

ACCESSIBILITY PLAN

Heliqwest Aviation Inc. is an International Helicopter Charter Company specializing in external load and specialty helicopter operations. We believe in promoting equitable access and participation for individuals with disabilities. Heliqwest Aviation is committed to addressing the challenges that prevent people with disabilities from working and accessing our hangar, and are working towards complying with the guidelines established in the *Accessible Canada Act* (the Act) by:

- Collecting feedback related to accessibility from customers, employees, and others who access the hanger; and
- Progressively updating our accessibility plan as required under the Act.

GENERAL

HeliQwest's accessibility plan is based on our commitment to ensure our hanger is an inclusive, barrier-free environment for all individuals. We will work on identifying and eliminating existing barriers and amending any policies and procedures necessary. To do this, we have designated our Director of Safety, Chad Sekundiak, to receive feedback on behalf of HeliQwest Aviation Inc.

If anyone wishes to leave feedback on our accessibility plan or requires an alternative format of the accessibility plan, you can reach us by:

Email: chads@heliqwest.com

Mail/in person: Heliqwest Aviation Inc.

Villeneuve Airport

#37-27018 SH 633

Sturgeon County, AB, T8T OE3

Phone: 780-458-3005

Online: [Heliqwest - Get in Contact](#) – We want to hear from you

*** Feedback may be left anonymously if needed. All feedback will be considered as it enables us to identify and address accessibility issues but we will only acknowledge feedback with contact information.*

EMPLOYMENT

Heliqwest Aviation Inc. is an equal opportunity employer and adheres to the Canadian Human Rights Act, and the Employment Equity Act. We employ personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and /or mental disability, genetic history/background or financial ability.

We are working towards an inclusive environment that enables persons with disabilities to be treated with dignity, respect and independence. We acknowledges that persons with disabilities represent a significant portion of the Canadian workforce. In support of this, Heliqwest is committed to enhancing the recruitment, retention, and promotion of employees with disabilities. The following initiatives have been identified to create a workplace that is inclusive and welcoming to job seekers with disabilities:

- Improve opportunities for current and potential employees with disabilities:
 - Include diversity and inclusion statements in career advertisements.
 - Make accessibility considerations part of the onboarding process and improve awareness opportunities for candidates to request reasonable accommodation during the recruitment process.
 - Cover duty to accommodate and accommodation process for new employees during onboarding (rights and obligations) as well as informing current employees of our policies for accommodating employees in the workplace
- Create documented individual accommodation plans:
 - Create individual emergency response plans for employees with disabilities that require assistance.

BUILT ENVIRONMENT

Heliqwest Aviation strives to make their work locations barrier-free for the full participation of employees with disabilities. We are working towards ensuring, where practicable, the hanger meets the accessibility codes and standards. Recently, barriers have been identified during consultations for the Accessibility Plan such as:

Hanger Access:

It has been identified that the main floor of the hanger is not directly accessible by wheelchair due to steps and the lack of a ramp.

- We are in the process of ensuring the side door to the hanger will be wheelchair accessible

Parking:

There are no designated parking spots for people with disabilities:

- A plan is in place to widen the spot closest to the door and mark it as reserved for people with disabilities.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

At Heliqwest, we believe that accessibility is an ongoing process. As technology is always changing and new innovations become usable, Heliqwest is committed to ensuring that:

- Hardware/software - Heliqwest will ensure that the necessary equipment that will eliminate a barrier for a person with a disability is made available to the employee.
- Accessing our Website: Our IT specialist will review our platform and website to determine if any upgrades or changes are needed to ensure accessibility

COMMUNICATION, OTHER THAN ICT:**Alternative document formats:**

Access to documentation in alternative document formats may be requested and will be provided within the timeline that is specified in the Accessible Canada Regulations and the Air Transportation reporting Regulations (ATPRR). These guidelines are:

- Print & Large Print - within 10 working days
- Braille - within 45 working days
- Audio Format – within 45 working days

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES:

Ensure accessibility of the selection and purchase of goods and services - Heliqwest has a tool to solicit internal feedback regarding equipment and services that may create barriers within the workplace to better inform procurement activities. Heliqwest will consult with employees with disabilities before procuring furniture or technologies needed and will provide resources for accessible procurement.

Currently, we are assessing the ergonomic needs for our employees and have provided ergonomic chairs and sit to stand desk converters if needed.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Heliqwest Aviation 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 and are working towards strengthening our processes and policies on Accessibility. To ensure accessible design and delivery of programs and services we must:

Ensure all employees have access to accessibility knowledge and training tools

- Post policies and procedures, including the Accessibility Plan
- Provide training to employees in the internal documents library

Strengthen understanding of accessibility, empathy and respect for employees with disabilities:

- Provide training to employees on accessibility and human rights legislation in the internal documents library

Ensure events and meetings are accessible

- Provide accommodations for accessible events/meetings through platforms like Zoom so employees may attend meetings from alternative locations.
- Develop next stage of communication needs through further consultations

TRANSPORTATION

Heliqwest is committed to identifying and removing barriers that could impact the accessibility of our services. We currently have not identified any barriers, but we are open to any feedback to anyone who has concerns regarding accessibility barriers at our workplace.

As a Transportation Service Provider, Heliqwest 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)* and will be trained in respect of the following principles:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or how their disabilities interact with their personal and social characteristics;
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities; and
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.

In addition to these principles, training will be provided to employees with an adequate level of knowledge in respect of:

- the different types of barriers that may hinder equal access to transportation services; and
- 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. Employees who are required to provide physical assistance to persons with a disability will receive training that provides them with adequate knowledge and skills to perform that function.

Employees will receive training that meets the requirements of the ATPDR within 60 days of assuming their functions and receive refresher training at least once every three years. Until they receive the training, they will be under the direct supervision of a person who has already completed the training.

CONSULTATIONS

Heliqwest Aviation Inc. remains committed to consulting with persons living with disabilities to prepare, develop and maintain this Accessibility Plan, and the areas of the business addressed herein. We have consulted employees who self-identify with impairments and disabilities as well as resources such as other resources in our community.

REVIEW OF POLICIES AND PLANS

The accessibility policy and any associated accessibility plans shall be reviewed within 36 months from the date on which the last version of the accessibility plan was published or when deemed necessary by Heliqwest Aviation. Progress reports will be published annually.

Our commitment to accessibility will be posted and available on our Company Document Library in DATS and on our website www.heliqwest.com. Other formats will be made available upon request by emailing chads@heliqwest.com or calling 780-458-3005.