

Calm Air International LP Accessibility Progress Report Year 2

Calm Air International LP
958 Ferry Road
Winnipeg, MB
R3Y 0Y8

June 1st, 2025.



1 800 839 2256



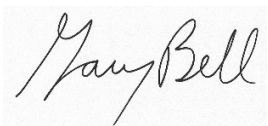
FOREWORD

Under the *Accessible Canada Act*, Calm Air issued our first Accessibility Plan on June 01, 2023, and first Progress Report on June 01, 2024, which was intended to update our passengers and employees on our journey towards implementing our 2023-2026 Accessibility Plan – Calm Air’s initial pathway to becoming a more Accessible Airline and Company.

Year one (1) demonstrated that progress in Accessibility is a continuous journey requiring collaboration, innovation, and deep commitment to listening.

Moving into our third year of implementing our Accessibility Plan, Calm Air International LP continues to make meaningful progress towards becoming a more inclusive and accessible Airline and Company. In our third year, Calm Air will focus on building our foundational efforts from Years one (1) and two (2) improving our passengers’ journey, by enhancing our employees’ training and awareness. This report demonstrates our ongoing commitment to preventing, identifying, and removing barriers at Calm Air, in addition to our continued efforts to consult with passengers and employees with disabilities, and be proactive with the feedback we receive.

We thank our partners, customers, passengers, and employees for their contributions in making air travel more inclusive.

A handwritten signature in black ink that reads "Gary Bell". The signature is fluid and cursive, with the first name "Gary" and last name "Bell" clearly distinguishable.

Gary Bell

CEO / President

Calm Air International LP

1 GENERAL

To support and enable our community, Calm Air International LP continues to work hard at identifying, removing and preventing barriers to accessibility. This means listening to those who face barriers to equal access and incorporating feedback into how Calm Air delivers its service.

Calm Air welcomes accessibility feedback (anonymous feedback is welcome), feedback on our accessibility plan, feedback process and progress reports (year 1 and 2). Alternate formats of our accessibility plan, progress reports (both year 1 and 2), or description of our feedback process can be requested through one of the following methods:

Alternate Formats

Calm Air's Accessibility Plan and Progress Reports can be downloaded in regular print, large print, or alternate formats upon request via our [accessibility webpage](#) on our website.

Regular Print: Download a copy or please allow 15 days for a hard copy.

Large Print: Download a copy or please allow 15 days for a hard copy.

Braille: Please allow 45 days.

Audio: Please allow 45 days.

Electronic Format: Compatible with adaptive technology – please allow 15 days.

Feedback

Online Form (via website): [Calm Air Accessibility Plan and Feedback Process](#)

Phone: 1-800-839-2256 (select option #1 for Reservations).

TTY Relay Service:

1. Dial 711.
2. After the operator gives you the go ahead, type in 1-800-839-2256.
3. The operator will dial the number for you and act as a translator with Calm Air.

Fax: 1-204-956-6217

Email: accessibility@calmair.com

Mail:

Calm Air Passenger Solutions Manager
958 Ferry Road
Winipeg, Manitoba
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Calm Air will acknowledge receipt of feedback, other than anonymous feedback, in the same method it was received.

2 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Calm Air continues to ensure everyone can access the same information and receive the same services using information technology. In Q4 of 2024, Calm Air successfully upgraded our website to ensure WCAG 2.1 Level AA compliance from the deficiencies found through a complete audit of Calm Air's website completed by a Manitoba-based web design Company called Visual Lizard.

This audit contained the following components:

Component:	Action:	Update:
Upgrade Calm Air website to meet WCAG 2.1 Level AA compliance.	Visual Lizard to conducted numerous automatic general scans to verify compliance with the required Standards for approximately 80 pages on Calm Air's website.	<ul style="list-style-type: none">• Based off the compliance report from the general scans, Visual Lizard reviewed and corrected all non-compliance(s).• Visual Lizard completed another automatic scan once all non-compliance(s) had been addressed.• A consultation with a Visual Lizard employee, who is legally blind, conducted a final audit of Calm Air's website. Another audit report was provided, and Visual Lizard corrected all remaining non-compliance(s) with assistance of their team member until Calm Air's website could be navigated successfully.

Accessibility within information and communication technology (ICT) is essential for productivity and inclusion. Without it, employees with diverse abilities cannot perform to their full potential or contribute fully to their teams. Calm Air is committed to supporting its managers in meeting the needs of all employees, regardless of ability, work location, or career status. Calm Air continues to ensure everyone can access the same information and receive the same services using information technology.

In 2025, Calm Air commits to the following action item for its employees:

Action:	Start	End
Complete an audit of our internal communication and information platforms called Compass / SharePoint through a third-party, Visual Lizard.	Q3 2025	Q4 2025

3 COMMUNICATIONS, OTHER THAN ICT

Calm Air continues making accessible communication a permanent part of our culture. Calm Air envisions an environment where everyone can readily access and understand communication materials; making content accessible by default, wherever possible. Calm Air continues to develop a comprehensive toolkit for all employees with step-by-step guides, templates, and best practices for our organization to assess, improve and implement Accessibility within Calm Air.

Action:	Start	End
Assign Managers Advanced PDF Accessibility online Training.	Q2 2025	Q2 2025
Create and implement Training Guides as tools for its employees to create accessible content and generate accessible documents, such as Word, Excel and PowerPoint.	Q2 2025	Q2 2025
Update our Emergency Fire Evacuation Plan to include language surrounding evacuation plans for Persons with Disabilities.	Q3 2025	Q4 2025
Conduct an internal survey surrounding Accessibility with employees of Calm Air.	Q2 2025	Q3 2025

4 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Calm Air continues to embed accessibility into its procurement policies, processes, practices, and in the procurement of goods and services. Since launching a new Procurement Policy in May 2024, the following actions were identified through consultation with MB Possible:

1. Add language surrounding Accessibility Standards to demonstrate our responsibility and commitment to working with companies that are compliant with these standards.
2. Clearly define within 'Best Practices' what we consider as 'not practical', 'too expensive' or 'unreasonable delay'. Another suggestion regarding Best Practices would be to add a reference regarding a 'case by case basis'.

Calm Air's Human Resources Services team will be working on amending our current Procurement Policy by the end of Q3 2025.

5 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Employee and customer feedback and service shortcomings prompt Calm Air to make changes to our operations and our training program to provide better support and eliminate barriers for not only our customers but also our employees.

In reviewing our current Person's with Disability Training Program, in addition to an internal survey completed in 2024, Calm Air recognized the importance of raising awareness, educating and promoting inclusion not only for our current employees but during our recruitment process as well.

*The following is Calm Air's updated proposed timeline for the development and facilitation of training:

Action:	Start	End
Calm Air HR Services to develop and deliver Accessibility Training to all employees.	Q2 2025	Q1 2026
Calm Air's Training Managers to develop a diversified Accessible Transportation for Persons with Disabilities Training Program for all front-line staff.	Q3 2025	Q4 2026
Calm Air to re-evaluate and expand on our policy surrounding Travel with a Service Dog and create and implement a verification form.	Q2 2025	Q4 2025

6 TRANSPORTATION

Calm Air does not manage ground transportation as part of our regular operations. Nevertheless, we are aware of how important it is to work towards eliminating any barriers to passengers who identify as a Person with Disability which they may encounter while accessing our services. This area will be monitored through Calm Air's Accessibility Committee.

7 BUILT ENVIRONMENT

Maintaining the accessibility of our built environment remains a top priority here at Calm Air.

In October of 2024, Calm Air sent two employees to Ottawa to participate in Aviation Day Canada, providing a forum to highlight the priorities for aviation in Canada. This event highlighted the crucial role Air Transportation plays in driving Canada's economic growth, and the unique challenges that Canada is facing in the aviation sector. Discussions were held with panels, pointing out that air travel is instrumental in fostering tourism, business development, enhancing connectivity and regional access for medical needs. This event brought together members and experts from the airline industry, tourism sectors, and other key stakeholders in the air transport value chain, alongside government officials, regulators, international organizations, suppliers, media and more. Conversations during breakout sessions brought forth suggestions such as making it easy to find information about accessibility related programs or services that Calm Air offers, and highlighting support systems offered by Airports to which Calm Air travels. Another suggestion was to provide direct links to services on our website.

In December of 2024, two of Calm Air's employees attended the ICAO Accessibility Symposium in Montreal, QC. Inclusive and universally accessible Air Transportation for Persons with Disabilities and Reduced Mobility was the theme surrounding this symposium. The symposium provided an eye-opening experience, and attestation from various organizations and people with lived experience. There was great focus put on discussions surrounding onboard wheelchairs, and ways to allow customers with mobility devices to remain in their own device as long as possible with the end goal of having it securely restrained onboard. There was also great focus and discussion surrounding how to completely eliminate damage to mobility aids. The message was clear that air carriers need to find ways to eliminate delay, loss and damage to mobility aids, as is not acceptable for Persons with Disabilities to have to use loaned equipment or other items that may not be the same standard as their own property. These conversations were a great takeaway for Calm Air, as we often transport mobility aids and would like to evaluate and improve our internal processes to ensure we are not creating any barriers with the transportation of mobility aids.

8 PROVISIONS OF CTA ACCESSIBILITY – RELATED REGULATIONS

Calm Air is committed to advancing accessibility for Canadians in a timely manner based on the principles outlined in the:

- [Canada Transportation Act ss/170 \(1\) \(Act\)](#)
- [Air Transportation Regulations \(ATR\)](#)
- [Personnel Training for the Assistance of Persons with Disabilities Regulations \(SOR/94-42\)](#)
- [Accessible Canada Act \(S.C. 2019, c. 10\) \(ACA\)](#)

Calm Air is proud to be a Transportation Service Provider representative on the CTA's Accessibility Advisory Committee as we continue to make Canada barrier free.

9 FEEDBACK INFORMATION

Calm Air promotes diversity, inclusion, and accessibility in our programs, employment, and services. Over the past year, Calm Air passengers, customers and employees were encouraged to provide feedback they may have, whether positive or negative, on the implementation of our Accessibility Plan, Feedback Process and Progress Report for Year 1. Feedback is crucial to achieving an accessible and inclusive transportation experience and workplace.

Visual Lizard, a third-party that was hired to complete our website audit, suggested that if Calm Air decides to put logos or signage on our website in the future, that we consider a white on navy theme. Calm Air's Marketing team conducted a complete audit of all our signage in Winnipeg, Thompson, Churchill and Rankin Inlet. Based on this audit, the decision was made to move from a gold on navy theme to white on navy background immediately and create a policy to ensure all future signage was in line with the white on navy background. An audit of our remaining stations will also be completed in the near future.

Although our feedback process is available to everyone, no feedback has been received through our Accessibility Feedback Process since the publishing of our Year 1 (one) Progress Report. Therefore, Calm Air was unable to include specific examples of feedback in our Year 2 (two) Progress Report. Calm Air remains dedicated to soliciting feedback through ongoing initiatives, committee meetings and the continuous education of our customers and employees.

Calm Air shall endeavor to maintain an accessible workplace, learning environment and transportation services through the provision of accommodation of support and services to all people with disabilities.

10 CONSULTATIONS

To strengthen accessibility partnerships and align our practices and policies, the Chair of Calm Air's Accessibility Committee was invited to join the Winnipeg Airport Authority (WAA) Accessibility Committee, attending their Accessibility Committee meeting on January 22nd, 2025. This committee includes representatives from various airlines such as WestJet and Air Canada, along with the WAA representatives and individuals from several Accessibility Programs and organizations in Winnipeg. As a member, Calm Air will continue to support and participate in future meetings. The WAA has also agreed to have one of their employees participant in Calm Air's Accessibility Committee.

Additionally, two of Calm Air's Accessibility Committee members attended a Hearing Loop demonstration at the Winnipeg Airport on December 18th, 2024, to gain further insight into the available technology, better understanding the impact and benefits to our passengers.

Calm Air hosted MB Possible at our Head Office to discuss their participation with the Calm Air Accessibility Committee. Calm Air is honored to have 2 (two) members from MB Possible who have agreed to join our Accessibility Committee. At Calm Air's request, one individual was able to review Calm Air's Accessibility Plan and progress report, providing a suggestion to amend the 'Undue Hardship' definition to ensure it is clear and not subjective. Calm Air agreed with this suggestion and will make the appropriate changes to amend the definition.

Calm Air continues to work towards delivering our commitments set within a safe, barrier-free and welcoming environment.