

# **Jazz Aviation LP**

## **Accessibility Plan**

### **for Air Canada Express Passengers**

**June 1, 2026**

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## **1. General**

### **1.1 About Jazz Aviation LP**

Jazz Aviation LP (“**Jazz**”) is the largest regional carrier in Canada and the primary operator of Air Canada Express flights to approximately 80 destinations across North America. Jazz is one of Canada's Best Diversity Employers with an award-winning safety culture. These strengths, along with Jazz's proven track record of industry leadership and exceptional customer service, create and deliver value to stakeholders.

#### **Jazz and Air Canada – Capacity Purchase Agreement**

Jazz and Air Canada are partners under a commercial agreement called the Capacity Purchase Agreement (the “**Agreement**”). Jazz operates regional flights on behalf of Air Canada as Air Canada Express.

From a passenger perspective, Air Canada is responsible for setting the standards for service, including accessibility, for all flights operated by Jazz. Jazz must adhere to these standards as part of the Agreement between the two carriers.

Under this Agreement, the passengers are Air Canada passengers and so, Air Canada is accountable and responsible to passengers, including those travelling on Jazz operated flights. This relationship uniquely benefits passengers, as it ensures that all travellers receive consistent and equal access to high-quality service, support, and commitment to an accessible travel experience.

Under the Agreement, Air Canada is responsible for the direction of customer relations for all Air Canada Express flights (as operated by Jazz). Jazz is committed to collaborating with Air Canada and other stakeholders to improve service and accessibility for Air Canada Express customers.

Given Air Canada is responsible for setting the standards for service and because Air Canada is responsible for the direction of customer relations for all Air Canada Express flights (as operated by Jazz), the Jazz Accessibility Plan is linked to Air Canada's Accessibility Plan.

## 1.2 Contact Information

The primary contact for matters directly related to this Plan is Jazz's Equity, Inclusion and Accessibility Manager. The secondary contact is the Manager, Development, Diversity, and Learning.

Passengers of Air Canada Express flights (as operated by Jazz) may provide feedback in relation to accessibility within the booking and flight experiences directly to Air Canada. Refer to section 1.3 below.

Alternate formats of this Plan can be requested by the means outlined below.

**Mail:**

ATTN: Manager, Development, Diversity, and Learning  
Jazz Aviation LP  
310 Goudey Drive  
Enfield, Nova Scotia  
B2T 1M6 CANADA

**Phone:** +1 (905) 671-7471

**Email:** [Accessibility-Accessibilite@flyjazz.ca](mailto:Accessibility-Accessibilite@flyjazz.ca)

Additionally, feedback about this Plan can be submitted via the following Jazz social media outlets:

- Instagram – [view our Instagram account](#)
- LinkedIn - [view our LinkedIn account](#)

### **1.3 Feedback Process – Air Canada Express Passengers Served by Jazz**

The Agreement sets the policies and procedures for receiving feedback from Air Canada passengers. Jazz refers all feedback on the identified barriers and priorities to Air Canada for remediation.

The following is an excerpt from the Air Canada Accessibility Plan on how passengers can provide accessibility feedback.

**Online:** [Air Canada Accessibility feedback form.](#)

**Email the Air Canada Accessibility Office**

**Phone:** 1-888-422-2408 (TTY and video relay available)

**Mail:**

Director, Customer Accessibility  
525 rue Viger  
Montreal, Quebec  
H2Z 1G6

## **2. Consultations**

### **2.1 Consultations – Air Canada Express Passengers Served by Jazz**

Air Canada engaged an independent consulting firm to help conduct its consultations, which were designed to allow passengers with disabilities to provide feedback confidentially, to encourage greater dialogue, and to gain a deeper understanding of their experiences. Air Canada included Air Canada Express flights operated by Jazz in this consultation process.

Air Canada partnered with O'Hara Aging + Accessibility and Left Turn Right Turn Ltd., who facilitated focus groups with customers, disability organizations, advocacy partners and members of the public. Participants of the virtual focus groups held in February and March of 2026 were asked:

- What are the main barriers people in your community face in air travel?
- What changes would improve people's independence, dignity and choice in air travel?
- What information or communication would make travelling with Air Canada clearer and less stressful?

Refer to the Air Canada Accessibility Plan for additional details in relation to consultations held.

## **3. Information And Communication Technologies**

All information and communications with Air Canada Express passengers, on flights operated by Jazz, is managed by Air Canada.

Under the Agreement, all telecommunication systems, policies, and standards for Air Canada Express passengers are controlled and directed by Air Canada. Systems operated by Jazz in the service of Air Canada Express passengers are visible only to Jazz employees and would not fall within the scope of this Plan.

An assessment of barriers and priorities regarding Information and Communication Technologies was completed by Air Canada. Refer to the Air Canada Accessibility Plan for further details.

#### **4. Communication (other than ICT)**

All communication methods for Air Canada Express passengers are determined solely by Air Canada.

An assessment of barriers and priorities regarding communication (other than ICT) was completed by Air Canada. Refer to the Air Canada Accessibility Plan for further details.

All Jazz employees who interact with Air Canada Express passengers' complete mandatory disability awareness training in accordance with the Accessible Transportation for Persons with Disabilities Regulations (the "Regulations") for personnel training for the assistance of travellers with disabilities. Training records are maintained in accordance with the Regulations.

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

Procurement of goods, services, and facilities for Air Canada Express passengers is completed in conjunction with Air Canada to meet accessibility commitments.

The procurement of goods, services, and facilities for Air Canada Express passengers is included in the Agreement under the control and direction of Air Canada. Jazz operated airport facilities in Canada are administered through leasing arrangements between Air Canada and the various airport authorities. Public facing goods and services provided by these airport facilities are determined by the various airport authorities.

Jazz considers accessibility with respect to required Procurement of Goods, Services, and Facilities in consultation with Air Canada.

An assessment of barriers and priorities regarding the Procurement of Goods, Services and Facilities for Air Canada passengers was completed by Air Canada. Refer to the Air Canada Accessibility Plan for further details.

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

The design and delivery of programs and services for Air Canada Express passengers is controlled solely by Air Canada. Air Canada sets the policies, processes, and standards which Jazz follows in the service to Air Canada Express passengers.

An assessment of barriers and priorities regarding the design and delivery of programs and services for Air Canada Express passengers was completed by Air Canada. Refer to the Air Canada Accessibility Plan for further details.

Jazz considers accessibility with respect to required delivery of programs and services, which are approved by Air Canada.

## **7. Transportation**

If there are transportation arrangements for Air Canada passengers, then all such transportation is controlled by Air Canada.

Transportation for Air Canada passengers may also be determined by airport authorities where Air Canada and Jazz are a tenant.

An assessment of barriers and priorities regarding transportation for Air Canada passengers was conducted by Air Canada. Refer to the Air Canada Accessibility Plan for further details.

An assessment of barriers and priorities regarding transportation for all passengers may have been conducted by individual airport authorities where Air Canada and Jazz are a tenant. Refer to Airport Authority Accessibility Plans for further details.

## **8. The Built Environment**

The built environment for Air Canada passengers includes aircraft and airport facilities. Air Canada determines the aircraft flown by Jazz and Air Canada determines the airport facilities where Jazz provides such services.

Jazz considers accessibility with respect to required built environment (aircraft and facilities) which are approved by Air Canada.

An assessment of barriers and priorities regarding the built environment for Air Canada passengers was conducted by Air Canada. Refer to the Air Canada Accessibility Plan for further details.

An assessment of barriers and priorities regarding the built environment for all passengers may have been conducted by individual airport authorities where Jazz is a tenant under leasing arrangements between the various airport authorities and Air Canada. Refer to Airport Authority Accessibility Plans for further details.

## **9. Provisions of CTA accessibility-related regulations**

As a Canadian air transportation provider, Jazz is subject to the Accessible Canada Act (S.C. 2019, c. 10), Parts 1, 2, 3, and 7 of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244), the Accessible Transportation Planning and Reporting Regulations (SOR/2021-243) and the Accessible Canada Regulations (SOR/2021-241).