



ACCESSIBILITY PLAN 2025-2027

General Information

Premier Aviation Québec Inc. recognizes the importance of enabling everyone to participate fully in society. That is why we have implemented an accessibility plan aimed at identifying and eliminating barriers within our work environment, particularly for individuals with disabilities. We are committed to making our environment accessible to all.

We encourage you to share your feedback with our Human Resources representative, who is also responsible for receiving feedback. You may send your comments by email, telephone, or regular mail using the contact details provided below.

To learn more about how to provide feedback and how it will be processed, please refer to the section dedicated to the feedback process.

You may use the contact details below to request a copy of our accessibility plan as well as a description of our feedback process in one of the following formats: print, large print, braille, audio, or electronic format compatible with assistive technologies for persons with disabilities. We will provide the requested format as promptly as possible. Braille and audio versions may take up to 45 days, while print, large print, and electronic formats may be available within 15 days.

Contact us

You can contact us by any of the following methods:

- Email : info@premieraviationqc.ca
- Phone : 418-800-1325
- Post: 800 8^e Airport Street, Quebec City, Quebec, G2G 2S6
- Premier Aviation Québec Inc. 's Facebook Page
- Premier Aviation Québec Inc. 's Instagram Page

Consultation

We consulted various stakeholders—including clients, suppliers, and employees—in the development of this plan and the establishment of our feedback process.

These consultations took place in the form of group discussions held on-site at our facility. For each of the domains outlined below, the following questions were asked:

- Do you encounter any barriers in this area?
- If so, how can we eliminate them?
- Which barriers should be prioritized for removal?

Domain: Employment

In line with our Equity, Diversity, and Inclusion Policy, Premier Aviation Québec Inc. is committed to ensuring a fair and accessible recruitment and internal promotion process for all. We are

dedicated to providing professional development opportunities that support each employee in reaching their full potential.

Premier Aviation Québec Inc. places the utmost importance on fostering an inclusive, barrier-free environment where every individual feels valued and supported. Our managers remain attentive to the needs of all employees and implement all necessary measures to promote the personal and professional growth of every member of the organization.

Premier Aviation Québec Inc. also places great importance on the employee experience. Each year, various activities and events are organized to strengthen bonds between colleagues, always in a spirit of inclusion and accessibility for all staff members.

Domain: Built Environment

Premier Aviation Québec Inc. is committed to providing an accessible and safe environment for all employees, visitors, and partners. Our facilities are designed to accommodate the needs of individuals with disabilities.

Designated parking spaces are located near building entrances, all of which are equipped with access ramps to facilitate entry. The ground floor features wide corridors to ensure safe movement throughout the premises, as well as accessible restrooms.

Additionally, our fire alarm system includes both audible and visual signals, ensuring effective and inclusive emergency alerts.

While Premier Aviation Québec Inc. makes every effort to ensure the accessibility of its facilities, the nature of our operations means that certain barriers may be challenging to eliminate entirely.

Domain: Information and Communication Technologies (ICT)

Premier Aviation Québec Inc. continuously invests in enhancing its information and communication technologies to promote both accessibility and efficiency. A recent redesign of our website was undertaken to improve navigation and overall accessibility. In addition, a virtual internal training program is offered to our employees, allowing them to progress at their own pace and supporting autonomous learning tailored to individual needs.

Domain: Communication (others than ICT)

Premier Aviation Québec Inc. is committed to ensuring that all communications are clear, inclusive, and accessible to everyone. To this end, we employ a variety of communication methods, including visual aids, digital tools, and in-person interactions.

All policies, procedures, and operational information are made available to employees in both electronic and printed formats. Upon request, these documents can also be provided in

alternative formats, such as large print or simplified language, in order to meet specific accessibility needs.

Domain: Procurement of Goods, Services, and Facilities

Premier Aviation Québec Inc. is committed to promoting accessibility throughout its procurement processes. This approach ensures the continual improvement of our facilities and better responsiveness to the needs of our employees.

Domain: Design and Delivery of Programs and Services

Premier Aviation Québec Inc. considers accessibility in the development of its internal policies, procedures, and services to ensure that everyone can benefit from them equally.

Domain: Transportation

Premier Aviation Québec Inc. operates from a single site, which means that employees are not required to travel for work-related purposes.

Conclusion

Premier Aviation Québec Inc. is committed to monitoring and evaluating the progress of its initiatives in order to achieve its accessibility objectives. We are dedicated to making decisions that prioritize accessibility within our environment.

We invite members of the public to share their feedback regarding any barriers encountered, using the contact information provided below.



RETROACTION PROCESS 2025-2027

Retroaction Process

The feedback process is designed to collect, analyze, and incorporate public input to support the continuous improvement of our operations.

Premier Aviation Québec Inc. invites you to share your comments and suggestions using the contact information below:

Name: Marie-Ève Tremblay-Laprise

Position: Human Resources Manager

Email: info@premieraviationqc.ca

Phone: 418-800-1325, ext. 2448

Address: 800 8^e Airport Street, Quebec City, Quebec, G2G 2S6

Anonymous feedback may be submitted by mail to the above address.

Premier Aviation Québec Inc. is committed to acknowledging receipt of your feedback in the same format in which it was received, unless the feedback is submitted anonymously.

You may also use the contact information above to request a copy of our Accessibility Plan and a description of our feedback process in one of the following formats: print, large print, braille, audio, or an electronic format compatible with assistive technologies for persons with disabilities. We will provide the requested format as promptly as possible. Braille and audio versions may require up to 45 days, while print, large print, and electronic formats may be available within 15 days.