



Accessibility Plan: Canada Operations (2025 – 2028)

People. Passion. Pride. Since 1833.

Accessibility Plan: Canada Operations

About Menzies Aviation

Menzies Aviation is a global aviation services provider, operating at over 300 locations across more than 65 countries on six continents. In Canada, Menzies supports a wide network of operations including ground handling, cargo, fueling, and executive services.

Since 1833, we have been driven by our core values: People. Passion. Pride. Our dedicated teams deliver mission-critical services landside and airside, ensuring seamless experiences for passengers, cargo, and partners. We recognize that accessibility and inclusion are central to safety, operational excellence, and customer satisfaction.

Executive summary

The Accessible Canada Act (ACA), in effect since July 11, 2019, aims to create a barrier-free Canada by January 1, 2040. Menzies Aviation is committed to achieving this vision through proactive identification, removal, and prevention of accessibility barriers in all the services we provide.

To help us develop this plan, we talked to customers and employees with disabilities, we asked their views about accessibility at Menzies Aviation Canada and Menzies Aviation Fueling Canada, and we used their feedback.

This Accessibility Plan outlines our actions from 2025 to 2028 to enhance accessibility for persons with disabilities within our Canadian operations. While we do not operate as an airline, we are a critical ground service provider and partner to the global aviation industry. We will collaborate with airport authorities, airline clients, and our own employees to create inclusive environments for all.

This plan will be updated at least every 3 years, and annual progress reports will be published to reflect our ongoing efforts..

Accessibility statement

Accessibility is integral to Menzies Aviation's operations and values. With a presence at over 300 locations in more than 65 countries, we strive to be inclusive in every facet of our global logistics services. We are committed to listening, learning, and evolving alongside the communities we serve. As we grow, we will ensure our services, spaces, and culture evolve to meet accessibility standards and reflect the dignity of every person.

ACA Section 6 principles

- Involving people with disabilities in the design and improvement of policies, services, and programs
- Ensuring equal opportunity and participation
- Respecting dignity



- Recognizing disabilities and forms of discrimination
- Providing support
- Striving for the highest standard of accessibility

Consultation

Feedback process and contact information

We encourage feedback on this plan, our accessibility initiatives, or any barriers encountered. Our feedback process is accessible, respectful of privacy, and available through multiple channels:

Designated Accessibility Contact

- Position Title: Director of Human Resources, Canada
- Mailing Address: 15-6305 Northam Drive, Mississauga, ON L4V 1W9
- Telephone: 236-558-6391
- Email: romana.sajjad@menziesaviation.com

Consultation Approach

We developed this plan through:

- Feedback from frontline employees at airport locations
- Input from airport accessibility working groups, customers, and partners

Focus areas under Section 5 of the ACA

The built environment

Menzies Aviation's built environment is wide ranging including offices, cargo facilities, fueling facilities, and airport terminals.

Barriers identified:

- Not all owned and operated spaces meet recent accessibility standards due to age/design of buildings/environment. Examples below:
 - Employee entrance and washroom lack automated doors
 - Limited accessible wayfinding signage at office locations

Actions:

- Establish an audit plan and hire expert consultants to undertake an assessment of built environment.
- Improve employee awareness about existing emergency procedures to assist employees with disabilities and include specific sections for employees with disabilities.
- Assess the availability of emergency procedures in accessible formats and how to provide or improve them.

Information and communication technologies (ICT)



Menzies Aviation has embedded accessibility into every stage of its app development and website. By tackling barriers related to information and communication technology, we aim to enhance digital accessibility. Our goal is to continually improve by staying aligned with technological advancements.

Barriers identified:

- Maintain and strengthen the integration of accessibility across all phases of the website and app development, including design review, quality assurance, integrated and user testing, production, and issue resolution.
- Email templates not always compatible

Actions:

- Continue to seek improvements with LMS training platforms whilst keeping accessibility top of mind
- Develop accessibility guidelines for digital communications

Communication, other than ICT

Menzies Aviation has consolidated accessibility-related information via a dedicated accessibility tab on its homepage. We can enhance communication accessibility by ensuring information is readily available across multiple channels, offered in accessible formats, and support by efficient communication processes.

Barriers identified

- Limited availability of alternate formats for printed materials
- Emergency protocols not always communicated in accessible formats
- Sign language interpretations, captioning and other accessibility features are not currently provided for meetings and events.

Actions:

- Make all printed HR & Safety documents available in alternate formats
- Introducing accessible emergency communication tools
- Automating closed captions for employee meetings on Microsoft Teams.

Employment

Menzies Aviation is committed to ensuring the different knowledge, perspectives, experiences, and approaches of our global workforce are represented and their voices

heard. We strive to make sure all our people work every day to make our business a place where people of all ages, races, ethnicities, genders, sexual orientation, gender identities, disabilities, religious beliefs and background feel welcome, valued and have the opportunity to reach their full potential.

The Human Resources team at Menzies Aviation is committed to support workplace

accommodation requests across all branches of the company, including, job applicants, candidates, and employees throughout all stages of the employment journey.

Barriers identified:

- Inconsistent awareness of workplace accommodation processes
- Lack of clarity in communicating our commitment to providing appropriate accommodations to candidates
- Job descriptions that do not fully outline out responsibilities or the process for requesting reasonable accommodations.
- Limited accessibility of online application process
- Insufficient disability awareness training for managers and supervisors

Actions:

- Continue raising awareness and providing training on the accommodation process
- to managers nationwide, ensuring a deeper understanding of their role in supporting accommodations.
- Provide training on allyship for all employees to promote a more inclusive and respectful workplace environment.
- Continue to review and revamp recruitment platforms
- Roll out accessibility training for all supervisors and managers

Procurement of goods, services and facilities

As a ground handling provider operating across multiple airports, procurement activities may include the acquisition of operational equipment, information technology, training services, uniforms, workplace furnishings, facility improvements, communication tools, and third-party services. Integrating accessibility considerations into procurement

processes helps ensure that accessibility is addressed proactively rather than retroactively.

Barriers identified :

- Employees responsible for purchasing goods and services may have limited awareness of accessibility standards and best practices.
- Information technology systems, software, digital platforms, and communication tools purchased from third parties may not fully meet accessibility standards.
- Equipment and workplace furnishings may not accommodate the diverse needs of employees with disabilities.
- Accessibility requirements may not be clearly communicated to suppliers, contractors, and service providers.

Actions :

- Incorporate accessibility considerations into procurement policies, procedures, and purchasing decisions where appropriate.

- Develop procurement guidelines that encourage the evaluation of accessibility features when acquiring goods, services, technology, equipment, and facilities-related services.
- Include accessibility requirements, where applicable, in requests for proposals (RFPs), contracts, supplier evaluations, and vendor selection criteria.
- Provide training and guidance to employees involved in procurement activities to increase awareness of accessibility obligations and best practices.
- Consider recognized accessibility standards when purchasing information and communication technologies, digital platforms, and software solutions.
- Engage suppliers and service providers on accessibility expectations and encourage them to demonstrate how their products and services support accessibility and inclusion.
- Evaluate workplace equipment, tools, furnishings, and operational resources to ensure they can accommodate a diverse workforce.

The design and delivery of programs and services

Design and Delivery of programs focuses on how programs are planned, designed, and delivered to customers and employer, and how accessibility is considered through these activities to yield inclusivity.

Training – Ongoing improvements in delivering operational guidance to equip employees with skills and knowledge necessary to provide safe, respectful, and inclusive service to passengers with disabilities.

Coordination – Improved collaboration amongst airport stations, operational teams, airline partners, and support departments to ensure accessibility related issues are addressed consistently.

Barriers identified:

- Accessibility practices may differ between airports, creating inconsistent experiences for passengers and employees.
- Accessibility concerns identified at one location may not be effectively shared across the organization.
- Limited coordination may result in delays when arranging accommodations for passengers.

Actions:

- Designate accessibility champions or representatives at each station to support implementation and monitor compliance.
- Create regular communication channels between stations to share accessibility best practices, lessons learned, and emerging issues.
- Develop standardized reporting and escalation processes for accessibility concerns and accommodation requests.

Transportation

While Menzies Aviation does not operate commercial flights, we support ground operations critical to passengers' mobility. Our employees assist passengers throughout various stages of their airport journey, including check-in, baggage handling, and aircraft boarding.

As a result, our operations can have a significant impact on the travel experience of persons with disabilities.

Note: This priority area is limited in scope for Menzies as a ground service provider; however, several aspects of our operations directly support accessible transportation and passenger mobility.

Barriers identified:

- Inconsistent accessibility practices across airports may result in varying levels of service for passengers with disabilities.
- Delays in coordinating mobility assistance services between airline partners, airport authorities, and PRM services providers can negatively impact the passenger experience.
- Employees may have varying levels of knowledge and confidence when assisting passengers with disabilities or handling accessibility-related requests.
- Communication barriers may arise when assisting passengers with hearing, vision, cognitive, speech, or other disabilities.

Actions:

- Continue providing accessibility awareness and passenger assistance training to employees involved in customer service, baggage handling, and ramp operations.
- Improve communication processes to ensure accessibility-related requests and passenger needs are effectively shared among relevant stakeholders.
- Monitor and review accessibility-related feedback, incidents, and complaints to identify opportunities for continuous improvement.

Note: This area is limited in scope for Menzies as a ground service provider, but some overlaps exist.

Consultations

- Online surveys for staff across Canadian operations
- One-on-one interviews with employees who requested accommodation

Key feedback included the need for better digital accessibility, more proactive accommodation, and inclusive leadership training.

Training

- Mandatory training for all supervisors/ leads/ managers on:
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- Accessibility principles
- Inclusive communication
- Disability awareness

Glossary

- ICT: Information and Communication Technologies
 - LMS: Learning Management System
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