**Accessibility Plan Progress Summary**
***Qwest Helicopters (2020) Ltd.***

Qwest Helicopters Ltd. is firmly committed to promoting equitable access and participation for individuals with disabilities. We strive to treat all persons with disabilities in ways that respect their dignity and independence, and we are dedicated to fostering an inclusive and supportive environment. In alignment with the *Accessible Canada Act (the Act)*, we aim to identify, remove, and prevent accessibility barriers to ensure that the needs of all individuals are met.

**Progress Highlights**

**Employment**

As outlined in our Accessibility Plan, Qwest Helicopters Ltd. is enhancing recruitment, retention, and promotion practices for employees with disabilities. Key achievements include:

* Identified staffing options for administrative and office roles that specifically target persons with disabilities.
* Supported managers in recognizing inclusive hiring practices and removing potential barriers in job advertisements.
* Used plain and simple language in recruitment materials.
* Educated managers on Employment Equity statistics and encouraged the hiring of candidates who have self-identified as having a disability or belong to other Employment Equity groups.
* Identified accommodation requests and proposed appropriate solutions.

**Built Environment**

We are committed to making our work environments barrier-free to enable full participation by employees with disabilities. Progress to date includes:

* Designated two parking stalls closest to the entryway as wheelchair-accessible and reserved for persons with disabilities.
* Reviewed and replaced office chairs as needed to improve back support and armrests.

**Culture, Education, and Awareness**

Our Accessibility Plan is available to all employees and we are committed to providing alternative formats, interpretation, and submission methods for individuals who require them. To date, there have been no requests for alternative formats. Additional actions:

* All employees have been assigned one mandatory accessibility training module via our internal training library to promote awareness, empathy, and understanding of accessibility in the workplace.

**Technologies**

We continue to ensure that our information and communication technologies are accessible to users with disabilities or ergonomic needs:

* Consulted with employees who have self-disclosed disabilities to identify any technological barriers and offer accommodations as necessary.

**Communication**

To promote inclusive communication, we are reviewing all internal and external communication materials, including employment advertisements and website content, to ensure clarity and accessibility.

**Services**

We are working towards a barrier-free procurement environment by:

* Providing accessibility training to procurement officers to raise awareness and encourage the selection of accessible products and services.

**Transportation**

As a transportation service provider, we comply with the *Accessible Transportation Planning and Reporting Regulations* and are committed to removing accessibility barriers in our helicopter services. Staff members responsible for serving the public receive training in:

* Treating all persons with dignity, regardless of disability.
* Understanding the assistance needs of persons with disabilities, including assistive devices and communication methods (e.g., sign language, alternative communication systems, plain language).
* Respectful communication practices that preserve autonomy and dignity.
* Understanding the role of support persons.
* Recognizing the role and needs of service dogs.

**Feedback Mechanism**

We welcome feedback regarding accessibility. A feedback form has been made available on our website at *sms@qwestheli.com*. Since its launch in June 2024, we have not received any submissions related to accessibility concerns. Employees, customers, or members of the public can also contact the Safety Management department via email: *sms@qwestheli.com* *.*