



Accessibility Plan – May 2023

General

Morningstar Air Express Inc. (Morningstar) is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

This accessibility plan contains details of the company's policies, practices, and services in relation to the identification and removal of barriers. This plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company.

This accessibility plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Audio; and
- Electronic.

The company welcomes any feedback. Any feedback or questions regarding this plan or requests for copies of the accessibility plan in an alternative format can be addressed to the following designated company representative:

Lorraine Moster
Director, HR
780-453-3022
3759 – 60 Ave. E.
lmoste@maei.ca

Feedback can be provided anonymously if desired and can be received via telephone, email and mail.

Employment

Morningstar understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

The workplace is accessible for all employees and persons visiting the workplace where general access is allowed in compliance with Transport Canada and various airport authorities.

Where necessary, accommodations are made during the recruitment and selection stages, and throughout the employment lifecycle. Where a disability has been identified by an employee, accommodations have been made for the individual.

All training and development programs provided will consider an employee's barriers and abilities and are provided in alternative formats, such as on line, verbal and in person potentially with a sign language interpreter.



An Employee Assistance Plan is available to support mental health issues. Morningstar has recently changed carriers to better accommodate the needs of those with mental health limitations.

The company remains committed to addressing existing barriers and preventing new barriers in employment. After a review of the policies, programs, practices, and services, and feedback and consultations, there were no barriers identified that continue to exist in employment at the company.

The Built Environment

Morningstar will work to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access to services. The company has implemented the following practices to identify, remove, and prevent new and existing barriers in relation to the built environment:

- Entrance ramps
- Regularly maintained elevator in buildings where work is required to be completed on multiple levels
- Automatic door openers

The company remains committed to addressing existing barriers and preventing new barriers in the built environment. After a review of the programs and practices, there were no barriers in the built environment at the company.

Information and Communication Technologies (ICT)

Morningstar understands that communication to and with the company is vital to an individual's access to perform their jobs. The company has accessible formats including print, large print, audio and electronic information and communication technologies to allow individuals to communicate with the company.

To help ensure compliance with these services, the company has implemented the following practices and services to identify, remove, and prevent new and existing barriers in relation to information and communication technology:

- Upon request, the company provides or arranges for accessible formats and communication supports for employees and applicants. Such accessible formats and communication supports are provided in a timely manner.
- The company consults with the individual to determine their specific barrier and the best way to provide support.

The company remains committed to addressing existing barriers and preventing new barriers in relation to information and communication technologies. After a review of the programs, practices, and services and through feedback, no barriers were identified.



Communication Other Than ICT

Morningstar understands that communication to and with the company can take many forms and requires a variety of options to be inclusive of all individuals.

The company remains committed to addressing existing barriers and preventing new barriers in relation to communication other than ICT. After a review of the practices and services, no barriers are currently identified.

The Procurement of Goods

This section is irrelevant to our operation.

Services and Facilities

Morningstar is committed to ensuring that all its services and facilities are accessible to all individuals. The company has designated parking available to allow individuals with disabilities to access our facilities where allowed by the designated authorities.

The Design and Delivery of Programs and Services

This is irrelevant to our operation.

Transportation

This is irrelevant to our operation.

Consultations

Morningstar recognizes that persons with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the Accessible Canada Act:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they can and want to have regardless of their disabilities;
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;



- Policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination persons face;
- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Accordingly, the company is committed to ensuring that persons with disabilities are involved in decision-making regarding its programs, practices, and service delivery. In preparation of this accessibility plan, the company consulted with employees with known disabilities in the following manner:

April 2023 – telephone

March 2023 – in person

The individuals were asked several questions regarding the company's practices. The result was that Morningstar is providing the necessary accommodations currently required by the individuals to allow them to work efficiently and effectively.

A sample of the questions were:

1. Are you able to identify any areas where Morningstar is not presently accommodating your specific disability to allow you to do your job?

None identified.

2. Are there areas that you would foresee in future that may need to be addressed in order to allow you to perform your job?

Yes – hearing impaired language translation/interpretive issues.

The company intends to address these issues on a short- and long-term basis, as identified in each respective section of this accessibility plan.



Industry-Specific Requirements

Morningstar is a commercial air carrier regulated under the Canada Transportation Act. The company exclusively operates all-cargo flights on behalf of a single client. The company does not carry/transport passengers.

Date: May 9, 2023

Accessibility plan completed by: *L. Moster*