the following barriers:

- Barrier 1: Entry doors do not have automated or assisted opening hardware.
- Barrier 2: Washrooms in building 3 are not handicap accessible.
- Barrier 3: Fire Alarms are audible only.

We will do the following to remove and prevent those barriers:

- Barrier 1: Add a door bell to call for assistance within 6 months; add door automation (where required) within 36 months.
- Barrier 2: Modify washrooms to allow handicap accessibility within 36 months.
- Barrier 3: Upgrade fire alarms to visual and audible within 24 months.

Information and communication technologies

We identified the following barriers:

- Barrier 1: Radio, Telephone, and conversation are the standard means of communication between airline staff
- Barrier 2: Computer or tablet use is required for all positions

We will do the following to remove and prevent those barriers:

- Barrier 1: Headsets can be used in specific settings to overcome audio barriers
- Barrier 2: Examine audio input and output from the computer where feasible

Communication, other than information and communication technologies

We identified the following barriers:

- Barrier 1: Aircraft paperwork is complex
- Barrier 2: Visual hand signals are required among many staff

We will do the following to remove and prevent those barriers:

- Barrier 1: None. It is industry standard and interchangeable
- Barrier 2: nothing determined at this time

The procurement of goods, services and facilities

We identified the following barriers:

- Barrier 1: Aircraft access from the tarmac requires stairs

We will do the following to remove and prevent those barriers:

- Barrier 1: Ask airport providers to supply ramps (if available)

The design and delivery of programs and services

We identified the following barriers:

- Barrier 1: None identified

We will do the following to remove and prevent those barriers:

- Barrier 1: N/A

Transportation *(Required heading)*

We identified the following barriers:

Barrier 1: None identified

We will do the following to remove and prevent those barriers:

Barrier 1: N/A

Conclusion

- KFACL has limited ability to modify the workplace jobs to expand the options for visual, audio, or mobility limited employees due to Transport Canada requirements.
- KFACL does undertake short term job modifications to support staff with temporary accommodation needs.
- KFACL staff regularly interacts with airports, control towers, maintainers, suppliers and passengers – and are required to follow domestic and international aviation communication protocols.
- Where possible, KFACL will work to expand accessibility opportunities for office based staff.

General

Kelowna Flightcraft Air Charter Ltd. (dba KF Aerospace, Aeroflyer, KF Cargo) [“KFACL”] has prepared this accessibility plan to meet our organization’s obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

KFACL is a cargo and charter passenger airline, and the facilities and worksites are not accessible to the public. Passenger loading occurs through public airports, which are required to meet a high level of accessibility mandates. Most positions (i.e. Pilots and Flight Attendants) have bonifide job requirements as prescribed by Transport Canada in areas such as visual, audible, and mobility requirements.

KFACL is committed to making our workplace, policies, programs, practices, and services accessible to staff and job applicants as appropriate given the job requirements and will phase in improvements where feasible and practicable. There are fewer than 15 administrative staff.

Please send any feedback regarding our plan to the Chief Corporate Services Officer via:

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- regular mail (or in-person): 5655 Airport Way, Kelowna, BC V1V 1S1
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- Phone: (250) 491-5500
- Mail: 5655 Airport Way, Kelowna, BC, V1V 1S1

Consultations

KFACL conducted an employee survey in the fall of 2024; has implemented an electronic employee suggestion system; and has implemented an electronic “Facilities Request” system since the initial Accessibility Plan.

The facility is not open to the public, so we rely on staff feedback to ensure the workplace is accessible or request barriers be addressed.

KF also has a benefits advisory committee to solicit feedback and recommendations from staff.

Areas in Section 5 of the Accessible Canada Act

Employment

We identified the following barriers:

- Barrier 1: Staff (HR and Operations) are generally unaware of disability related accommodation opportunities in Flight Operations.
- Barrier 2: We do not advertise our commitment to accessibility and inclusion.

We will do the following to remove and prevent those barriers:

- Barrier 1: Staff Training and development of job list that can support accommodations by end of 2024. This is in process based on staff who become disabled while employed. There are only about 15 Administrative jobs that could be accommodated – as Pilots and Flight Attendants must meet strict Transport Canada occupation requirements.
- Barrier 2: Enhanced advertising & website to show support starting in 2025. Our Accessibility plan is posted. We note there has not been any vacancies / new hires in the administrative group in the last 12 months.

The built environment

Note: the facility supporting Flight Operations is all on ground floor.

We identified the following barriers:

- Barrier 1: Entry doors do not have automated or assisted opening hardware.
- Barrier 2: Washrooms in building 3 are not handicap accessible.
- Barrier 3: Fire Alarms are audible only.

We will do the following to remove and prevent those barriers:



- Barrier 1: Add a door bell to call for assistance within 6 months; add door automation (where required) within 36 months.
- Barrier 2: Modify washrooms to allow handicap accessibility within 36 months. Completed.
- Barrier 3: Upgrade fire alarms to visual and audible within 24 months.

Information and communication technologies

We identified the following barriers:

- Barrier 1: Radio, Telephone, and conversation are the standard means of communication between airline staff
- Barrier 2: Computer or tablet use is required for all positions

We will do the following to remove and prevent those barriers:

- Barrier 1: Headsets can be used in specific settings to overcome audio barriers
- Barrier 2: Examine audio input and output from the computer where feasible

Communication, other than information and communication technologies

We identified the following barriers:

- Barrier 1: Aircraft paperwork is complex
- Barrier 2: Visual hand signals are required among many staff

We will do the following to remove and prevent those barriers:

- Barrier 1: None. It is industry standard and interchangeable
- Barrier 2: nothing determined at this time

The procurement of goods, services and facilities

We identified the following barriers:

- Barrier 1: Aircraft access from the tarmac requires stairs

We will do the following to remove and prevent those barriers:

- Barrier 1: Ask airport providers to supply ramps (if available)

The design and delivery of programs and services

We identified the following barriers:

Barrier 1: None identified

We will do the following to remove and prevent those barriers:

Barrier 1: N/A

Transportation *(Required heading)*

We identified the following barriers:

Barrier 1: None identified

We will do the following to remove and prevent those barriers:

Barrier 1: N/A

Conclusion

- KFACL has limited ability to modify the workplace jobs to expand the options for visual, audio, or mobility limited employees due to Transport Canada requirements.
- KFACL does undertake short term job modifications to support staff with temporary accommodation needs.
- KFACL staff regularly interacts with airports, control towers, maintainers, suppliers and passengers – and are required to follow domestic and international aviation communication protocols.
- Where possible, KFACL will work to expand accessibility opportunities for office-based staff.

General

Kelowna Flightcraft Ltd. (dba KF Aerospace) [“KFL”] has prepared this accessibility plan to meet our organization’s obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

KFL is an aviation Maintenance Repair and Overhaul organization whose facilities and worksites are not accessible to the public with the exception of the reception area. Many positions (i.e. Mechanics and Technicians) have bonifide job requirements as prescribed by Transport Canada in areas such as visual, audible, and mobility requirements. We have facilities in Kelowna, BC and Hamilton, ON.

KFL is committed to making our workplace, policies, programs, practices, and services accessible to staff and job applicants as appropriate given the job requirements and will phase in improvements where feasible and practicable.

Please send any feedback regarding our plan to the Chief Corporate Services Officer via:

- e-mail: g.stevens@kfaero.ca
- regular mail (or in-person): 5655 Airport Way, Kelowna, BC V1V 1S1
- phone (250) 491-5567

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- Email: reception@kfaero.ca
- Phone: (250) 491-5500
- Mail: 5655 Airport Way, Kelowna, BC, V1V 1S1

Consultations

KFL conducted an employee survey in the fall of 2024; has implemented an electronic employee suggestion system; and has implemented an electronic “Facilities Request” system since the initial Accessibility Plan.

The facility is not open to the public, so we rely on staff feedback to ensure the workplace is accessible or request barriers be addressed.

KF also has a benefits advisory committee to solicit feedback and recommendations from staff.

Areas in Section 5 of the Accessible Canada Act

Employment

We identified the following barriers:

Barrier 1: We do not advertise our commitment to accessibility and inclusion.

We will do the following to remove and prevent those barriers:

Barrier 1: Enhanced advertising & website to show support starting in 2025. Our Accessibility plan is posted.

The Built environment

Note: Our facility in Kelowna is a large, campus style operation, with 9 buildings, many with second-floor office annexes. Hamilton is a large, interconnected facility of several hangars and workspaces, with several second-floor offices in annexes.

We identified the following barriers:

Barrier 1: Entry doors do not have automated or assisted opening hardware.

Barrier 2: Some washrooms may not be handicap accessible.

Barrier 3: Fire Alarms are audible only.

Barrier 4: There is no means of handicap access to any second floor office area.

We will do the following to remove and prevent those barriers:

Barrier 1: Add a doorbell to call for assistance within 6 months; add door automation (where required) within 36 months.

Barrier 2: Ensure there are handicap accessible washrooms in each building, within 24 months.

- Barrier 3: Upgrade fire alarms to visual and audible within 24 months.
- Barrier 4: There are no plans to upgrade the facility. Alternative office and workspaces can be created or developed if/when required.

Information and communication technologies

We identified the following barriers:

- Barrier 1: Radio, Telephone, and conversation are the standard means of communication between airline staff
- Barrier 2: Computer or tablet use is required for all positions

We will do the following to remove and prevent those barriers:

- Barrier 1: Headsets can be used in specific settings to overcome audio barriers
- Barrier 2: Examine audio input and output from the computer where feasible

Communication, other than information and communication technologies

We identified the following barriers:

- Barrier 1: Aircraft paperwork is complex
- Barrier 2: Visual hand signals are required among many staff

We will do the following to remove and prevent those barriers:

- Barrier 1: None. It is industry standard and interchangeable
- Barrier 2: nothing determined at this time

The procurement of goods, services and facilities

There are no public procurement of goods or services

The design and delivery of programs and services

There is no public delivery of programs or services

Transportation *(Required heading)*

We identified the following barriers:

- Barrier 1: Walking Distance between buildings

We will do the following to remove and prevent those barriers:

Barrier 1: Golf Carts are available

Conclusion

- KFL has limited ability to modify the workplace jobs to expand the options for visual, audio, or mobility limited employees due to Transport Canada requirements.
- KFL does undertake short term job modifications to support staff with temporary accommodation needs.
- KFL staff regularly interacts with airports, control towers, maintainers, suppliers and passengers – and are required to follow domestic and international aviation communication protocols.
- Where possible, KFL will work to expand accessibility opportunities for office-based staff.



Allied Wing Accessibility Plan

This document is available in alternate formats on request.

To request alternate formats or provide feedback about this plan,
please contact Chief Corporate Services Officer by email
g.stevens@Kfaero.ca, by phone at 250-491-5567
(in-person) 5655 Airport Way, Kelowna, BC V1V 1S1

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1. General Section

Organization Overview

Allied Wings facilitates and conducts contracted flight training services at Southport Airport in support of the Royal Canadian Air Force (RCAF). Training and Operations are delivered primarily within three (3) main facilities.

- Hilly Brown Building (Main Building); a two-story administration and training facility containing administrative offices, lounges, study areas, classroom and flight simulation spaces.
- Hanger 1 & Hanger 2: aircraft training and maintenance facility with limited office space on second floors.

Accessibility Statement of Commitment

Allied Wing is committed to creating and maintaining an inclusive and accessible workplace. While our facilities are not open to the public, accessibility for all employees is essential to ensure equal opportunity, dignity, and independence. We believe accessibility is a shared responsibility and will address barriers through consultation, continuous improvement, and proactive accommodation measures.

Responsibility & Feedback Contact

Accessibility oversight rests with the Site Manager, supported by Human Resources. Employees can provide feedback in several ways:

- Annual employee surveys (anonymous)
- Direct feedback to the Site Manager or Human Resources
- Continuous Improvement Process

Alternate formats of this plan are available upon request.

2. Consultation Process

As the facilities are not open to the public, consultation focuses on employees:

- Annual Employee Survey: to identify barriers and evaluate progress.
- One-on-one discussions: employees can raise accessibility concerns directly with managers.
- Joint Health & Safety Committee; reviews accessibility-related concerns (e.g. physical barriers, accommodation, emergency response)

Feedback is encouraged at any time and reviewed during management meetings.

3. Accessibility Barriers & Actions

A. Employment

Current Situation:

- Employees and HR may not be fully aware of the Accessible Canada Act (ACA) or related obligations.
- Accommodation is handled on a case-by-case basis.

Barriers:

- Limited awareness of federal accessibility legislation.
- Reactive rather than proactive approach to accommodation.

Action:

1. Training & Awareness: Provide annual ACA awareness session for HR staff and Managers.
2. Policy Development: Update HR accommodation policies to reference accessibility principles and proactive planning.

B. Built Environment

Current Situation:

- Hilly Brown Building: elevator access available to the second floor; the front entrance has card-activated automated doors; all interior doors, including washrooms, are manual.
- Hanger 1 & Hanger 2: offices located on the second floor, accessible only via stairs; no automated doors at entrance or interior spaces.
- Facilities are not open to the public.

Barriers:

- Inaccessible second floor offices in Hanger 1 & 2.
- Lack of automated door openers in most interior spaces.

Action:

1. As the buildings are built and maintained in compliance with Government of Canada specifications and contractual requirements, unless otherwise directed by the Technical and Contract Authority, no additional modifications will be considered or implemented prior to the end of the current contract. Accommodation and any future requirements will be evaluated, and solutions implemented, on a case-by-case basis.
2. Short-Term Accommodation: Employees requiring accessibility can be relocated to first floor offices or the Hilly Brown Building.

C. Information & Communication

Current Situation:

- Internal communication is primarily via email, in-person meetings, and posted notices.
- No formal policy exists on accessible communication formats.

Barriers:

- Lack of guaranteed accessible formats for staff with vision, hearing, or cognitive disabilities.

Action:

1. Communication Policy: When required, all internal communication is available in accessible digital formats based on individual needs.
2. Alternate Formats: Offer employee materials in large print or plain language upon request.

D. Procurement of Goods & Services**Current Situation:**

- Procurement practices do not currently include accessibility criteria.

Action:

1. Procurement of goods and services are governed and adhere to Government of Canada policies and guidelines for a federally regulated contract.

E. Design & Delivery of Training Programs**Current Situation:**

- Allied Wing delivers specialized training for RCAF students using simulators and classrooms.
- No formal review of training delivery through an accessibility lens.

Actions:

Aircrew training and the maintenance of aircraft are specialized activities that require a minimum standard of mobility and physical capacity. The delivery of the training programs meets the demands and standards as directed by the RCAF and Department of National Defence and are in line with universality of service requirements. For those trades and activities that permit, accommodation will be implemented as necessary on a case-by-case basis to ensure equal opportunity and consideration is in place for all employees.

F. Conclusion

While Allied Wing's facilities are not public, accessibility remains a priority for our employees. This plan establishes a framework for continuous improvement in employment practice, facilities, communications and operations. Through consultation, incremental upgrades, and a proactive culture, Allied Wing is committed to breaking down barriers and building an inclusive workplace for all.

Appendix A: Summary Table of Allied Wing 2025 and 2028 Actions and Status

Employment	Status of Actions
<ul style="list-style-type: none"> Lack of awareness of Accessible Canada Act (ACA) among HR and Staff 	Provide annual ACA awareness session for HR and Manager – update HR accommodation policy to reference accessibility. Ensure emergency accommodation procedures are in place.
<ul style="list-style-type: none"> Accommodation handled 	Develop proactive accommodation procedures – Incorporate accessibility into onboarding and training.
Building Environment	Status of Actions
<ul style="list-style-type: none"> No elevator in Hanger 1 & 2 (office only accessible by stairs) 	Relocate employees requiring accessibility to first floor office or Hilly Brown building.
Accessible Information and Communication	Status of Actions
<ul style="list-style-type: none"> Implement a process to receive and respond to feedback about accessible information and communication. 	Work in this area is ongoing.

Procurement	Status of Actions
<ul style="list-style-type: none"> • Accessibility not part of procurement accessible 	Update procurement policy to include accessibility – Training staff on evaluating accessibility in purchases.
Training Program	Status of Actions
<ul style="list-style-type: none"> • Courseware and simulators may not meet accessibility standards. 	Training Programs are designed and implemented as directed and approved by DND; and accessed by staff who must meet a high level of audio, visual and physical capabilities to fly.
Consultation & Feedback	Status of Actions
<ul style="list-style-type: none"> • Limited structured feedback 	Maintain annual employee survey – Continue direct reporting to managers – Share progress updates internally.