



ACCESSIBILITY PLAN

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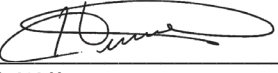
LIST OF EFFECTIVE PAGES


This manual includes the pages listed below at the revision status indicated.

Page	Revision	Date
ii	Original	01 Apr 2024
iii	Original	01 Apr 2024
iv	Original	01 Apr 2024
v	Original	01 Apr 2024
1-1	Original	01 Apr 2024
1-2	Original	01 Apr 2024
1-3	Original	01 Apr 2024
1-4	Original	01 Apr 2024

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Prepared By:  _____ 03 Apr 2024
Mark Broderick _____
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Date

Approved By:  _____ 03 Apr 2024
Hank Williams _____
Chief Operating Officer _____
Date

Incorporated By:  _____ 03 Apr 2024
Andrea Porter _____
Technical Librarian _____
Date

REVISION RECORD

Revision Number	Dated
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1 ACCESSIBILITY PLAN

1.1 INTRODUCTION

Supporting ongoing endeavors and actively pursuing new business prospects, Cougar Helicopters Inc. (CHI) upholds the highest standards of safety and efficiency, striving to surpass industry norms for logistical operations and the execution of search and rescue (SAR) missions. We prioritize fostering a skilled, empowered, and proficient workforce; fostering transparent and respectful communication with staff, clients, and suppliers; promoting diversity and equal opportunities; fulfilling our commitments; and ensuring a workplace free from harassment and violence for all employees.

Our operations feature a fleet of modern Sikorsky S92 helicopters engaged in both offshore operations and SAR duties. Anchored by purpose-built facilities including a heliport, hangar, and dedicated SAR center, we boast a proven track record of 24/7 365 response readiness, with an airborne status achievable within 20 minutes. Our flight crew undergoes world-class training utilizing a state-of-the-art flight simulator provided by CAE. Headquartered in St. John's, Newfoundland & Labrador, CHI stands as a distinguished leader among helicopter operators, continually spearheading advancements in flight safety.

CHI fully embraces the principles delineated in Section 6 of the Accessible Canada Act (ACA) in formulating our accessibility plan, which include:

- 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.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

CHI is dedicated to offering our accessibility plan in multiple formats, including print, large print, braille, audio, and electronic formats compatible with adaptive technology. For inquiries, feedback, or to obtain copies of our accessibility plan or details regarding our feedback process, please contact Human Resources via:

Email: hr@cougar.ca

Phone: 1-709-758-4800

Mail: 10 Jetstream Avenue, St. John's, NL, A1A 0R7

1.2 CONSULTATION

In formulating this accessibility plan, CHI opted to engage in consultations with current employees who self-identify as having disabilities. Particularly, discussions were held with an employee with mobility challenges, granting the employee the chance to contribute insights across all facets of the accessibility plan.

We asked the following questions:

- What types of barriers have you faced when dealing with our organization?
- Do you have ideas about how we could remove and prevent those barriers?
- Which of those barriers do you think we should address first?
- Do you think our feedback process meets your accessibility needs?

1.3 EMPLOYMENT

CHI is an equal opportunity employer committed to providing an accessible workplace for employees. An environment that is free from barriers and that fosters positive experiences for the individual. Through the development and implementation of various policies and proceeds, the organization promotes and displays a respect for diversity and supports equal employment opportunities.

A robust recruitment process ensures fair and equitable treatment of applicants. Through policies and procedures, we ensure a process that is free from discrimination and barriers to participation. We make use of appropriate technology to ensure that applicants have access to participate in the hiring process without limitation.

Upon joining our team, employees are invited to complete Employment Equity Self-Identification Surveys. These surveys serve as a crucial tool in identifying potential needs for accommodation, facilitating open discussions aimed at ensuring every individual's success within our workforce.

Physical access to all levels of our buildings is guaranteed with the availability of elevators, thereby ensuring the inclusion of all employees.

CHI has a proven track record of and remains loyal in its commitment to making appropriate accommodations for employees with disabilities, ensuring their seamless integration and full participation in the workplace.

We identified the following barriers:

- 1) Our job postings don't mention our commitment to accessibility and inclusion or explain how to ask for disability-related accommodations.
- 2) Within the main public entrance to our facility, there is no information posted explaining who to contact for disability-related access matters.

We will do the following to remove and prevent those barriers:

- 1) Upon publishing our Accessibility Plan, we will add text to all our job postings that mentions our commitment to accessibility and inclusion, and that tells applicants how to ask for accommodations.
- 2) Within 30 days of publishing our Accessibility Plan, we will put up a poster in our main public entrances stating our commitment to accessibility and inclusion and identifying who should be contacted for disability-related access matters.

1.4 BUILT ENVIRONMENT

CHI facilities have been constructed with strict adherence to applicable building codes ensuring accessibility throughout all our facilities. Elevators provide unimpeded access to every floor. We have proactively addressed diverse ergonomic needs, such as providing height-adjustable workstations. Moreover, during the construction phase of our facilities, specific measures were taken to enhance accessibility, including the installation of swipe card access and automatic sliding doors in designated work areas to facilitate easy entry for employees facing mobility challenges. CHI remains committed to ongoing efforts to accommodate individuals within our built environment, striving to ensure inclusivity and accessibility for all.

1.5 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

CHI employs a strong IT team, fully capable of supporting the technological needs of our all employees. We also work with various external IT service providers to ensure that our technological assets and environment are free from any barriers that could impede employee productivity. Our dedicated IT team diligently pursues continuous improvement, regularly introducing new technologies to enhance our operations.

Although our new employee onboarding process primarily utilizes digital forms, our Human Resources team stands ready to help any new employee in completing these forms. We prioritize ensuring a smooth transition for every new member of our team.

1.5.1 Communication, other than ICT

At CHI, we utilize diverse communication channels to engage with our employees, including one-on-one conversations, team gatherings (whether in-person, virtual, or via telephone), company-wide emails, and publications distributed in both electronic and printed formats. We ensure that our employees have access to the required technologies to retrieve electronic communication materials. Various bulletin boards are present throughout the workplace that help facilitate the communication of information in print form. Currently, CHI does not have any employees who have self-identified as having a disability requiring accommodation in this area.

1.6 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

CHI has implemented an advanced procurement process aimed at bolstering operational efficiency and ensuring fulfillment of our commercial obligations. This comprehensive system encompasses the employment of warehousing and store personnel within our hangar facilities. We maintain updated job descriptions for these roles, delineating duties, responsibilities, and any legitimate occupational requirements. Through rigorous occupational health and safety endeavors, we proactively identify, document, and mitigate risks associated with tasks in this domain.

CHI is committed to evaluating all accommodation requests and implementing suitable solutions to eliminate barriers and enhance accessibility to this area, thereby broadening employment opportunities for individuals with disabilities.

1.7 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

At CHI, we uphold a rigorous standard of product and service excellence. Our mission is to surpass industry benchmarks for operational safety and the execution of search and rescue missions. To achieve this objective, we actively engage in ongoing dialogues with our clients to collaboratively shape the design and delivery of programs and services. These discussions serve as valuable forums for identifying innovative approaches to minimizing or eliminating barriers faced by both our clients and employees.

1.8 TRANSPORTATION

CHI does not offer transportation services to the general public as defined in the ACA or the Canada Transportation Act. Consequently, standards for transportation are beyond the scope of this plan. The company is committed to reviewing our policies and processes, as needed, to ensure they are barrier-free.

1.9 REPORTING AND EVALUATION

In accordance with the ACA and the Accessible Canada Regulations, CHI will publish status reports and an updated plan based on the following three-year planning and reporting cycle:

- Year 1 - Publish accessibility plan and a feedback process.
- Year 2 - Publish progress report on the implementation of the accessibility plan.
- Year 3 - Publish progress report.
- Year 4 - Publish updated accessibility plan.