



FIREBAG AIRPORT (YFI)

Accessibility Plan and Feedback Process

Firebag Airport
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2. GENERAL

2.1 GUIDANCE

The original contents of this policy were authored by David Day (Airport Manager). The care and control of the policy beyond the first approval are the sole responsibility of the Airport Manager or the applicable individual(s) delegated by the Accountable Executive to maintain such responsibility.

Concerns and complaints regarding accessibility at the Firebag Airport shall be directed to the Accountable Executive who shall, in cooperation with the Airport Manager strive to mitigate the issues there with.

Concerns regarding accessibility barriers or the contents of this policy, including obtaining alternate formats of the accessibility plan and feedback process may be addressed to these individuals at the Firebag airport through any of the below methods:

Phone:

403-296-7800

E-mail:

aviationops@suncor.com

2.2 REVIEW STATUS

This policy shall be reviewed on an annual basis at minimum to ensure continued compliance with the *Accessibility Canada Act* and relevance with internal company policies. This policy shall be additionally amended at such a time a barrier has been brought to the attention of the Company. Subsequent reviews and amendments shall be recorded below.

Revision Number	Amendments	Date Approved	Entered By
1	Creation	Oct 2 2024	David Day

2.3 ACCESSIBILITY STATEMENT

The management of Firebag Airport is committed to creating a safe and accessible environment for both employees and passengers alike. As a federally regulated entity, Firebag Airport recognizes and accepts the responsibility as laid out in the *Accessibility Canada Act* and its associated regulations to establish and maintain accessibility within the business place.

Firebag Airport strives to provide accessible travel to all Suncor site workers and passengers wherever possible and dedicates themselves to continuing this practice. Accessibility shall continue to be a part of not only public transport but also the employee workplace.

As such, the creation and contents of this policy shall adapt to the changes in accessibility in the workplace as they are identified and addressed. This policy shall therefore be reviewed on an annual basis to ensure that its contents remain relevant and accessible to all.

3. TRAINING

Firebag Airport operates daily in the wood buffalo region of Northern Alberta, serving several oil sands and mine sites for Suncor Energy and other oil companies in the area. With over 250,000 passengers travelling thru annually, the Firebag Airport is an essential part of the safe and efficient movement of employees and contractors, along with supporting cargo services and medical evacuations and support of Alberta Forestry.

This exposes the employees of the Firebag Airport to all levels of disability and mental state on a daily operating basis. In operating so closely and frequently with individuals in this manner, the Firebag Airport recognizes the need to ensure all of its employees are trained in basic accessibility and disability awareness.

The Firebag Airport therefore provides in conjunction with its Airline Partners, *Disability Awareness* training to all employees on an annual basis. This training requires employees to review modules and complete an exam to the highest standards of our airline partners (WestJet, Canadian North) Along with this, employees are required to complete the Canadian Transportation Agency's '*Accessibility for all*' program.

The Canadian Transportation Agency's program includes content on the following:

- An introduction to disabilities and sensitivities
- Services to be offered to persons with disabilities
- Best communication practices
- Assisting visually impaired passengers
- Assisting deaf or hard of hearing passengers
- Assisting mobility impaired passengers

4. IDENTIFYING BARRIERS

The Firebag Airport is dedicated to identifying barriers and creating mitigative actions within the seven areas prescribed by the *Accessibility Canada Act*. Each of the seven areas shall be broken down further into the barriers identified in those areas and their subsequent mitigations or planned corrective actions. The barriers identified within this section may be identified by Company (employer or employees), customers and/or via external/internal consultation.

4.1 EMPLOYMENT

4.1.1 Identified Barrier: Licensing and Manual Labour

Identified by: Company

There are some barriers in eligibility in some employment positions within Firebag Airport that fall outside of the control of the company. This includes licensing and training parameters for Heavy Equipment Operators and Mechanics as well as the manual labour requirements all staff working at the airport. i.e Customer Service Agents, Ramp Attendants, Heavy Equipment Operators, Deicers

Mechanics must be able to get under and in large pieces of machinery and be able to reach into tight areas, visually identify areas of concern and be able to fix problems. While some workarounds can be managed, others are unavoidable and outside of the company's control.

Ramp Attendants and Heavy Equipment Operators must maintain a level of physical mobility and strength in order to safely load and unload aircraft with cargo. These individuals additionally work around active heavy equipment and active aircraft and must be able to visually navigate these areas to work safely in these positions.

Deice Agents must be able to fit inside a small partially open bucket to complete deicing procedures on aircraft and must be under a certain weight to fall in line with manufacturer guidelines and restrictions. Unfortunately, this is unavoidable and outside of the company's control.

Mitigation:

Positions outside of those listed are free of restrictions for those able and willing to learn and perform the tasks required of the job. The parameters of licensing and physical size and access of aircraft and equipment is outside of the control of Firebag Airport and cannot be mitigated.

Of the positions listed, mitigations can be made on a case-by-case basis where it is possible and safe to do so.

Anticipated Completion: Case by Case as Encountered.

4.2 THE BUILT ENVIRONMENT

4.2.1 Identified Barrier: Terminal Building Access

Identified by: Company

The passenger terminal of the Firebag Airport is only accessible by stairs. This restricts access to individuals with mobility limitations and injuries.

Mitigation:

The entrance to the terminal doors as well as those for the departure doors are accessible only via stairs.

Firebag Airport has in place processes and procedures that allow passengers with mobility concerns to enter groundside via access gates with permission and supervision given by the Airport Management team and security. Agents are trained to assist with providing both physical support and transportation to and from the aircraft so passengers of need can travel as comfortably and safely as possible.

Mobility around and inside the terminal is clear and accessible with no stairs to any of the facilities or washrooms in the building. Doorways are large enough to fit a mobility aid if required.

As all passengers travelling to and from the airport are workers and expected to be fit for duty, there are no plans to build out any further access points and unexpected passengers concerns are dealt with on a case by case basis.

Anticipated Completion: Operational Normal, Completed.

4.2.2 Identified Barrier: Aircraft Accessibility

Identified by: Company

Boarding aircraft was immediately identified as an accessibility restricted area. Unlike large airports, Firebag Airport does not have a bridge to allow easier access for boarding and deplaning of aircraft. Air Stairs are utilized for boarding and deplaning and requires individuals to be able to climb steps to get into the aircraft.

Mitigation:

Firebag Airport has been and will continue to use wheelchairs and Kabotas to help passengers to board and disembark the aircraft. Firebag Airport staff are trained to assist passengers up and down Air stairs and the Emergency Services Department is on site and available if additional assistance is required anytime flights are scheduled to depart or arrive.

Anticipated Completion: Operational Normal, Completed.

4.3 Information and Communication Technologies

No Identified barriers at this time, will be reviewed annually

4.4 COMMUNICATION OTHER THAN ICT

No identified barriers.

Firebag Airport and Suncor Energy allow individuals to use a variety of platforms and methods to book and contact personnel. Individuals can book travel themselves through the internal travel website, and also by making contact to Travel Services via email or phone.

Training is distributed within the company via Training portals and on boarding personnel

At this time, communication has not been identified as an accessibility barrier. This section shall be reassessed for barriers with each annual review.

4.5 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

4.5.1 Identified Barrier: Lack of Accessibility Parking/ Handicap Parking

Identified by: Company

At current, Firebag Airport does not provide designated accessibility parking within their lot in any area. All passengers are expected to arrive via Ground Transportation (bus) which arrive at designated entrances and walkways to the terminal.

Mitigation:

Firebag Airport Management and Security staff will provide direction to anyone arriving with mobility concerns on a safe and accessible area to park, or will granted access to airside for boarding/deplaning of aircraft on a case by case basis.

Anticipated Completion: Operations normal, no changes planned at this time

4.6 THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

4.6.1 Identified Barrier: Delivery of Safety Briefings

Identified by: Company

The company has identified potential for safety briefings and announcements to be missed by individuals that may be hard of hearing or hearing impaired. Safety briefings and boarding instructions are currently given verbally via intercom/PA system. In addition, designated ramp personnel are located outside while boarding and deplaning to ensure passengers are following all designated safety rules and procedures and aid any individuals that require assistance. This method of delivery leaves room for interpretation or misunderstanding of airside safety measures for those who are hearing impaired or hard of hearing.

Mitigation:

Firebag Airport staff are trained to assist anyone that identifies themselves as requiring additional assistance and also to have heighten awareness and engage anyone they see that might be in distress or in need of assistance/direction.

Anticipated Completion: Operations Normal, will review on a case by case and annually for potential improvements on processes.

4.7 Transportation

4.7.1 Identified Barrier: Busses/Ground Transportation to lodging and work sites

Identified by: Company

Outside of the general act of transporting passengers to and from aircraft which has been included in the 'the built environment' as a key part of the physical workplace, the Ground Transportation and bussing system is the only identifiable transportation barrier.

The designated Bus Ground Transportation is used by all arriving and departing passengers when arriving and departing from the main terminal. The Busses does not have a built-in lift and would require additional aid to get a mobility impaired passenger in and out.

Mitigation:

Ground Agents from Transportation as well as the Airport are available to help support and provide assistance to those that require it when it comes to boarding and offloading of passenger busses. When required, permission is granted for a more suitable and accessible vehicle to come to the Airport and be staged in a safe and appropriate position for a passenger with mobility concerns to access when necessary

Anticipated Completion: Case to Case as Encountered.

5. CONSULTATIONS

This plan is a living document that will grow and change naturally as the Company continues to strive for improved accessibility. Through this process Firebag Airport will continue to consult with Suncor internal EH&S persons or parties that live with or represent individuals with disabilities as the opportunities and contributions arise.

Individuals with disabilities interested in consulting with Firebag Airport in identifying barriers and improving accessibility can reach out to the person(s) identified in the general introductory of this policy.

5.1 PERSONS AND PARTIES CONSULTED

For each person or parties consulted with, a brief summary of the consultation shall be presented below. The header shall identify the trigger that initiated the consultation ie. Complaint or concern, development, policy review, volunteer etc. Barriers identified within a consultation shall be amended into *Section 3* of this plan, in the appropriate designator.

Personal identifiers such as names and detailed descriptions of disabilities (levels or severity, medical diagnosis etc.) shall be redacted to maintain anonymity and the privacy of those that participated.

6. SUBMITTING FEEDBACK

Firebag Airport recognizes the importance of feedback in growth. Individuals wishing to submit feedback on this policy, its implementation or accessibility barriers encountered are encouraged to contact us.

6.1 HOW TO SUBMIT FEEDBACK

Every individual is unique and how they communicate comfortably will vary. For this reason, Firebag Airport is open to receiving feedback through different mediums. Please note that feedback can be submitted anonymously should individuals wish to do so. If feedback is submitted anonymously, the Company will be unable to open discussion on the matter or respond directly.

If at anytime you encounter difficulties trying to submit feedback, the company may be contacted through any of the methods listed within the 'Guidance' section.

6.1.1 Accessibility Feedback Form

Individuals that are comfortable using a computer and written responses are encouraged to use our 'Accessibility Feedback' form found on the company website <https://sunlink.suncor.com/main/contact>

This form is the quickest way to notify the appropriate individuals of concerns or feedback. Hitting submit on this form immediately sends a notification to the persons responsible for this policy and implementing accessibility measures.

6.1.2 Telephone

Individuals that are not comfortable with the use of a computer and written words are welcome to submit feedback by telephone. Please call the main hangar base at the following number:

Local calls: (403)-296-7800

This numbers will connect you with our front desk agents. Please advise the agent that you are looking to submit accessibility feedback and would like to speak to the Accountable Executive or the Airport Manager.

6.2 RESPONSE

The process that shall occur upon receipt of accessibility feedback will happen as follows:

1. All feedback will be assessed by the Accountable Executive and/or the Airport Manager to first determine if the submission is valid.
2. If the submission is valid, determining an effective mitigation will begin. The Accountable Executive may delegate another responsible person to create a mitigation plan or gather information.
 - a. If contact information is provided, the individual may be contacted to gather more information on the issue or to help create an appropriate solution at this time.
 - b. Individuals may also be asked at this time if they would be willing to act as a consultant in relation to this policy.
3. The proposed mitigation plan or plans will be reviewed by the Accountable Executive and an appropriate timeline for completion determined within 7 business days*.
4. If contact information was provided, the individual submitting feedback shall be informed of the assessment of their feedback and the mitigations that will be taken as a result.
5. If provided, the individual shall receive notice when the mitigation has been successfully implemented if it was not done at the time of last contact.
6. The Airport Manager shall update this policy as necessary to reflect any identified accessibility barriers within 30 days of a valid feedback submission.

*In the event that additional research is required, resources located, or internal advisors or establishments contacted to fulfill or design a mitigation plan, the individual shall be notified and a new timeline for creating a mitigation set.

7. PROVISIONS OF CTA ACCESSIBILITY RELATED REGULATIONS

The following regulations made by the CTA, apply to YFI:

[Accessible Canada Act \(ACA\)](#), Part 4, Accessibility Plans – Regulations Under the Canada Transportation Act, and Regulations under the ACA

[Accessible Canada Regulations \(ACR\)](#) - Accessibility Plans

[Accessible Transportation Planning and Reporting Regulations \(ATPRR\)](#) - Accessibility Plans

[Canada Transportation Act \(CTA\)](#) - PART V Transportation of Persons with Disabilities;

[Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#) Part 1 and Part 4 Divisions 1 and 2