

ACCESSIBILITY PLAN  
CONAIR GROUP INC  
JUNE 1, 2023



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## EXECUTIVE SUMMARY

The following outlines our Company's Accessibility Plan, which is designed to ensure that our organization is fully compliant with applicable accessibility laws and regulations, and to create a welcoming and inclusive environment for all stakeholders.

Our Accessibility Plan comprises a set of practices that regulate the manner in which our organization operates, as well as an ongoing commitment to improving accessibility for all. Key components of our plan include the identification of primary accessibility goals and targets, and the creation of accessible employment practices.

## STATEMENT OF COMMITMENT

Our commitment to accessibility extends beyond mere compliance with the law; it is becoming more of a fundamental aspect of our corporate culture. We recognize that creating an inclusive environment benefits not only individuals with disabilities, but also our employees, and our society as a whole. We also recognize that we are at an early phase of an ongoing journey towards being a more accessible organization and we can expect to see annual improvements in a variety of ways, while ensuring the principles of accessibility are woven into the fabric of our organization.

We will continue to strive towards excellence in this area, and to work towards a world where accessibility is the norm, rather than the exception.

## INPUT AND FEEDBACK

Conair Group Inc. welcomes feedback on our Accessibility Plan from the public, employees and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please reach out using the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback, please let us know and we will do our best to accommodate your needs.

Contact:      Jeff Strickland, Director, Human Resources  
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## REPORTING THE PLAN

As required by the *Accessible Canada Act*, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with our employees and stakeholders.

## EMPLOYMENT

We have reviewed our employment life cycle and have identified possible barriers and practices that could become more accommodating. Identifying barriers and creating remedy actions the following barriers will ensure employees with disabilities are better supported throughout the entire employment life cycle.

### Barrier 1

Given the physical demands associated with most job duties in the aviation industry, our employee group is less diverse with lower numbers of identified persons with disabilities. The majority of our workforce is employed in very specialized technical trades roles, supporting the aviation industry.

#### Action

Efforts will be made to review our recruiting processes to broaden our reach and to ensure applicants are aware that accommodations are available, provided they meet the job's required knowledge, skills and abilities. Job posting language will be updated to include this messaging.

### Barrier 2

Leadership Awareness is limited in understanding the many ways of accommodating individuals in the workplace. The team is very operationally focused and we operate in dynamic environments. Leadership development on the subject of Accessibility and Diversity has not been overly present and there remains great opportunity to build awareness among those in leadership positions.

#### Action

A training gap analysis was recently conducted to help develop a strategy for all training. Respectful Workplace and Accommodation training were identified as opportunity areas for further development. A new comprehensive leadership development program is the development stages for deployment in 2025. Such training will expand our leadership team's understanding of accommodation strategies to improve the workplace from an accessibility perspective.

## BUILT ENVIRONMENT

### Barrier 3

Given the nature of the work being performed, combined with the age of the Company's facilities, contain numerous barriers. A variety of facility entrance/exit doors are not considered accessible.

#### Action

Building from Conair's strong safety culture, accessibility inspections will included into the workplace safety inspection process. When performing ongoing safety inspections, team members will be asked to also highlight obvious and potential barriers. Actions may include prioritizing barriers to be removed to improve our accessibility.

### Barrier 4

Most washroom facilities present physical barriers for individuals with disabilities.

#### Action

As we continue to modernize and update our facilities, washroom facilities will be modified over time to become more accessible. One washroom facility was renovated in 2022 and is now accessible. A second washroom and shower facility are being renovated in 2024, with renovations including accessibility enhancements.

### Barrier 5

Our public entrance reception area is accessible for wheelchairs and may pose challenges for others with mobility limitations. Handicap parking stalls are not visible and limited.

#### Action

Develop plan to install wheelchair friendly automated doors. Develop procedures for providing access for guests in wheelchairs, Install an automated door opener at the Company's main entrance. Parking lot lines will be upgraded in 2023 to include the creation of new parking stalls reserved for persons with disabilities.

## INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

### Barrier 6

Corporate website and web applications may contain various barriers to individuals with disabilities.

### Actions

Perform an audit of the Company's website and web applications to identify accessibility gaps and correct identified barriers. A new web and social media strategy are in development. Conair's new website and digital interaction platforms will contain accessibility enhancements for compliance.

### Barrier 7

The Company's online employment application form may contain various barriers to applicants with disabilities. Jobs that are more accommodating for individuals with disabilities will be identified and showcased further.

### Action

The Company will review this web application to ensure that it removes barriers, while including a statement to highlight the Company's commitment towards building a more inclusive environment.

## COMMUNICATION OTHER THAN ICT

### Barrier 8

The Company does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.

### Action

Prepare standard resources and commonly issued company communication in alternative formats so they are ready to be distributed upon request.

The Company will commit to providing these alternate formats as soon as possible and within the frames listed in the *Accessible Canada Regulations*:

- Print
- Large Print
- Braille
- Audio Format

- An electronic format that's compatible with adaptive technology.

## PROCUREMENT OF GOODS, SERVICES & FACILITIES

### Barrier 9

Procurement/purchaser teams require training on both accessibility and in the potential policies and systems to help foster a more accessible environment. Current procurement policies and procedures do not consider accessibility when making purchasing decisions.

### Action

Develop training for team members on how to activate accessibility features and functionality in procurement processes. The Company will ensure accessibility is considered at the beginning of the buying process.

## DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

### Barrier 10

Accessibility discussions in employee council meetings have been very limited. With Safety and operational management being the company's primary focus, HR will ensure that Accessibility discussion will be held at employee council meetings.

### Action

The Company will leverage the mandatory requirement to consult with persons with disabilities by creating a forum consisting of employees from various departments including Aircraft Maintenance Engineers, Facilities Maintenance Engineers, Pilots, Stores, IT, Finance, HR and administrative staff. This forum will review current programs and services and then will provide input prior to the development of future programs and services.

- Develop guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.
- Create an Accessibility check list to help ensure key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and its Regulations for those whose role is to develop programs.

## TRANSPORTATION

### Barrier 11

Vehicles used by the organization do not take into consideration barriers to operation.

### Action

We will explore what accommodations could be available for employees operating vehicles, which may include physical modifications as required.

## CONSULTATIONS

To align with Conair Group Inc.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We will gather feedback and input from our team members via a Company-wide survey, Focus Groups and 1:1 interviews with employees with disabilities so they can share their ideas. HR will collect personal data from employees to capture metrics on diversity, which will include individuals with disabilities.

The Company will engage with external organizations that support persons with disabilities to better understand and seek recommendations for improving accessibility to the Company's working areas.

We will continue to survey employees, including those with disabilities and any working groups that have been developed as part of this Accessibility Plan, to measure progress and ensure that changes have been realized.