



**Canadian Base Operators Accessibility Plan  
Progress Report  
June 2025**

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## Overview

This 2025 Accessibility Progress Report outlines the progress Canadian Base Operators Inc. (CBO) has made since implementing its Federal Accessibility Plan. This report serves as a checkpoint to evaluate CBO's efforts in building a more accessible and inclusive workplace for individuals with disabilities. While meaningful progress has been made, CBO recognizes that continued work is essential to eliminate barriers and foster a culture of accessibility.

Looking ahead, the insights from this report will inform the development of CBO's 2025–2027 Accessibility Plan. CBO remains committed to taking measurable, sustainable actions to uphold the rights of persons with disabilities and ensure accessibility is embedded in all aspects of its operations.

## General

### **Feedback Process Description**

#### **Designated person to receive feedback**

Please send your feedback to our *Human Resource Manager*. You can send your feedback by email, phone or mail using the contact information listed below.

#### **Feedback you can Submit**

Feedback on this accessibility plan or any barriers experienced when interacting CBO services, programs, policies, practices, websites, plans and reports, or offices can be submitted through the feedback process.

#### **How we will use your Feedback**

Your feedback plays a vital role in helping CBO improve accessibility across the organization. It may be used to address immediate concerns or to shape future accessibility plans and initiatives.

All feedback is treated with respect, confidentiality, and privacy. It will be reflected in future accessibility reports without identifying individuals. Personal information will only be shared with CBO staff directly involved in accessibility improvements. You may also choose to submit feedback anonymously.

## **How to Submit Feedback**

There are various ways to submit feedback. Feedback can be submitted either with an identified contact or anonymously. Feedback received will be acknowledged in the same way it was received unless the feedback is received anonymously.

- Website: <https://canadianbaseoperators.com/contact/>
- Email: [cbohrmailbox@canadianbaseoperators.com](mailto:cbohrmailbox@canadianbaseoperators.com)
- Phone: (705) 446-9019
- Mail: Attn: HR Manager 10 Greco Court, Unit 10 Collingwood, Ontario, L9Y 4L2
- Instagram: <https://www.instagram.com/canadianbaseoperatorsinc/?hl=en>
- Facebook: <https://www.facebook.com/canadianbaseoperators/>

## **Alternate formats**

You can use the contact information listed above to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

## **Feedback**

To date, CBO has not received any feedback on our Accessibility Plan. To encourage ongoing input and engagement, CBO will launch an annual Accessibility Survey starting in July 2025. This survey will serve as a recurring opportunity for employees to share their experiences and identify any barriers to accessibility across our worksites. It will be open to all employees, regardless of whether they have self-identified as a person with a disability.

## **Consultations**

CBO consulted with employees—both those who self-identified as having a disability and those who did not—through multiple channels, including email communications, town hall meetings, and an annual Engagement Survey. These efforts were aimed at gathering diverse perspectives and fostering open dialogue to support ongoing accessibility improvements across the organization.

To ensure accessibility and inclusivity, CBO offered consultation opportunities in a variety of formats. Employees could participate in person, online through Microsoft Teams, or by

completing surveys available in both electronic and printed formats. This multi-channel approach was designed to accommodate diverse needs and preferences, making it easier for all employees to engage and share their feedback.

### **Engagement Survey**

The Engagement Survey is conducted annually and is made available to employees in both online and print formats. The 2025 survey was completed in April; however, results were not available at the time of this report. The 2024 survey results were analyzed and included the following key findings:

- **“I am comfortable being myself at this organization”** – 84% of respondents agreed
- **“This organization supports an inclusive environment where individual differences are valued and respected”** – 77% agreed
- **“I am physically safe while at work”** – 91% agreed
- **“This organization is committed to maintaining the health and safety of employees”** – 87% agreed

Overall, CBO received an **Inclusion Score of 79%** in the 2024 survey.

### **Town Halls/Toolbox Talks/HSE Meetings**

Accessibility was a key topic of discussion during multiple town halls, toolbox talks, and monthly Health, Safety, and Environment (HSE) meetings at CBO. During these sessions, updates to accessibility-related policies were communicated, and employees were encouraged to provide feedback. Various options for submitting feedback were shared, including anonymous submissions, to ensure everyone felt comfortable and empowered to contribute their perspectives.

On June 4, 2024, an email was sent to all employees outlining CBO’s obligations under the Accessible Canada Regulations. The email included current accessibility-related policies and procedures for review and discussion. To ensure broad access, printed copies of the email were also posted in common areas across all worksites.

### **External Consultations**

As part of our commitment to continuous improvement in accessibility, CBO consulted with the external Health, Safety, and Environment (HSE) department of our parent company to review and update our accessibility policies and procedures. In addition, we engaged with their Disability Specialist to provide expert insight and ensure our practices align with current accessibility standards. At the time of this report, CBO is also in the process of consulting with

Manulife to conduct a comprehensive review of our accessibility supports and services, further reinforcing our dedication to creating an inclusive and barrier-free workplace.

## **Area in section 5 of the Accessible Canada Act (ACA)**

### **Employment**

**Barrier Identified:** Accessibility training did not include federal requirements.

**Progress Update:** As of December 2024, all accessibility training was updated to meet federal requirements. Existing employees were assigned the updated training, and all new employees now receive it as part of their orientation. This update met the deadline outlined in the original Accessibility Plan.

### **The Built Environment**

**No Barrier Identified**

**Progress:** CBO continues to monitor, inspect, and maintain accessibility standards across all sites to ensure a barrier-free environment.

### **Information and Communication Technologies**

**No Barrier Identified:** However, it was noted after the initial report that not all training videos included closed captioning.

**Progress:** All training videos now include both closed captioning and audio. CBO also continues to upgrade Microsoft Office 365 to ensure employees have access to the latest accessibility features.

### **Communication (Other Than ICT)**

**Barrier Identified:** Hand signals are required and often the only method of communication with aircraft.

**Progress:** CBO continues to monitor and update standards in alignment with Transport Canada Aviation Requirements.

**Additional Barrier Identified:** Although not noted in the original Accessibility Plan, many policies, procedures, and forms were found to contain complex language.

**Progress:** These documents are being rewritten in clearer, more concise language as they are updated. All updates are scheduled for completion by 2027.

## **The Procurement of Goods, Services, and Facilities**

### **No Barriers Identified**

**Progress:** CBO continues to review and update its procurement policy to ensure accessibility considerations are maintained.

## **The Design and Delivery of Programs and Services**

**Barrier Identified:** The Accessibility and Service Policy was outdated.

**Progress:** The policy was updated in November 2024. Prior to the update, it was discussed during HSE meetings and toolbox talks, where employees were invited to provide feedback. CBO remains committed to consulting employees with disabilities during future policy updates.

## **Transportation**

### **No Barriers Identified**

**Progress:** CBO ensures that all travel-related policies and procedures include accessibility considerations and language.

## **Conclusion**

Canadian Base Operators Inc. remains committed to advancing accessibility across all areas of our organization. We will continue to monitor and measure our progress to ensure we are meeting the goals outlined in our Accessibility Plan and actively working to remove or prevent the remaining barriers identified.

We strongly encourage employees to continue providing feedback through our established feedback channels, including anonymous submissions. This input is essential to helping us fully implement our Accessibility Plan and ensure it reflects the real needs and experiences of our workforce. All feedback received will be handled with confidentiality and reviewed by the appropriate teams responsible for accessibility improvements. It will be used to inform updates, guide decision-making, and shape future initiatives.

Looking ahead, CBO will publish another progress report to share updates on the implementation of our current Accessibility Plan. This report will serve as the foundation for the development of a new Accessibility Plan, ensuring our efforts remain transparent, responsive, and aligned with our commitment to creating an inclusive, barrier-free workplace for all.