ACCESSIBILITY PLAN PROGRESS

SUMMARY

Yellowhead Helicopters Ltd. published our first Accessibility Plan in April 2023. The plan outlines steps that we will take in order to be accessible. This involves identifying, removing and preventing barriers described in section 5 of the Accessible Canada Act ("the Act"). As required under the Act, we published our first progress report in 2024 relating to progress made in 2023. This progress report outlines the steps we've taken in 2024 to address some of the barriers identified in our Accessibility Plan.

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:

- Providing opportunities for employees and managers to train on gender biases and unconscious bias principles
- Educating managers on employment equity statistics and promoting the hiring of candidates who have self-identified as having a disability, as well as members of other employment equity groups
- Benefits include short and long term disability and an Employee and Family Assistance Program. In 2024 we identified the length of time it took for a short-term disability claim to be assessed and paid was problematic and changed the program such that an employee on disability is not without payment for more than 5 days after paperwork is submitted. We also changed to a different EFAP provider allowing more options for counselling services, more sessions covered by the plan and better councillor availability.

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. Each base location is assessing the accessibility of the helipad, including ramps and pathways for easier access to the helicopter. We recognize that this may not be possible in remote areas where terrain is more challenging.

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 help remove communication barriers and foster a more inclusive environment, we are reviewing our communications and policies to ensure they are clear, direct, and accessible. We are also developing a standardized, documented safety briefing—along with a digital version that features video demonstrations with captions to better support passengers with visual or hearing impairments.

Services

As we work towards a barrier-free environment, we have provided accessibility training to our customer service team to ensure effective communication with customers who have hearing impairments or need assistance (e.g. through email or text). We also ensure that our customer service staff is well-versed in handling inquiries from people with disabilities and addressing any accessibility concerns proactively.

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.

We are working on creating standard operating procedures (SOP) for pilots and crew to assist any customers with disabilities.

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.