

FNYX GROUP | FNYX AVIATION SERVICES

Accessibility Policies and Multi-Year Accessibility Plan

2026–2029

Effective date: June 1, 2026

Next review date: June 1, 2029

Document owner: Human Resources

Accessibility Coordinator: HR Senior Manager

1. Statement of commitment

Fnyx Group and Fnyx Aviation Services are committed to treating all people in a manner that respects dignity, independence, integration and equal opportunity.

Both legal entities are committed to identifying, removing and preventing barriers to accessibility for employees, applicants, clients, contractors, visitors and members of the public. Accessibility considerations are integrated into workplace practices, operational procedures and service delivery wherever reasonably practicable.

This is one public accessibility plan for two related Fnyx legal entities. Fnyx Group carries the Ontario commitments in this plan under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code. Fnyx Aviation Services carries the federal commitments under the Accessible Canada Act and Accessible Canada Regulations, together with other accessibility duties that apply to its operations.

This plan is publicly available. It will be reviewed and updated at least every three years to meet federal planning requirements, and sooner when legislative, operational or organizational changes make an update appropriate.

2. General: feedback and contact information

Fnyx Group and Fnyx Aviation Services welcome feedback about this plan, its implementation and barriers encountered when interacting with either entity, their services, workplaces or website. Feedback may be submitted anonymously.

Accessibility Coordinator: HR Senior Manager

Mail: Fnyx Group, 2741 Coventry Road, Oakville, ON L6H 5V9

Online: fnyxgroup.com/contact/?topic=accessibility

Where contact information is provided, the appropriate Fnyx entity will acknowledge feedback in the same way it was received. Anonymous feedback does not receive an acknowledgement. Feedback is reviewed by the Accessibility Coordinator and shared with relevant teams where appropriate. It helps inform accessibility planning, barrier removal and future updates.

3. Accessible formats and communication supports

This plan and the description of our accessibility feedback process are available in print, large print, braille, audio and an electronic format compatible with adaptive technology upon request.

- Print, large print and accessible electronic formats will be provided as soon as feasible and no later than 15 days after a request.
- Braille and audio formats will be provided as soon as feasible and no later than 45 days after a request.
- Other publicly available information will be provided in an accessible format or with communication supports in a timely manner and at no additional cost.

Fnyx will consult with the person making the request to determine a suitable format or communication support.

4. Consultation

The predecessor accessibility planning work considered internal discussions, employee feedback and input from individuals with accessibility knowledge and experience. Accessible formats and supports were made available to facilitate participation.

Fnyx Group and Fnyx Aviation Services will continue to seek feedback from persons with disabilities, employees and stakeholders as this unified plan is implemented and when it is updated. Feedback received will be considered in identifying barriers, setting priorities and preparing required progress reports.

5. Priority areas and commitments

5.1 Employment

- Notify employees and the public that accommodations are available during recruitment, assessment and hiring.
- Consult with applicants and employees who request accommodation and provide suitable supports in accordance with applicable law.
- Maintain documented individual accommodation and return-to-work processes for employees with disabilities.
- Consider accessibility needs and individual accommodation plans in performance management, career development, advancement and redeployment.
- Provide individualized workplace emergency response information where required and review it when work locations or accommodation needs change.

5.2 Built environment

- Maintain equipment and work areas under each entity's responsibility for safe and accessible use.
- Review physical accessibility concerns when identified and address barriers where reasonably practicable.
- Work with clients, landlords and airport or facility authorities where a barrier is within a shared or third-party environment.
- Consider applicable accessible design requirements when constructing or redeveloping public spaces.

5.3 Information and communication technologies

- Consider accessibility when introducing or updating workplace systems and provide support or adjustments where barriers are identified.

- Take reasonable steps to keep applicable public websites and web content aligned with IASR requirements, including WCAG 2.0 Level AA.
- Use semantic structure, keyboard access, readable contrast, clear labels and reduced-motion support in public digital experiences.
- Monitor evolving accessibility standards, legislation and digital accessibility practices.

5.4 Communication other than ICT

- Communicate in ways that take a person's disability into account.
- Provide publicly available information, emergency information and feedback processes in accessible formats or with communication supports upon request.
- Review communication practices periodically to support clarity and accessibility.

5.5 Procurement of goods, services and facilities

- Incorporate accessibility criteria and features when procuring or acquiring goods, services, facilities or self-service kiosks where practicable.
- Provide an explanation upon request where it is not practicable to incorporate accessibility criteria.
- Consider features such as reachable controls, tactile input, audio output, visual contrast and accessible navigation when self-service kiosks are used.

5.6 Design and delivery of programs and services

- Consider accessibility when designing or updating programs, procedures and services.
- Provide customer service in a manner that respects dignity, independence, integration and equal opportunity.
- Welcome assistive devices, service animals and support persons in accordance with applicable requirements.
- Provide notice of temporary disruptions affecting accessible services or facilities where required.
- Use feedback from employees, clients and members of the public to identify improvement opportunities.

5.7 Transportation

- Fnyx Aviation Services will consider accessibility in transportation-related and passenger-mobility services.
- Have supervisors and operational teams monitor services and address accessibility concerns when identified.
- Balance passenger dignity and accessibility with safety, security and operational requirements.
- Coordinate with airport authorities, carriers and other partners where responsibility for an accessibility concern is shared.

6. Training

Each legal entity will provide accessibility training appropriate to the duties of employees, volunteers, contractors, policy developers and persons who provide goods, services or facilities on its behalf.

- Training will address applicable AODA and IASR requirements, accessible customer service and the Ontario Human Rights Code as it relates to persons with disabilities.
- Relevant teams will receive instruction on interacting and communicating with people with various disabilities and on federal accessibility obligations where applicable.
- New employees will be trained as soon as reasonably practicable, and refresher training will be provided when accessibility policies or procedures change.
- Fnyx will maintain records of accessibility training, including dates and the number of people trained.

7. Accessible emergency information

- Provide publicly available emergency and public-safety information in accessible formats or with communication supports upon request.
- Provide individualized workplace emergency response information to employees when required.
- Review individualized information when an employee changes work location, accommodation needs are reviewed or overall emergency plans are updated.
- Review and test emergency procedures and response protocols regularly.

8. Governance, accountability and progress

Human Resources coordinates this plan for Fnyx Group and Fnyx Aviation Services. Management, supervisors and operational leaders in each entity share responsibility for identifying, removing and preventing barriers within their areas.

Both entities will monitor accessibility objectives, policies and procedures on an ongoing basis. Fnyx Aviation Services will publish the annual progress reports required under the Accessible Canada Act in the years between accessibility plans, describing implementation activity, consultation, feedback received and how that feedback was considered.

Each entity will keep required accessibility plans, progress reports, feedback-process descriptions and feedback records in accordance with the retention requirements that apply to it.

9. Multi-year initiatives: 2026–2029

Focus	Commitment	Timing
Governance	Maintain one coordinated plan for both legal entities, assign accountable owners and review entity-specific	2026–2029

Focus	Commitment	Timing
	policies.	
Feedback	Maintain accessible feedback channels, permit anonymous feedback and use themes to inform barrier-removal priorities.	Ongoing
People	Continue role-appropriate training and review recruitment, accommodation, return-to-work and emergency-response practices.	Annual review
Digital	Review public website content and key digital workflows for accessibility; address identified barriers by priority and impact.	Ongoing
Operations	Review barriers in workplaces and service environments, including aviation and passenger-mobility settings, with responsible partners.	Ongoing
Reporting	Fnyx Aviation Services will publish federal progress reports; both entities will update this plan within the applicable planning cycle.	Annual / by 2029

10. Document information

Document owner: Human Resources

Approved by: Fnyx Group and Fnyx Aviation Services leadership

Effective date: June 1, 2026

Next review date: June 1, 2029

Version: 1.0

Accessible formats and communication supports for this document are available upon request at no additional cost.