

Progress Report

REVISION 1 – 2025-09-10



LIST OF EFFECTIVE PAGES

Page	Revision	Date
1	Révision 1	2025-09-10
2	Révision 1	2025-09-10
3	Révision 1	2025-09-10
4	Révision 1	2025-09-10
5	Révision 1	2025-09-10
6	Révision 1	2025-09-10
7	Révision 1	2025-09-10
8	Révision 1	2025-09-10

REVISION LOG

Revision No	Revision Date
Original	2025-06-01
Revision 1	2025-09-10

Justification of Revision 1:

The manual has been reviewed and completely redesigned to meet the requirements of the Canadian Transportation Agency (CTA).

TABLE DES MATIERES

LIST OF EFFECTIVE PAGES	2
REVISION LOG	2
PROGRESS REPORT	4
GENERAL	4
GENERAL INFORMATION	4
<i>Designated person</i>	<i>4</i>
<i>Feedback clarification</i>	<i>4</i>
INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)	5
<i>Progress achieved and changes</i>	<i>5</i>
COMMUNICATIONS OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES	5
<i>Progress achieved and changes</i>	<i>5</i>
<i>Inclusive communication</i>	<i>5</i>
<i>Design and provision of programs and services</i>	<i>5</i>
<i>To better address their needs</i>	<i>6</i>
<i>Transportation</i>	<i>6</i>
<i>Built Environnement</i>	<i>6</i>
<i>Consultations</i>	<i>7</i>
<i>Conclusion</i>	<i>8</i>

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

Serge Bernier
Occupational Health & Safety Coordinator
706 A 7e Airport Avenue Québec Jean-Lesage Airport
Québec Canada, G2G 2T6
Tel : 418-529-4444 Ext 1060
info@chronoaviation.com
sbernier@chronoaviation.com

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

- **Braille cards** have been acquired to describe the new cabin environment of the B737-800 and have been placed on board 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**.

Communications other than information and communication technologies

Progress achieved and changes

- **Braille cards** have been acquired to describe the new cabin environment of the B737-800 and have been placed on board 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 no longer owns the LUX terminal but continues to operate within the same terminal at the Saint-Hubert Metropolitan Airport and in Québec City. These facilities have been 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

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 will publish a progress report for each of the following two years, and an updated accessibility plan by June 1, 2027. The reporting cycle would be as follows:

- June 1, 2026 – Progress report
- June 1, 2027 – Updated 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, Kéroutl 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**, formed within the **local health and safety** committee, was established to consult these various organizations from the very beginning of the program's implementation (Accessibility Plan and feedback process).

Virtual meetings via Microsoft Teams and phone calls were held as early as June and July 2024 and continued over the following months. These consultations provided valuable feedback, particularly regarding the **needs of individuals who are blind**, the **challenges faced by persons with reduced mobility**, as well as **their perspectives and expectations of our services**.

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: June 1, 2025

Prepared by: Serge Bernier

Organization: Chrono Aviation Inc.