



Accessibility Plan and



Feedback Process Progress Report 2025

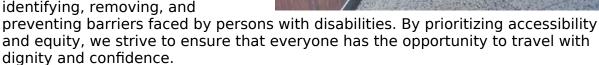
Introduction

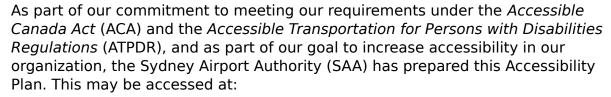
The McCurdy Sydney Airport (YQY) is a regional airport located in Sydney, Cape

Breton, Nova Scotia. We pride ourselves on providing quality, safe, secure, and sustainable air transportation services. Our commitment extends to delivering accessible and inclusive service to all our travelers and community members.

As the gateway to Cape Breton Island, YQY serves as an economic engine, driving prosperity and growth for our community. We are dedicated to shaping a more diverse, equitable, and inclusive environment for all — including our customers, employees, and the broader community.

We recognize that building an inclusive society requires an ongoing commitment to identifying, removing, and





www.flyygy.ca

To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact the Sydney Airport Authority using any of the below methods. Feedback may be provided anonymously. If contact



information is provided, acknowledgments will be sent within one business day, through the contact information provided or by the same way it was received.

Mailing Address

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Statement of Commitment to Accessibility

The Sydney Airport Authority (SAA) is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. The SAA will ensure compliance with all applicable accessibility legislation by identifying, preventing, and removing barriers to accessibility. We will address all identifying, preventing, and removing barriers to accessibility. All accessibility needs will be addressed and requests to the best of our ability and in a timely manner.

Progress at YQY

In our Accessibility Plan and Feedback Process 2024-2027, we included 24 commitments for the short-term and long-term over three years with the goal of removing barriers to accessibility at YQW for all. We are proud to report on our 2025 progress and recognize there is more work to be done.

- 20 of 33 (60.6%) accessibility goals have been completed for 2025.
- 10 of 33 (30.3%)) accessibility goals are in progress with completion dates scheduled for 2025



• 3 of 33 (9.1%) accessibility goals are in progress with completion dates scheduled for 2026.

Information and Communication (other than ICT)

The Sydney Airport Authority has completed 6 of 9 accessibility goals pertaining to information and communication other than ICT for 2025. Airport management and staff are committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan and we understand that many of these are on-going, requiring regular review and changes if applicable.

| Accessibility Goal | Status | Progress |
|---|---|---|
| Publish the SAA Accessibility Policy and Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-Level success criteria. | In progress. | The accessibility plan has been published on our website. We are working towards WCAG compliance and aim to have it completed in December 2025. |
| Ensure that the SAA Website is reviewed and | In progress. | We are working towards WCAG compliance and |
| Acces t E C C T t E C C C E F C C C E F C C C E F C C C C C C C C C C C C | ssibility Goal Comple | etion |
| | In Progress (20 026 Completion) | · |
| Review of SAA Accessibility plan and status of accessibility | Complete. | Reviewed regularly |



| goals annually. | | |
|---|-----------|--|
| | | |
| Review existing SAA policies, diversity, and inclusion lands and develop and implement action plans to address identified barriers. | Complete. | Reviewed regularly |
| Update the SAA Accessibility Plan a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published. | Complete. | Next update: June 2027 |
| Provide ACA progress reports based on stated deadlines in the ACA and notify the ACA and regulator when updated accessibility progress reports are published. | Complete. | Submitted for June 2025 |
| Increase marketing and promotion efforts to help raise awareness of accessibility services, features, and facilities available at the Airport. | Complete. | The SAA continues to develop and promote activities with accessibility in mind including the addition of accessibility doors for easier terminal access and Autism Aviators. |

Procurement of Goods, Services, and Facilities

The SAA is committed to ensuring that, whenever possible, accessibility of goods, services, and facilities is considering when for procuring items and services. Accessibility requirements will be included in SAA RFP's, service agreements, and other documents related to procurement.

Design and Delivery of Programs and Services

The Airport remains committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. The Airport is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.



The Sydney Airport Authority has completed 3 of 7 of our accessibility goals pertaining to the design and delivery of programs.

We were proud this year to work with Autism Nova Scotia to bring back Autism Aviators, a mock travel day for people on the autism spectrum and their families to make the airport experience more comfortable.

| Accessibility Goal | Action Owner | Target Completion Date |
|--|--------------|--|
| Share employee resources on how to create accessible programs and services. | Complete | Distributed to relevant staff |
| Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually. | In progress | The YQY team is aware of this goal and activities to advance this goal will take place in 2026. |
| Create an Airport Accessibility Policy to document our accessibility commitment and describe how to access Airport accessibility services, procedures, and facilities. Publish and maintain the Accessibility Policy on the Airport Accessibility page and share with Airport employees, tenants, and vendors. | In progress | The YQY team is aware of this goal and activities to advance this goal will take place at a later date. We aim to have this completed by December 2025. |
| Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information. | Complete | Reviewed regularly |
| Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans. | Complete | Reviewed regularly |



| Develop and promote "what to expect" content for travellers, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport. | In progress | The YQY team is aware of this goal and activities to advance this goal. We aim to have this completed by December 2025. |
|--|-------------|--|
| Develop scent-free initiatives and procedures where possible (for example, a Scent-Free Policy, guidelines for contracted cleaning services to use scent-free products) | In Progress | The YQY team is aware of this goal and activities to advance this goal. We aim to have this completed by December 2025. |

Transportation

The SAA is committed to ensuring that any transportation it manages or controls will be accessible, upon request. Currently, management of transportation services is not an SAA area of operation.

The Sydney Airport Authority has completed all accessibility goals pertaining to transportation.

| Accessibility Goal | Status | Progress |
|---------------------------|-----------|----------------------------|
| Review electric vehicle | Complete. | The airport currently does |
| (EV) charging station and | | not have EV capacity but |
| requirements and ensure | | will be mindful of this |
| similar service is | | goal when exploring it in |
| available for accessible | | the future. |
| parking stalls. | | |

Built Environment

The SAA committed to ensuring that, wherever possible, newly constructed or redeveloped built environments are designed in a way that takes into consideration the prevention or removal of barriers.



The Sydney Airport Authority has completed 1 of 3 of our accessibility goals pertaining build environment.

| Accessibility Goal | Status | Progress |
|--|--------------|--|
| Improve wayfinding | In progress. | Due to terminal |
| signage to create a more | | renovations, the deadline |
| accessible experience | | for this has been pushed |
| when navigating the | | to 2026. |
| facility | | The VOV has a sign of |
| Ensure that TTY (tele- | In progress. | The YQY team is aware of |
| typewriter) and telephone | | this goal and activities to |
| relay services are available for public use. | | advance this goal will take place at a later date. |
| Ensure that formal | Camplete | To be reviewed on a |
| internal and third-party | Complete. | |
| accessibility reviews are | | regular basis. |
| provided on all SAA | | Our new front doors and |
| design proposals and that | | surrounding area were |
| barriers are addressed | | discussed with |
| prior to approval of | | community members to |
| design and development | | ensure that they increase |
| of new SAA facilities. | | accessibility. |

Employment

The SAA is dedicated to providing clear and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessibility recruitment and selection process is, creating individualized workspace emergency response plans, and providing formal written accommodation and return-to-work plans. The SAA committed to informing all employees of policies and procedures that support employees with disabilities.

The Sydney Airport Authority has completed 6 of 7 of our accessibility goals pertaining to employment.

| Accessibility Goal | Action Owner | Target Completion Date |
|--|--------------|---------------------------|
| Review job descriptions prior to posting to ensure requirements or accurate and potential accessibility barriers are removed | Complete. | Reviewed regularly. |



| where possible. | | |
|--|--------------|--|
| Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process. | Complete. | Reviewed regularly. |
| Increase outreach and collaboration with disability organizations, recruitment agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community. | Complete. | Ongoing partnerships, including Autism Aviators program. |
| Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews. | Complete. | Reviewed regularly. |
| Ensure emergency floor wardens and emergency response teams review and are aware of individual accommodation plans for individuals requesting support during emergencies or evacuations. | Complete. | Ongoing for new staff. |
| Update job offer letter an agreement, as well as employee orientation an onboarding material, to ensure content includes information on available accessibility supports and the accommodation | In progress. | The YQY team is aware of this goal and activities to advance this goal will take place at a later date. It should be noted that there was no hiring during this period. |



| request process. Update the initial employee selfidentification form to be more inclusive and address broader access ability barriers. | | |
|---|-----------|---------------------|
| Ensure new technology, software, and process is implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format. | Complete. | Reviewed regularly. |

Training

The SAA is committed to ensuring that its employees and volunteers receive training on SAA accessibility policies and procedures. Refresher training is provided when changes are made to accessibility legislation or too SAA accessibility policies and procedures.

The Sydney Airport Authority has completed 3 of 6 of our accessibility goals pertaining to training

| Accessibility Goal | Status | Progress |
|---------------------------|----------|------------------------|
| Provide resources and | Complete | Reviewed regularly. |
| training on how to create | | |
| accessible information | | |
| and communication to all | | |
| SAA content creators. | | |
| Provide customer service | Complete | Ongoing for new staff. |
| training incorporating | | |
| accessibility and | | |
| accommodation | | |
| information, including | | |
| training on SAA assistive | | |
| devices, to new customer | | |
| service employees. | | |
| Provide mental health | Complete | Ongoing for new staff. |



| first aid training to | | |
|----------------------------|-------------|-----------------------------|
| appropriate staff. (i.e. | | |
| ARFF Qualified) | | |
| Provide employee training | In Progress | The YQY team is aware of |
| to help increase | | this goal and activities to |
| sensitivity and awareness | | advance this goal will |
| all barriers, appropriate | | take place at a later date. |
| language use, the need | | We aim to have this |
| for inclusion, unconscious | | completed by December |
| bias, another content | | 2025. |
| related to attitudinal | | |
| barriers. | | |
| Provide "lunch and learn" | In Progress | The YQY team is aware of |
| sessions on accessibility | | this goal and activities to |
| and related diversity and | | advance this goal will |
| inclusion topics (for | | take place at a later date. |
| example, training on use | | |
| of various accessibility | | We aim to have this |
| resource is; introduction | | completed by December |
| of new accessibility | | 2025. |
| features; inclusive | | |
| communication and | | |
| interviewing practices; | | |
| planning accessible | | |
| meetings or community | | |
| events; presentations by | | |
| guest speakers with lived | | |
| experience). | | |
| Provide opportunities for | In Progress | The YQY team is aware of |
| employees to participate | | this goal and activities to |
| in training events, | | advance this goal will |
| webinars, and | | take place at a later date. |
| conferences, to increase | | We aim to have this |
| knowledge about | | completed by December |
| accessibility resource is | | 2025. |
| and best practices. | | |



Consultations

Since the Sydney Airport Authority was established in 1997, it has been collaborating with, and welcoming and responding to feedback from, individuals who identify as d/Deaf, disabled, or neurodiverse. Feedback has been provided through comments provided in-person or online, through accessibility professionals with lived experience, and through invitations to broader community to provide feedback on SAA policies, plans, and procedures.

This year we were proud to partner with Autism Nova Scotia for our Autism Aviators program. During the planning phases we discussed the many ways that airports can better facilitate a more positive travel experience for people on the autism





For the following year, our airport aims to add more consultation partners including individuals that serve as advocates and experts representing the following types of disabilities:

- Physical Disabilities
- Visual Disabilities
- Cognitive Disabilities
- Neurological Disabilities
- Learning Disabilities
- Hearing Disabilities



Next Steps

McCurdy Sydney Airport will continue to collaborate with stakeholders to enhance accessibility initiatives and further strengthen training programs for passenger-facing staff, ensuring inclusive and respectful service for individuals with diverse accessibility needs. Ongoing feedback will play a central role in shaping and refining our Accessibility Plan, supporting our commitment to delivering a more inclusive travel experience for all passengers.

