



Progress Report – Accessibility Plan 2024-2027

SKYJet MG

Date: [to be completed upon publication]

1. General Information

Feedback Contact Person:

Name: Yves Côté

Position: Director of Customer Service and Business Development

Email: info@airliaison.ca

Phone: 888-589-8972

Mailing Address: 607, 6e avenue de l'aéroport, Aéroport International Jean-Lesage, Québec (Québec) G2G 2T4

Requests for the plan or the feedback process in an alternative format can be addressed to this person.

SKYJet MG is committed to providing accessible formats within the prescribed timeframes:

- 15 days for print, large print, or electronic formats (category 1 or 2)
- 45 days for braille or audio formats

2. Plan Implementation – Progress Status

a) Employability

Mentorship and continuing education program implemented since 2023.

Maintenance of an inclusive, barrier-free environment.

Manager training strengthened to support inclusion.

b) Information and Communication Technologies (ICT)

Ongoing website upgrade project to comply with WCAG 2.0 AA standards.

Internal platforms are being adapted to ensure accessibility of content for staff.

c) Communications (excluding ICT)

Implementation of training for flight attendants and ground staff to ensure clear and accessible communication.

Safety cards available in large print.

Internal procedures under review to better address the needs of clients with disabilities.

d) Strategic Procurement of Goods, Services and Facilities

Launch in 2023 of a program to purchase adapted equipment.

All tenders and acquisitions now include accessibility criteria.



e) Program and Service Design and Delivery

Ongoing accessible transport training for all service agents.

Review of service procedures planned by 2025.

Personalized follow-up with clients with special needs integrated into daily operations.

f) Built Environment

Relocation project of the private terminal in Québec City is planned (2025-2027). This move will allow for improved accessibility (waiting rooms, restrooms, circulation).

In other airports, facilities used are monitored to ensure accessibility via third-party partners.

g) Transport

Structural limitations of aircraft with fewer than 19 seats: passengers without autonomous leg use cannot be safely transported.

Wheelchairs can be carried in the hold.

Accompaniment required for passengers with partial mobility.

3. Feedback Process

Available feedback channels:

- Email: info@airlaison.ca

- Phone: 888-589-8972 ext. #194

- Mail: Head Office –607, 6e avenue de l'aéroport, Aéroport International Jean-Lesage, Québec (Québec) G2G 2T4

- In-person at our business locations

SKYJet MG accepts anonymous feedback and acknowledges receipt of all feedback (except anonymous) through the same channel used by the sender.

Requests via social media are also acknowledged and followed up systematically.

4. Ongoing Consultation

SKYJet MG has implemented a proactive consultation strategy with regular clients who have special needs.

- Call center agents regularly contact these clients for feedback.

- Suggestions are forwarded to the Director of Operations weekly.

- Corrective actions are analyzed and implemented where feasible.

- This process ensures continuous service improvement.

5. Upcoming Actions

Theme	Planned Action	Deadline
Accessible website	Compliance with WCAG 2.0 AA standards	By end of 2026



Accessible terminal at YQB	Relocation and adaptation of facilities	By 2027
Review of assistance procedures	Adjustment based on consultations	By 2025
Training for ground and passenger agents	Full deployment of accessibility service training	Planned by end of 2025

6. Regulatory Compliance

SKYJet MG complies with REPRTA and the Accessible Canada Act requirements, including:

- Publication of the plan and this progress report on the website in a WCAG 2.0 AA compliant format.
- Notification to the Canadian Transportation Agency (CTA) within 48 hours of publication.
- Availability of documents in alternative formats upon request.