

Progress Report

REVISION 2 – 2026-03-04



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REVISION LOG

Revision No	Revision Date
Original	2025-06-01
Revision 1	2025-09-10
Revision 2	2026-03-04

Justification of Revision 2:

Progress Report, Revision 2, has been reviewed, and adjustments have been made, including updates to the DHC-8-100 and the introduction of the Model 315, to meet the requirements of the Canadian Transportation Agency (CTA).

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Progress Report

GENERAL

Chrono Aviation and its subsidiaries, Chrono Jet Inc. and its service providers LUX FBO, henceforth referred to simply as Chrono Aviation for simplicity, hold a firm belief that every individual, irrespective of their abilities or requirements, should have seamless access to air travel.

For detailed information about the accessibility services offered by Chrono Aviation, please visit our website at the following address: www.chronoaviation.com.

General Information

Designated person

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The public may submit feedback and/or suggestions and request a copy of the Accessibility Plan, the feedback process, or the progress report. Upon request, a copy of any of these documents can be provided.

According to the person's preference, the documents will be sent by mail, by email in PDF format, or upon request by phone at 418-529-4444, extension 1060. Full contact details are provided above under the heading «Designated Person »

Feedback clarification

- By email
- By phone
- By mail
- In person (by appointment)

Full contact details can be found in the **Designated Person** section.

A response is generally provided within **10 business days**, unless otherwise indicated.

Note: Since the publication of Chrono Aviation's Accessibility Plan, **no feedback has been received to date.**

Information and communication technologies (ICT)

Progress achieved and changes

- Similar to the B737-800, **Braille cards** describing the new cabin environment of the **DH8-100 and DH8-315** have been acquired and placed on board to improve accessibility for passengers with visual impairments, in accordance with the applicable requirements of the Canadian Transportation Agency (CTA).
- As part of our efforts to improve our practices, **recurring training sessions** have been implemented, particularly within the framework of the **training program on security, transfer, and communication**.
- These training sessions aim to **enhance the quality of interactions** between crew members and passengers, especially those with specific needs, such as individuals living with **visual impairments**.

Communications other than information and communication technologies

Progress achieved and changes

- **Braille cards** have been acquired to describe the new cabin environment of the DH8-315, as well as the updated DH8-100 configuration. They have been implemented on board the aircraft to improve accessibility for passengers with visual impairments.
- As part of our efforts to improve our practices, **recurring training sessions** have been implemented, particularly within the framework of the **training program on security, transfer, and communication**.
- These training sessions aim to **enhance the quality of interactions** between crew members and passengers, especially those with specific needs, such as individuals living with **visual impairments**.

Inclusive communication

Beyond information and communication technologies, the accessibility plan covers various forms of communication to promote inclusion. This includes the use of clear language, alternative formats (large print, braille), adapted verbal communication, accessibility of visual aids (captioning, transcripts), accessible telephone services, inclusive signage, and consideration of communication needs.

Design and provision of programs and services

Accessibility is integrated from the design stage of programs and services. Measures are taken to provide inclusive delivery, including process adaptation, staff training, and consultation with affected individuals.

To better address their needs

- **Adapted communication guidelines** are integrated into the training to guide the crew in their interactions with these passengers:
 - ▶ Clearly introduce themselves verbally,
 - ▶ Offer assistance without imposing,
 - ▶ Describe the environment or actions being performed,
 - ▶ Ensure to answer their questions accurately.
- **These training sessions aim to encourage the crew to apply these principles to ensure an inclusive, safe, and respectful travel experience for all.**

Transportation

- Accessibility audits: The audits revealed that the conditions have remained unchanged since the implementation of the Accessibility Plan and Feedback Process.

Built Environnement

Chrono Aviation operates from the LUX terminal at both Montréal Saint-Hubert Airport and Québec City. These facilities are designed to eliminate barriers to accessibility, in accordance with the accessibility requirements of the Canadian Transportation Agency (CTA).

The terminals offer ground-level parking and direct access to the buildings, eliminating the need for stairs or elevators — a significant benefit for passengers with reduced mobility. In addition, Chrono Aviation provides wheelchairs at all its service locations, along with specialized chairs for boarding and deplaning, ensuring safe and comfortable access to the aircraft.

These measures demonstrate Chrono Aviation's ongoing commitment to inclusion and equal access for all passengers

Procurement of goods, services and facilities

- Chrono Aviation keeps on board and always makes available to passengers a "Washington"-type or straight-back chair to facilitate the safe boarding of persons with reduced mobility and to ensure service accessibility, in accordance with the applicable requirements of the Canadian Transportation Agency (CTA).
- As part of the continued integration of the **next-generation Boeing B737-800**, Chrono Aviation has added a **DHC-8 Series 315** aircraft to its fleet, in accordance with the applicable requirements of the Canadian Transportation Agency (CTA) regarding accessibility and the transportation of persons with disabilities.

Provision of CTA Accessibility related regulations

In accordance with the regulation on the establishment of plans and the preparation of reports regarding accessible transportation, Chrono Aviation is considered a Class 3 transportation service provider (TSP). The Accessible Transportation for Persons with Disabilities Regulations (ATPDR) apply to TSPs operating within the federal transportation network and who must comply with any provision of the regulations enacted under subsection 170(1) of the Canada Transportation Act (i.e., any accessibility regulations of the Canadian Transportation Agency), including but not limited to: Part VII of the Air Transportation Regulations (ATR);

- Part VII of the Air Transportation Regulations (ATR); and
- The Personnel Training Regulations for Assistance to Persons with Disabilities (PTRAPD)

Chrono Aviation Chrono Aviation will publish an updated Accessibility Plan no later than:

- June 1, 2026 - Accessibility Plan

Consultations

Since the consultation held in September 2024, key aspects regarding the **needs of persons with disabilities** have been considered. In collaboration with various specialized organizations — such as *Adapte ta vie*, *Kéroul Québec* (a provincial partner for accessible travel experiences), and the **Institut Nazareth** — we have been able to better understand and address the identified needs.

A **subcommittee, of the local health and safety committee** has been established to ensure ongoing follow-up with these partners. Regular consultations, initiated in June and July 2024, have continued since then and support a stable and constructive exchange

These measures ensure continuous consideration of identified needs, particularly for individuals who are blind or have reduced mobility, and confirm the effective operation and continuity of the consultation process

The topics discussed focused primarily on:

- Overall **accessibility**
- The quality of **communication** (verbal and non-verbal)
- **Understanding** of specific requests
- And the importance of **professional and appropriate behavior** from crew members.

The main objective being to ensure that every passenger, regardless of their condition, can **enjoy a positive, inclusive, and respectful travel experience**.

Conclusion

Chrono Aviation is committed to providing inclusive and accessible air transportation for all. While significant changes and improvements have been implemented in accordance with the Accessible Transportation Regulations, certain challenges remain. To address these, Chrono Aviation maintains active collaboration with various organizations and stakeholders. Regular consultations are also held through our permanent advisory subcommittee — composed of individuals with physical, cognitive, visual, or other disabilities — who bring diverse perspectives.

This subcommittee, which is part of both the Workplace Health and Safety Committee (WHSC) and the Aerospace Health and Safety Committee (AHSC), plays a key role in helping us assess and adapt our services and facilities to meet the evolving needs of all passengers, regardless of their abilities.

Date: March 4, 2026

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Organization: Chrono Aviation Inc.