



Accessibility Plan 2026-2029

General

Yellowhead Helicopters Ltd. has prepared this updated Accessibility Plan to meet our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This plan replaces our first plan, which was published in April 2023.

This plan covers all seven areas listed in section 5 of the ACA. As a federally regulated Transportation Service Provider, this plan also addresses our obligations under the Accessible Transportation Planning and Reporting Regulations (ATPRR).

How to provide feedback

Please send your feedback to our Human Resources Lead. You may send your feedback by email, phone or mail using the contact information listed below. Feedback may be submitted anonymously.

For more information on how to send feedback, and to access our online feedback form, please visit www.yhl.ca.

How to request alternate formats

You can use the contact information listed below to request a copy of this Accessibility Plan or our feedback process description in the following alternate formats: print, large print, Braille, audio, or an electronic format compatible with adaptive technology intended to assist persons with disabilities.

We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Contact us

- **Email:** HR@yhl.ca
- **Phone (toll-free):** 1-888-566-4401
- **Website:** www.yhl.ca

Consultations

Yellowhead Helicopters Ltd. is committed to consulting persons with disabilities in the preparation of our accessibility plans and progress reports, as required under the Accessible Canada Act. Our accessibility policy commits to having, where feasible, at least 50% of accessibility committee members comprised of persons with disabilities or persons who represent disability-serving organizations.



How we consulted persons with disabilities

Consultations for this report were conducted through discussion with members of our accessibility committee. The committee reviewed the Accessibility Plan, discussed any continuing or newly identified barriers, and advised on priorities for the next reporting cycle.

How we made our consultations accessible

- Consultation documents were made available in accessible digital formats.
- Remote participation was offered so members did not have to travel.

Who we consulted

We consulted members of our accessibility committee, which includes individuals who self-identify as having a disability. To protect individual privacy, we do not list the names of participants.

Governance and Accountability

YHL's designated official for accessibility is the Human Resources Lead, who is accountable for coordinating this plan, monitoring progress, and reporting to senior leadership.

Accountability for implementing actions in this plan is assigned to senior managers across business areas, with progress incorporated into their performance objectives.

Planning and Reporting Cycle

- This plan covers the period 2026–2029.
- YHL will publish annual progress reports in 2027, 2028, and an updated Accessibility Plan in 2029, in line with ACR timelines and current YHL practice.

Areas under section 5 of the Accessible Canada Act

The following sections describe the initiative(s) Yellowhead Helicopters Ltd. has taken in removing and preventing the barriers, in each of the seven areas set out in section 5 of the Accessible Canada Act.

Employment

Yellowhead Helicopters Ltd. acknowledges that persons with disabilities represent a significant portion of the Canadian workforce. We are committed to enhancing the recruitment, retention, and promotion of employees with disabilities. Aviation medical requirements limit the types of disabilities that can be accommodated in some safety-critical roles, so most of our targeted hiring efforts focus on administrative, office and ground-based positions.



Barrier: Persons with disabilities are underrepresented in our workforce, particularly in operational roles such as pilot and engineer.

Initiative(s) undertaken: We continued our annual analysis of employment equity data to identify underrepresented occupational groups and shared this information with hiring managers. Compared with the prior benchmark year, we increased the number of employees who identify as having a disability by two. Job postings continue to use plain and simple language. We continued to identify staffing options for administrative and office positions that can target persons with disabilities.

Barrier: Managers may not be fully aware of employment equity principles, inclusive hiring, or the duty to accommodate.

Initiative(s) undertaken: We continued to educate managers on employment equity statistics and to promote the hiring of candidates who have self-identified as having a disability. We provided opportunities for employees and managers to train on gender biases and unconscious bias principles, and we continued to assist managers with identifying and removing potential barriers in job advertisements, identifying accommodation requests, and proposing solutions.

Barrier: New employees may not always be informed of their accommodation rights at the time of hire, and accommodation plans are not consistently documented across all base locations.

Initiative(s) undertaken: Duty to accommodate and the accommodation process are now covered with new employees during onboarding. We continue to document individual accommodation plans for employees who require them, including individualized workplace emergency response information where needed. Standardizing this documentation across all locations remains in progress.

Objectives — Employment

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Analyze and benchmark hiring, promotion, and retention rates for employees with disabilities.	Continue annual analysis of employment equity data of our workforce to identify underrepresented occupational groups.	Clarify staffing options with all hiring managers to address underrepresentation, especially in admin and ground-based roles.	Review progress toward benchmarks and update recruitment strategies; align internal goals with Government of Canada representation targets where applicable
Improve opportunities for employees and potential employees with disabilities.	<ul style="list-style-type: none"> Update job postings to clearly state our commitment to inclusion and explain how applicants can 	Refresh recruitment, assessment and selection procedures to ensure ongoing compliance with the duty to accommodate.	Provide periodic training refreshers for HR and hiring managers; integrate accessibility checks into all hiring processes

	request accommodation. • Notify job applicants in any assessment or selection process that accommodations are available on request.		
Make accessibility part of the onboarding process.	Standardize onboarding content to include rights and obligations regarding accommodation; provide a contact point (HR) for accommodation discussions	Implement a check-in process with new employees who self-identified as having a disability at 1, 3 and 6 months post-hire to ensure their needs are met.	Refresh onboarding based on feedback and lessons learned; include accessibility topics in any leadership or supervisor onboarding streams
Document individual accommodation plans consistently across all locations.	Document individual accommodation plans for employees who require them, including individualized workplace emergency response information where required.	Implement a single standard template to be used across all Yellowhead locations, including identification of accommodations such as accessible formats and communication supports.	Provide training for managers and colleagues responsible for supporting individual accommodation plans.

The built environment

Yellowhead Helicopters Ltd. strives to make our work locations barrier-free for the full participation of employees with disabilities. Where practicable, our buildings will meet the applicable accessibility codes and standards.

Barrier: Parking close to building entrances may not be accessible for persons with mobility disabilities.

Initiative(s) undertaken: The two parking stalls closest to the entryway have been marked as wheelchair accessible and reserved for persons with disabilities. Reviewing parking policies to meet obligations for employees and visitors is a medium-term action identified in our accessibility plan.

Barrier: Our boardroom may not be fully accessible to employees with visual, audible, or mobility disabilities.



Initiative(s) undertaken: The boardroom has been assessed with visual, audible, and mobility disabilities in mind. A feasibility review for a fully accessible boardroom is identified as a medium-term action in our accessibility plan.

Barrier: Building access points, lobbies, doorways, and emergency-notification systems may not meet the needs of persons with mobility or hearing disabilities.

Initiative(s) undertaken: The wheelchair ramp has been assessed and maintained. Medium-term actions identified in our accessibility plan include installing seating in lobbies to accommodate employees with mobility issues, studying door size for large wheelchairs, and identifying areas needing improvement in consultation with people with disabilities. Updating fire alarms with visual warnings such as flashing lights is also identified as a short-term action in our accessibility plan.

Barrier: Helipads, ramps, and pathways at base locations may be difficult to access for persons with mobility disabilities.

Initiative(s) undertaken: Each base location assesses the accessibility of the helipad, including ramps and pathways for easier access to the helicopter. We recognize that this may not always be possible in remote areas where terrain is more challenging.

Objectives — The built environment

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Assess and improve boardroom accessibility for employees with visual, audible and mobility disabilities.	Continue to assess boardroom features (sightlines, hearing supports, mobility access).	Complete a feasibility review for a fully accessible boardroom, in consultation with persons with disabilities.	Implement recommended changes as part of planned capital projects.
Update parking policies and accessible parking at all sites.	Maintain marked accessible stalls at the head office.	Review parking policies to meet obligations for employees and visitors at all base locations.	Extend accessible parking marking to additional locations.
Make space in lobbies and entrances more accessible.	Identify locations where lobby seating is needed.	Install seating in lobbies to accommodate employees and visitors with mobility issues.	Include lobby accessibility in any new build or major renovation.
Explore wider doors for mobility devices.		Study door size for large wheelchairs and mobility devices, and	Widen doors as part of planned renovations or new builds where feasible.

		document where changes are feasible.	
Update accessibility of office buildings with ramps and standards-compliant features.	Identify areas needing improvement, making sure to consult people with disabilities.	Maintain and assess existing wheelchair ramps; address gaps identified during consultation.	Reference the Prince George base as a benchmark for accessible facility features in future builds.
Update fire alarms with visual warnings.	Update fire alarms with visual warnings such as flashing lights, prioritizing locations where Deaf or hard-of-hearing employees work.	Extend visual fire alarms to additional locations as part of planned renovations.	Include visual fire alarms in any new building by default.

Information and communication technologies

Making information and communication technologies accessible is essential for everyone to interact with our systems effectively. We are committed to ensuring accessibility for users with disabilities, injuries or ergonomic needs. We also recognize that some recent technology changes, such as our new desk phones with Bluetooth pairing, software interface updates, and improved video conferencing tools, provide accessibility benefits (for example, allowing employees with hearing aids to pair their devices directly to the phone). We will continue to highlight and build on these benefits.

Barrier: Our digital platforms may not be fully accessible to users with disabilities.

Initiative(s) undertaken: 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 whether they face any barriers with information and communication technologies, and we have offered accommodations.

Barrier: Employees responsible for building or procuring technology may not have training in accessibility.

Initiative(s) undertaken: Providing training in accessibility, job accommodations, and adaptive technology for employees who build or procure information technology is identified as a long-term action in our accessibility plan. Providing hands-on support and accessibility evaluations for applications and websites is also a long-term action.

Barrier: Existing software may have accessibility gaps that affect users with disabilities.

Initiative(s) undertaken: We continue to consider accessibility gaps in current user-facing technologies when prioritizing software updates or replacements, and to favour software that is WCAG-compliant and compatible with assistive technologies. Recent system updates have improved font sizing and user-interface readability across several internal tools.

Objectives — Information and communication technologies

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Ensure new systems meet accessibility and security standards. Integrate accessibility into the review process.	Confirm that any new systems are reviewed for accessibility before purchase or deployment.	Highlight accessibility benefits of recent technology changes, such as Bluetooth-enabled phones for employees with hearing aids.	<ul style="list-style-type: none"> • Provide training in accessibility, job accommodation and adaptive technology for employees building or procuring IT. • Provide hands-on support and accessibility evaluations for applications and websites.
Make software accessible.	Continue to use software that is compatible with assistive technologies.	Aim to meet current WCAG accessibility standards across user-facing software.	Move to WCAG 2.1 Level AA for our website and published accessibility documents in line with the ACR.
Consult with people with disabilities about ICT barriers.	Continue to consult employees who have self-disclosed disabilities about technology barriers.	Expand consultation to gather feedback on assistive-technology compatibility for new tools.	
Update existing software for accessibility.	Capture user-interface improvements (such as larger fonts and clearer layouts) when prioritizing updates.	Consider accessibility gaps in current user-facing technologies when prioritizing updates or replacements.	



Communication, other than information and communication technologies

We have taken the following action in removing and preventing the barriers identified in our Accessibility Plan under communication:

Barrier: Internal and external communications may not always be clear, direct, or accessible to persons with disabilities.

Initiative(s) undertaken: We continue to review our communications and policies to ensure they are clear, direct, and accessible. This includes our employment advertisements and website materials. We are 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.

Barrier: Documents, templates, and forms may not be available in accessible formats.

Initiative(s) undertaken: Including accessible document creation in onboarding and improving templates for briefing notes, presentations, agendas, and other documents is identified as a short-term action in our accessibility plan. When asked, we remain committed to providing alternate formats such as large print, audio, or Braille as soon as possible. Launching a plain-language awareness campaign is a medium-term action.

Barrier: Front-line staff may not have the skills to communicate effectively with customers who have communication disabilities.

Initiative(s) undertaken: We have provided accessibility training to our customer service team to support effective communication with customers who have hearing impairments or need assistance, including through email or text. Our customer service staff are well versed in handling inquiries from people with disabilities and in addressing accessibility concerns proactively.

Objectives — Communication

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Use plain language in communications.	Continue using plain language in all employment advertisements and customer-facing forms.	Launch a plain-language awareness campaign for all staff who prepare external communications.	Refresh remaining forms and policies into plain language.
Make all communication accessible by default, both internal and external.	<ul style="list-style-type: none"> • Include accessible document creation in onboarding and improve templates for briefing notes, 	<ul style="list-style-type: none"> • Promote WCAG-compliant communication practices and provide training and support for 	Use emerging technological tools (where appropriate) to produce audio formats and to assist with

	<p>presentations, agendas and other documents.</p> <ul style="list-style-type: none"> • When asked, commit to providing alternate formats such as large print, audio or Braille within required timelines. 	<p>creating accessible content.</p> <ul style="list-style-type: none"> • Train current employees and provide tools and guidance for creating accessible internal and external documents. 	<p>French translation, with native-speaker review.</p>
Accessible intranet and internet sites.	<p>Ensure the accessibility link is visible from the yhl.ca homepage.</p>	<p>Review intranet and internet content for clarity and accessible formatting.</p>	<p>Make intranet and internet sites accessible for all information posted.</p>

The procurement of goods, services and facilities

Yellowhead Helicopters Ltd. is committed to barrier-free procurement by identifying and removing accessibility barriers in our purchasing requirements. To make sure that products and services are inclusive and accessible, accessibility criteria will be included in procurement requirements, and deliverables will incorporate accessibility features.

Barrier: Accessibility was not consistently considered at the start of the procurement process.

Initiative(s) undertaken: We have provided accessibility training for our procurement officers to promote awareness and accessible options in the procurement process.

Barrier: Furniture and equipment purchased for shared spaces may not meet the needs of employees with disabilities.

Initiative(s) undertaken: Consulting with employees with disabilities before procuring furniture for common spaces is identified as a short-term action in our accessibility plan.

Objectives — Procurement

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Consider accessibility needs at the start of procurement processes.	<ul style="list-style-type: none"> • Continue providing accessibility training for procurement officers. • Promote awareness and provide resources for accessible procurement. 	<p>Develop an accessibility checklist for procurement decisions.</p>	<p>Update procurement templates and policies to require accessibility criteria for all purchases.</p>
Ensure accessibility of the selection and	<p>Consult with employees with disabilities before</p>	<p>Extend consultation to other shared-space</p>	



purchase of goods and services.	procuring furniture for common spaces.	purchases such as workstation equipment and event venues.	
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The design and delivery of programs and services

We are committed to designing and delivering our programs and services so that customers and the public with disabilities have equitable access. We will document expectations clearly, and consult persons with disabilities when designing or significantly changing customer-facing services.

Barrier: Customer service processes may not always meet the needs of customers with disabilities.

Initiative(s) undertaken: We have provided accessibility training to our customer service team to ensure effective communication with customers who have hearing impairments or need assistance, for example through email or text. Our customer service staff are well versed in handling inquiries from people with disabilities and addressing any accessibility concerns proactively.

Barrier: Pilots and crew do not yet have documented procedures for assisting passengers with disabilities.

Initiative(s) undertaken: We are working on Standard Operating Procedures (SOPs) for pilots and crew to assist customers with disabilities. The SOPs will cover boarding and disembarking, communication supports, the role of support persons and service animals. They will also include guidance on best practices with assisting passengers with disabilities.

Objectives — Design and delivery of programs and services

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Strengthen accessible customer service.	Maintain accessibility training for customer service staff, including communication via email and text.	Develop and publish a formal accessible customer service policy covering communication supports, service animals, support persons, and alternate formats.	Train all front-line staff and managers on the accessible customer service policy.
Document procedures for assisting passengers with disabilities.	Complete and roll out SOPs for pilots and crew on how to assist passengers with disabilities.	Train pilots and crew on safe lifting and assisting techniques.	Refresh SOPs and training as new passenger-assist scenarios are identified.



<p>Consider accessibility when designing new programs and services.</p>	<p>Add an accessibility check to internal program and service design reviews.</p>	<p>Adopt a policy that requires consultation with persons with disabilities when designing or significantly changing customer-facing services.</p>	<p>Involve industry specialists in early-stage testing of new products and services to support inclusive, user-centered design before rollout.</p>
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Transportation

As a Transportation Service Provider, Yellowhead Helicopters Ltd. is subject to the Accessible Transportation Planning and Reporting Regulations (ATPRR) and is committed to identifying and removing barriers that could impact the accessibility of helicopter services. Employees whose duties include serving the public are subject to the Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR).

Barrier: Passengers with disabilities may face barriers when using our helicopter services.

Initiative(s) undertaken: Employees with public-facing duties continue to receive ATPDR 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 and the duties of transportation service providers in relation to those needs (including the type of assistance to provide, the assistive devices commonly used, and the methods of communication that may be used by or 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.

Barrier: Pilots and crew do not yet have written SOPs for assisting passengers with disabilities.

Initiative(s) undertaken: We are working on creating SOPs for pilots and crew to assist customers with disabilities. The SOPs will include guidance on safely lifting and assisting passengers, with reference to industry practice. ATPDR training is provided within 60 days of staff assuming their duties, and refresher training is provided at least every three years. We will improve centralized tracking of training completion across all locations during this plan cycle.



Objectives — Transportation

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Maintain ATPDR-compliant training for public-facing employees.	Continue to deliver ATPDR training to all public-facing employees within 60 days of assuming their duties.	Implement centralized tracking so HR can confirm training and refresher status across all locations.	Continue ATPDR refresher training at least every three years; refresh training content as guidance evolves.
Document and roll out passenger-assist procedures.	Complete and publish written SOPs for pilots and crew on how to assist passengers with disabilities.	Train pilots and crew on the SOPs, with practical scenarios and refresher schedule.	Refresh SOPs based on lessons learned from real flights and any feedback received.
Be transparent about evacuation limitations.	Document the helicopter evacuation limitation clearly in our customer-facing service policies so prospective passengers know what to expect.	Continue to look for mitigation options where practicable, including pilot training in specific assist techniques.	Where evacuation cannot be made safe for an individual passenger, communicate this respectfully and in advance.

Other Initiative(s): Culture, education and awareness

Yellowhead Helicopters Ltd. recognizes the importance of a positive workplace culture and its impact on employee performance, job satisfaction and engagement. We are committed to creating a healthy and equitable workplace environment where employees are valued, have access to equitable opportunities, and have a safe space to express and advocate for themselves. To foster an inclusive and accessible workplace, we will continue to focus on awareness and attitudinal barriers.

Barrier: Employees may not all have the same level of awareness, training or supports to confidently engage with accessibility.

Initiative(s) undertaken: Our Accessibility Plan has been posted and is accessible to all employees. We have committed to ensuring that alternate formats of documents, interpretation, and alternative ways to submit information are available to all persons who require them. There have been no requests for alternative formats to date. All employees have been assigned mandatory Accessibility Awareness Training in our internal training platform, DATS, to strengthen understanding of accessibility and foster empathy and respect for employees with disabilities. The DATS training also covers human rights legislation as it relates to disability and serving people with disabilities.

Objectives — Culture, education and awareness

Objective	Short-Term Actions (2026–2027)	Medium-Term Actions (to 2028)	Long-Term Actions (to 2029)
Ensure all employees have access to accessibility knowledge and training tools.	Post policies and procedures, including the Accessibility Plan, in the company document library.	Continue to deliver Accessibility Awareness Training to all employees through DATS.	Refresh DATS training content as guidance evolves and lessons are learned.
Strengthen understanding of accessibility, empathy and respect for employees with disabilities.	<ul style="list-style-type: none"> • Enhance participation in National Accessibility Awareness Week. • Provide education about disabilities through DATS and internal communications. 	Communicate on accessibility matters and supports in the company newsletter.	Build accessibility into the regular performance and culture conversations across the company.
Ensure events and meetings are accessible.	Provide accommodations for accessible events and meetings on request.	Adopt a default-accessible meetings checklist for organizers.	
Provide training on accessibility, human rights legislation, and serving people with disabilities.	Continue to deliver DATS Accessibility Awareness Training, which includes human rights legislation as it pertains to people with disabilities.	<ul style="list-style-type: none"> • Provide additional training to employees on serving people with disabilities, including front-line and customer service teams. • Maintain a policy regarding service animals and support persons. 	Provide refresher training and update content based on feedback and any incidents reported.

Conclusion

Yellowhead Helicopters Ltd. remains firmly dedicated to promoting equitable access and participation for individuals with disabilities, and to treating people with disabilities in ways that respect their dignity and independence. We are committed to putting this Accessibility Plan into action and reporting transparently on our progress.

We will monitor and measure our progress against the objectives and timelines set out in this plan to ensure we are meeting our accessibility goals and removing the barriers we have identified. Annual progress reports will be published in line with the Accessible Canada Regulations, and a fully updated Accessibility Plan will be published at the end of this cycle.



Accountability for implementation of this plan will be included in the performance objectives of senior managers and HR.

We encourage employees, customers and members of the public to share feedback through our online form at www.yhl.ca, by emailing HR@yhl.ca, or by calling 1-888-566-4401. All feedback is reviewed by Human Resources and shared with our accessibility committee, and will be used to help us fully implement this Accessibility Plan. Non-anonymous feedback will be acknowledged in the same way it was received. All feedback will be retained for at least seven years.