

---

# INLAND TECHNOLOGIES ACCESSIBILITY PLAN

---

2026 - 2028

## TABLE OF CONTENTS

GENERAL .....	2
CONSULTATIONS.....	3
FEEDBACK.....	3
EMPLOYMENT.....	4
THE BUILT ENVIRONMENT.....	5
INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) .....	6
COMMUNICATION, other than ICT .....	7
PROCUREMENT OF GOODS, SERVICES AND FACILITIES.....	8
DESIGN AND DELIVERY OF PROGRAMS AND SERVICES.....	9
TRANSPORTATION .....	10

## GENERAL

Inland Technologies Canada Incorporated ("Inland") is a Canadian provider of aircraft deicing, environmental management, aircraft fueling, ground handling, and manufacturing services. Our operations support the aviation industry through a network of airport locations, manufacturing facilities, and corporate offices across Canada.

Inland currently operates at the following locations:

- Halifax Stanfield International Airport (YHZ) – Enfield, NS
- Kelowna International Airport (YLW) – Kelowna, BC
- Ottawa International Airport (YOW) – Ottawa, ON
- Quebec City Jean Lesage International Airport (YQB) – Jean Lesage St-Foy, QC
- Greater Moncton Romeo LeBlanc International Airport (YQM) – Moncton, NB
- J.A. Douglas McCurdy Sydney Airport (YQY) – Reserve Mines, NS
- Saint John Airport (YSJ) – Saint John, NB
- Winnipeg James Armstrong Richardson International Airport (YWG) – Winnipeg, MB
- Calgary International Airport (YYC) – Calgary, AB
- Charlottetown Alexander B. Campbell Airport (YYG) – Charlottetown, PE
- St. John's International Airport (YYT) – St. John's, NL
- Toronto International Airport (YYZ) – East Mississauga, ON
- Manufacturing Facility – Brookside, NS
- Manufacturing Facility – East Mountain, NS
- Corporate Headquarters – 1 Commercial Street, Suite 201, Truro, NS B2N 3H8

### Our Commitment to Accessibility

Inland is committed to creating an inclusive, respectful, and accessible workplace and service environment for employees, applicants, and customers. We recognize that accessibility is an ongoing journey and are committed to identifying, removing, and preventing barriers to accessibility across our organization.

This Accessibility Plan has been developed in accordance with the *Accessible Canada Act (ACA)* and is guided by its principles of dignity, equal opportunity, barrier-free access, inclusion, and meaningful participation of persons with disabilities. Through this Plan, Inland will continue to improve accessibility by consulting with persons with disabilities, evaluating our practices, and implementing actions that foster a more accessible organization.

This Plan outlines the actions Inland will take to identify, remove, and prevent barriers in the following priority areas established under the Accessible Canada Act:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication, other than ICT
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services

Inland will review and update this Accessibility Plan and publish Progress Reports in accordance with the Accessible Canada Act and Accessible Canada Regulations.

## Feedback Process

Inland welcomes feedback regarding accessibility and the implementation of this Accessibility Plan. Feedback helps us identify accessibility barriers, measure our progress, and continuously improve our programs, services, and workplace.

The Vice President, Human Resources is responsible for receiving accessibility feedback, coordinating responses, developing action plans to address identified barriers, and overseeing updates to Inland's Accessibility Plans and Progress Reports.

Individuals may also contact Inland to request accessible formats of this Accessibility Plan or Progress Reports, or to request a description of our feedback process.

Feedback or requests may be submitted using any of the following methods:

**Email:** [accessibility@inlandgroup.ca](mailto:accessibility@inlandgroup.ca)

**Telephone:** 902-895-6346, extension 312

**Mail:** Vice President, Human Resources  
1 Commercial Street, Suite 201  
Truro, NS B2N 3H8

## CONSULTATIONS

In June 2026, we sent out an anonymous online survey to all our employees across Canada who identified as having a disability. The survey was voluntary, and employees could choose to complete it in English or French. Employees were asked to share their experience working with Inland, if they have encountered or observed any barriers in the workplace and given the opportunity to provide any additional comments they had. Due to the industry and workforce demographics, the number of employees who self-identify as having a disability remains relatively low which impacts our ability to robustly consult with this population of employees. We received 3 responses to our survey.

Survey respondents identified opportunities to improve awareness of accommodation processes, increase communication regarding accessibility resources and employee supports, and provide additional disability awareness training. Feedback received through the consultation process was considered in the development of the actions outlined in this Accessibility Plan.

## FEEDBACK

To date, Inland has not received feedback through its public accessibility feedback process. Given the nature of our operations, accessibility-related feedback is more commonly received through employee channels.

## EMPLOYMENT

Inland is proud to be an equal employment opportunity employer in Canada, we employ between 225 and 550 employees across Canada, depending on seasonal operational requirements. Last year 7.5% of our employees self-identified as having a disability, and we are committed to making sure they feel safe and supported at work. We want to encourage more people with disabilities to become employees at Inland, and we want to make the job application and hiring processes more accessible.

### Current State

Inland strives to proactively eliminate barriers to employment and increase the hiring of a diverse workforce.

We encourage job applicants to self-identify as a person with a disability or having an accessibility need during the job application process. Inland makes every effort to ensure our hiring practices are accessible to people of all backgrounds and needs.

All employees have access to a Family Assistance Program (EFAP) which provides confidential assistance from skilled professionals and supports a broad range of personal and work-related concerns which may affect our employees and their families.

### Barriers and Opportunities

Inland recognizes that a lack of awareness and understanding of accessibility, disability inclusion, and accommodation practices can create barriers for current and prospective employees. Without consistent training, managers and employees may not have the knowledge or confidence to identify accessibility barriers, respond appropriately to accommodation requests, or foster an inclusive workplace culture. Additionally, operational and safety training may not always consider the diverse learning needs of employees, which could limit accessibility while maintaining regulatory and operational requirements.

There is an opportunity to strengthen accessibility by providing employees, leaders, and Human Resources professionals with training that builds awareness of disability inclusion, accessible employment practices, and psychological safety. Reviewing existing operational and safety training through an accessibility lens will help identify opportunities to remove barriers while ensuring compliance with applicable safety and regulatory standards. Promoting the Employee and Family Assistance Program (EFAP) will also help ensure employees and their families are aware of the supports available to them, contributing to employee well-being, early intervention, and a more inclusive workplace.

### Employment Actions

- Develop accessibility awareness training and make it available to all employees by Q3 2027.
- Develop mandatory training for managers, supervisors and Human Resources professionals on accessible recruitment, workplace accommodations and return-to-work practices by Q4 2027.
- Review operational and safety training programs to identify and remove accessibility barriers wherever possible while maintaining regulatory and operational requirements by Q4 2027.

- Communicate information about the Employee and Family Assistance Program (EFAP) to all employees on a quarterly basis through internal communication channels to increase awareness of the confidential resources and supports available to employees and their families.

## THE BUILT ENVIRONMENT

Inland is committed to ensuring that our buildings and workspaces are free from barriers and allow employees to move freely around the workplace. Inland's workspaces facilitate various business functions across the country and include our corporate offices and airport locations. The accessibility features of each physical workspace vary depending on several factors including age of the facility, recent renovations, and building ownership.

### Current State

Unauthorized public access to our work areas is prohibited. Candidates involved in the recruitment process and authorized visitors will be accompanied by authorized employees.

On June 22, 2026, the corporate office was evacuated due to a power outage. As part of our emergency preparedness procedures, an evacuation plan was in place to support employees requiring assistance. During the evacuation, an employee who uses a wheelchair was able to safely exit the building via the stairwell in accordance with the established emergency evacuation plan. The evacuation was completed safely and without incident.

### Barriers and Opportunities

Inland recognizes that physical barriers within our corporate offices, manufacturing facilities, and operational locations may affect the ability of employees, applicants, and visitors with disabilities to access and navigate our workplaces. As the organization continues to grow and expand into new locations, accessibility considerations may vary depending on the age, design, and condition of each facility.

There is an opportunity to proactively identify and address accessibility barriers by conducting accessibility reviews of existing workplaces and incorporating accessibility assessments into the evaluation of new locations as contracts are acquired. These reviews will help Inland identify opportunities for improvement, prioritize accessibility enhancements, and support the creation of workplaces that are more inclusive, while recognizing that some facilities may have operational, structural, or landlord-related limitations.

### Workspace Actions

- Conduct accessibility reviews of corporate office and manufacturing facilities by Q4 2027.
- Incorporate reviews into new locations as contracts are acquired.

## INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

At Inland, information and communication technologies (ICT) play a critical role in supporting our operations and enabling communication with employees, customers, vendors, and other stakeholders. We are committed to reducing accessibility barriers in both our external and internal digital environments by considering accessibility when selecting, implementing, maintaining, and updating technology solutions.

### External ICT

Inland's external ICT includes our public website, email communications, electronic documents, telephone services, text messaging, and any mobile applications used to communicate with customers and vendors.

### Current State

Inland is currently redesigning its public website to enhance overall user experience. Accessibility considerations, including colour contrast, text readability and keyboard navigation are being incorporated into the redesign.

To date, Inland has not received requests for information in alternative formats. Should a request be received, Inland will provide the requested format within the timelines established under the Accessible Canada Regulations.

### Barriers and Opportunities

Some elements of Inland's current branding, including colour combinations used in digital communications, do not always provide sufficient contrast for individuals with low vision or colour vision deficiencies. As technology continues to evolve, there is an opportunity to adopt recognized accessibility standards when designing and maintaining digital content to improve access for all users.

### External ICT Actions

Complete the redesign of the corporate website using recognized digital accessibility principles, including improved colour contrast, text readability, image descriptions, and keyboard navigation.

### Internal ICT

Inland uses an intranet, learning management systems, and collaboration tools such as Microsoft Teams and Outlook to communicate and collaborate with employees across Canada. These systems support day-to-day operations and provide employees with access to important workplace information.

### Current State

Many of Inland's internal technology platforms include built-in accessibility features. Where possible, accessibility is considered when implementing new systems and enhancing existing applications.

Inland is currently transitioning from ADP to Workday as its Human Capital Management (HCM) system. This implementation represents a significant opportunity to improve the employee experience by providing a more accessible and user-friendly platform for employment-related information and services.

Workday includes accessibility features designed to support employees with disabilities, including compatibility with screen readers, keyboard navigation, responsive design across multiple devices, and customizable display settings. Employees will be able to access and manage personal information, benefits, pay information, time off requests, learning, and other employment services more independently.

## Barriers and Opportunities

Employees who work in operational environments may have limited access to email or other digital communication tools during their workday. As a result, important information relating to accessibility, workplace accommodations, policies, benefits, and organizational updates may not always reach every employee in a timely manner.

The implementation of Workday provides an opportunity to improve accessibility by offering a modern, mobile-enabled platform that supports a wide range of accessibility features while providing employees with greater access to employment information and self-service functionality.

## Internal ICT Actions

As part of the Workday implementation process, the organization is committed to ensuring that accessibility considerations are incorporated into system configuration, testing, training, and ongoing support. This initiative reflects our commitment to reducing barriers and creating a more inclusive workplace for all employees.

## COMMUNICATION, other than ICT

Communication, other than ICT, includes the ways Inland shares information through verbal, written, and face-to-face interactions, as well as printed materials, workplace meetings, notices, signage, and other non-digital communications. Effective communication is essential to ensuring employees, customers, applicants, and other stakeholders can access information and participate fully in the workplace.

### Current State

Inland strives to communicate in a clear, respectful, and inclusive manner. We use plain language whenever possible in our communications with employees, customers, and business partners, including service contracts and corporate correspondence.

Employees receive information through a variety of communication methods, including team meetings, supervisor communications, printed notices, employee handbooks, and workplace postings. Upon request, Inland will work with employees and other stakeholders to provide information in accessible or alternative formats where reasonably practicable.

## Barriers and Opportunities

The nature of Inland's aviation services requires employees to work in diverse operational environments, including airport ramps, manufacturing facilities, and remote worksites. High noise levels, personal protective equipment, shift work, varying levels of access to supervisors, and geographically dispersed operations can make it difficult for employees to receive or communicate important information consistently.

There is an opportunity to improve accessibility by using multiple communication methods, providing information in accessible formats, and engaging employees with disabilities to better understand communication barriers and identify practical improvements. Regular consultation will help ensure communication practices continue to evolve to meet the diverse needs of our workforce.

## Communication other than ICT Actions

- Continue to evaluate workplace communication methods and provide information in multiple formats, where appropriate, to improve accessibility and reduce communication barriers.
- Consult with employees with disabilities to identify communication barriers and opportunities for improvement through accessibility surveys, feedback mechanisms, and other engagement activities.

## PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Inland recognizes that accessible procurement is an important part of creating an inclusive workplace and delivering accessible services. We are committed to considering accessibility throughout the procurement lifecycle by incorporating accessibility requirements, where appropriate, into the acquisition of goods, services, technology, equipment, and facilities.

### Current State

Inland procures a wide range of goods, services, equipment, technology, and facilities to support aviation operations across airports, corporate offices, and manufacturing facilities. Procurement activities are conducted in accordance with established purchasing policies and operational requirements, while considering safety, regulatory compliance, quality, operational effectiveness, and value.

Where practical and appropriate, accessibility considerations are incorporated into procurement decisions, particularly for workplace technology, office equipment, employee facilities, and third-party services that may affect employees, customers, or visitors. Inland also works collaboratively with vendors, contractors, and service providers to support compliance with applicable accessibility requirements.

## Barriers and Opportunities

Accessibility has historically been considered on a case-by-case basis rather than through a consistent, organization-wide procurement approach. As a result, accessibility requirements may not always be included in procurement specifications, vendor evaluations, or purchasing decisions.

Additional challenges exist when procuring specialized aviation equipment, operational infrastructure, and services where accessibility options may be limited or must be balanced with regulatory and operational requirements. The organization also relies on third-party suppliers whose accessibility practices and products may vary.

There is an opportunity to strengthen accessibility by embedding accessibility considerations into procurement policies and procedures, increasing awareness among employees involved in purchasing decisions, and encouraging suppliers to demonstrate their commitment to accessibility and inclusive design. Taking these steps will help ensure accessibility is considered early in the procurement process, reducing the need for future modifications and supporting more inclusive workplaces and services.

## Procurement of Goods and Services Actions

To reduce barriers and improve accessibility within procurement activities, the organization will:

- Review procurement policies, procedures, and purchasing practices to identify opportunities to formally incorporate accessibility considerations by Q4 2027.
- Incorporate accessibility language into procurement guidance by Q4 2027.
- Consider accessibility features when procuring workplace technology, software, office equipment, furnishings, and employee facilities.
- Periodically review procurement practices to evaluate the effectiveness of accessibility considerations and identify opportunities for continuous improvement.

## DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Inland delivers a broad range of aviation services across Canada, including aircraft de-icing, environmental management, aircraft fueling, ground handling, and manufacturing. We are committed to designing and delivering our programs and services in a manner that is safe, efficient, and increasingly accessible for employees, customers, contractors, and other stakeholders. As our operations evolve, we will continue to identify and remove accessibility barriers wherever reasonably practicable while maintaining regulatory compliance and operational requirements.

### Current State

Inland's programs and services are designed to support the safe and efficient operation of airports and aviation customers. Service delivery is guided by applicable legislation, industry regulations, customer requirements, and established operational procedures.

### Barriers and Opportunities

The specialized nature of aviation operations presents unique accessibility challenges. Services are frequently delivered in active airside environments, manufacturing facilities, and other operational settings where safety, security, and regulatory requirements must remain the highest priority. These environments may affect how services are delivered and how information is communicated.

In addition, accessibility considerations have not always been formally integrated into the planning and review of programs and services. There is an opportunity to strengthen accessibility by incorporating accessibility principles into program development and review processes, consulting with employees and other stakeholders to better understand barriers and evaluating communication materials and service delivery practices to improve accessibility over time.

## Design and Delivery of Programs and Services Actions

To improve accessibility in the design and delivery of programs and services, the organization will:

- Incorporate accessibility considerations into the development, review, and modification of programs, services, and operational procedures, where appropriate.
- Seek feedback from employees, customers, contractors, and other stakeholders regarding accessibility barriers and opportunities for improvement through established consultation and feedback processes.
- Promote awareness of accessibility principles among employees responsible for program and service delivery.
- Monitor accessibility-related feedback and accommodation requests to identify trends, inform future improvements, and support continuous improvement of programs and services.

## TRANSPORTATION

Inland does not provide transportation services as defined under the Accessible Canada Act and therefore has not identified accessibility barriers within this priority area.