



FIREBAG AIRPORT (YFI)

Accessibility Plan – Progress Report 2026

Firebag Airport

aviationops@suncor.com | 403-296-7800

1. General:

Firebag Airport is committed to creating a safe and accessible environment for all employees and passengers, in compliance with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). This report outlines the progress made in implementing our accessibility plan and highlights areas for improvement.

The accessibility plan and additional information about Firebag Airports accessibility services are available online at <https://sunlink.suncor.com/flights/airports> or by telephone at 403-296-7800.

All feedback received is reviewed by the Airport Manager and/or the Accountable Executive.

2. Areas of Focus

The following areas have been addressed in our accessibility plan:

- **Information and Communication Technologies (ICT):**

During the reporting period, Firebag Airport continued to review the accessibility of information provided through its digital platform.

Progress made during this reporting period included:

- continuing to make accessibility-related information available through the Suncor's digital travel platform.
- maintaining telephone and email contact options for passengers who may require direct assistance or information in another format.
- Firebag Airport recognizes that digital accessibility is an ongoing process and will continue to review and improve accessibility of online information where needed.

- **Communication and Training (Other than ICT):**

During the reporting period, Firebag Airport continued efforts to improve communication with persons with disabilities using non-digital methods.

Progress made included:

- providing direct staff assistance to passengers who identify accessibility-related needs.
- reinforcing the importance of respectful, clear, and timely communication with passengers.
- continuing employee awareness related to interacting with persons with disabilities.

Feedback and consultations carried out during the reporting period confirmed that clear communication from frontline personnel remains an important part of accessibility at Firebag Airport.

- **Procurement of Goods, Services, and Facilities:**

Firebag Airport continued to consider accessibility in operational decisions relating to facilities and services.

A barrier previously identified in the accessibility plan was the lack of designated accessibility parking. A permanent infrastructure solution was not completed during this reporting period. In the meantime, interim mitigation measures continued.

Progress made included:

- ongoing case-by-case assistance by management and security staff for individuals with mobility concerns.
- assistance to identify the safest available parking option; and
- operational flexibility, where appropriate, to support access to airside boarding.

Design and Delivery of Programs and Services:

Firebag Airport continued to consider accessibility in the way airport services are designed and delivered.

Progress made during the reporting period included:

- continuing employee awareness and disability-related training.
- maintaining an approach that allows airport staff to respond to individual accessibility needs as they arise.

Transportation:

Firebag Airport continued to evaluate transportation-related accessibility issues associated with access to airport services.

Progress made during the reporting period included:

- monitoring passenger movement between bus drop off areas, the terminal, and the aircraft.
- coordinating boarding support when a passenger identifies a mobility-related need.

Built Environment:

Firebag Airport continued to assess its physical environment to identify and respond to accessibility barriers.

Progress made during the reporting period included:

- ongoing review of terminal access conditions.
- continued identification of built environment barriers affecting passengers with mobility limitations.
- One accessibility concern identified during the reporting period relates to stairs at the terminal entrance and the difficulty some passengers may experience when carrying luggage while using those stairs. This concern remains an area requiring continued attention.

Firebag Airport recognizes that staff assistance can reduce the impact of this barrier in the short term but does not replace the need to continue assessing longer-term accessibility improvements.

3. Compliance with CTA Accessibility-Related Regulations Firebag Airport has reviewed the CTA accessibility-related regulations relevant to its operations.

- [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

4. Feedback Information

Feedback received

During the reporting period, indirect feedback was received regarding the difficulty some passengers experience when carrying luggage up the stairs into the terminal. This feedback indicated that the stairs may create a barrier for passengers with mobility limitations, reduced strength, balance issues, or other disabilities that affect movement.

How the Feedback Was Taken into Consideration and Addressed

In response to this feedback, Firebag Airport continues to provide alternative means of access for passengers who identify that they require assistance. When a passenger advises airport staff of a mobility-related need, staff coordinate assistance to help the passenger move between the terminal and aircraft safely. This may include staff support, adjusted boarding arrangements, or use of alternate access methods where available.

This feedback has also been shared with airport leadership and operational staff so that accessibility concerns can be considered in day-to-day operations and future accessibility improvements.

5. Consultations

Firebag Airport values ongoing consultation with persons with disabilities and is committed to meaningful engagement to better understand accessibility needs.

Consultation process

During the reporting period, consultations were conducted on an ongoing basis through direct interactions between frontline team members and frequent travellers with disabilities. These discussions took place throughout the year as part of regular operational contact with passengers.

What we consulted on

Passengers were asked about:

- whether their accessibility needs were being met during travel through Firebag Airport.
- whether assistance provided by airport staff was effective.
- whether there were any barriers encountered in accessing the terminal or aircraft; and
- what improvements could be made to enhance accessibility and the overall travel experience.

Summary of questions asked and answers received

The consultation discussions focused on questions such as:

- Are we currently meeting your accessibility needs?
- Did you experience any difficulties moving through the airport or boarding process?
- Was the assistance provided by staff helpful?
- What improvements could be made to enhance accessibility and the overall travel experience?

Responses indicated that individualized assistance from staff remains important and that accessibility needs vary depending on the person and the circumstances of each trip. Feedback also emphasized the value of responsive staff support, clear communication, and flexible arrangements for passengers requiring mobility assistance.

How consultation informed this progress report

Information gathered through these consultations was shared with team members and leadership. This input informed Firebag Airport's progress report by confirming the importance of:

- maintaining individualized assistance for passengers with disabilities.
- continuing staff awareness and disability-related training.
- monitoring barriers related to terminal and aircraft access; and
- improving operational readiness to respond to accessibility needs as they arise.

The consultations also confirmed that access involving stairs and luggage handling remains an area requiring continued attention.

6. Publication of Progress Reports

This progress report will be published in clear, simple, and concise language on our main digital platform. For those without access to digital platforms, a print copy will be available upon request at the Firebag Airport.

7. Alternate Formats Individuals can request this report in various formats, including:

- Print
- Large print
- Braille
- Audio format
- Electronic format compatible with adaptive technology

Requests can be made via email or phone.

8. Review Status

This accessibility plan is reviewed annually to ensure compliance with the ACA and relevance to internal policies. Any identified barriers will be addressed promptly.

9. Conclusion

Firebag Airport is dedicated to improving accessibility for all passengers and employees. We will continue to consult with individuals with disabilities and adapt our policies and practices to enhance accessibility.

Contact Information:

For further inquiries or to submit feedback, please contact:

- Phone: 403-296-7800
- Email: aviationops@suncor.com
- 150-6 Avenue SW, Calgary, Alberta Canada, T2P 3E3