



ACCESSIBILITY PLAN PROGRESS

SUMMARY

Yellowhead Helicopters Ltd. is firmly dedicated to promoting equitable access and participation for individuals with disabilities. Our company is devoted to treating persons with disabilities in ways that respect their dignity and independence, and we firmly believe in fostering an inclusive environment. We are committed to addressing the challenges of accessibility barriers and ensuring that the needs of all individuals are met. To achieve this, we pledge to comply with the guidelines established in the *Accessible Canada Act* (the Act).

Accessibility Plan Progress

Employment

As outlined in the Accessibility Plan, Yellowhead Helicopters Ltd. is committed to enhancing the recruitment, retention, and promotion of employees with disabilities. The following progress has been made to create a workplace that is inclusive and welcoming to job seekers with disabilities:

- Increased the rate of hiring persons with disabilities by 2 people over the prior year benchmark.
- Identified staffing options for administrative and office positions that can target persons with disabilities.
- Assist managers with identifying and hiring for inclusiveness and removing potential barriers in job advertisements.
- Using plain and simple language in recruitment ads
- Educating managers with regards to Employment Equity statistics and promote hiring candidates who have self-identified as having a disability, as well as the other Employment Equity groups.
- Identifying accommodations requests and proposing solutions.

Built Environment

Yellowhead Helicopters Ltd. strives to make their work locations barrier-free for the full participation of employees with disabilities. Barriers to accessibility will be rectified with retrofits and a major consideration of new builds in collaboration with key stakeholders such as airport authorities and building owners. To date the following progress has been made:

- Two parking stalls closest to the entryway have been marked as wheelchair accessible and reserved for persons with disabilities.
- Wheelchair ramp has been assessed and maintained.
- Boardroom has been assessed with visual, audible and mobility disabilities in mind.
- Office chairs have been assessed for back support and armrests and replaced as necessary.

Culture, Education, and Awareness

In line with Yellowhead Helicopters Ltd. accessibility plan goals, the plan has been posted and is accessible to all employees, with commitment to ensuring that alternate formats of documents, interpretation and alternative ways to submit information is available to all persons who require it. There have been no request for alternative formats to date. All employees have been assigned



mandatory accessibility training through the internal training library in order to help strengthen the understanding of accessibility and having empathy and respect for employees with disabilities.

Technologies

Yellowhead Helicopters Ltd. is committed to making information and communication technologies accessible for users with disabilities, injuries, or ergonomic needs. Our website has been reviewed and assessed to be WCAG 2.0 compliant. We have actively consulted with current employees who have self-disclosed disabilities to ask if there are any barriers they face with access to information and communication technologies and have offered accommodations.

Communication

To remove communication barriers and create a more inclusive environment, we are reviewing our communications and policies to ensure clear and direct communication, including a focus on all employment ads and website materials.

Services

As we work towards a barrier-free procurement environment, we have provided accessibility training for our procurement officers in order to promote awareness and accessible options in the procurement process.

Transportation

As a Transportation Service Provider, Yellowhead Helicopters Ltd. is subject to the *Accessible Transportation Planning and Reporting Regulations* and is committed to identifying and removing barriers that could impact the accessibility of helicopter services. Employees with the responsibility of serving the public are subject to *Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR)* are provided training in respect of the following principles:

- All persons must be treated with dignity regardless of their disabilities;
- the various types of assistance that may be needed by persons with disabilities and the duties of transportation service providers in relation to those needs, including: the type of assistance they must provide, the assistive devices that are commonly used, and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as sign language, augmentative or alternative communication systems, and clear, concise and plain language;
- the communication requirements in the ATPDR and how to interact with persons with disabilities in a manner that respects their autonomy and dignity;
- the role of a support person; and
- the role and needs of a service dog.

Feedback Mechanism

Yellowhead Helicopters Ltd. has created a feedback form available on the website www.yhl.ca. Since publishing our feedback form in April 2023 we have received zero submissions regarding accessibility barriers.

Any employee, customer or member of the public who has concerns or requests regarding accessibility should contact Human Resources by emailing HR@yhl.ca.