



ALPINE HELICOPTERS 2025 ACCESSIBILITY PROGRESS REPORT

Summary

This 2025 Progress Report provides details on Alpine Helicopters' progress on the removal of barriers identified in our published Accessibility Plan.

General

Feedback

Alpine offers three (3) methods for employees, customers or other stakeholders to provide feedback on their accessibility experiences. Alpine's Human Resources Coordinator is responsible for collecting this feedback. You can give us your feedback using one of the following methods:

Option 1: Mail: Alpine Helicopters Inc. 1295 Industrial Rd. Kelowna, B.C. V1Z 1G4

Option 2: Email: HR@Alpinehelicopters.com

Option 3: Form: Online Feedback Form: <https://forms.gle/P5or1czQ8UZZPQbi9>

Progress on Areas in Section 5 of the ACA

Refer to Appendix A.

Consultation

During 2025, Alpine engaged in the following consultations:

Internal Consultation

1. Safety Management Team

Since March 2025, "Accessibility" has been an agenda item for Alpine's monthly Safety Management team meetings. All members of the senior management team are members of this committee, which reinforces Alpine's commitment "from the top" to our responsibility for ensuring an equitable and accessible experience for all. These discussions have focused on the following topics:

- Review the status of initiatives laid out in our Accessibility Plan



- Discuss any new barriers that were identified during the implementation of our initiatives
- Discuss the results of other consultation initiatives (as outlined below)

2. Occupational Health and Safety (AOSH) Committees

Alpine’s AOSH Committees have been engaged in the implementation of many of our report initiatives. These committees are made up of representatives of both management and employees. This engagement ensures that “boots on the ground” experiences are incorporated into the outcome of our initiatives. All feedback from these committees is shared with the Safety Management Team.

External Consultation

During 2025, Alpine engaged in four distinct consultation exercises with third parties who have varying degrees of accessibility requirements:

1. We invited a member of the public who requires the use of a wheelchair to visit our head office in Kelowna, BC for the purposes of assessing our built environment;
2. We invited a member of the public who is vision impaired to assess the accessibility of our website and provide us with feedback on areas for improvement;
3. We invited a member of the public who requires the use of a wheelchair to visit our helicopter sightseeing tour base in Canmore, AB for the purposes of assessing our built environment; and
4. We partnered with the Accessible Wilderness Expeditions (AWE) program operated by the Community Recreational Initiatives Society (CRIS) in Kelowna. Through this initiative we flew three members of the public with varying accessibility needs, along with AWE program coordinators, to a remote mountain location for an accessible wilderness hike adventure. Following the activity, we requested feedback from each of the participants on their experience with Alpine and requested for their recommendations on how we can improve accessibility for helicopter passengers.

Provision of CTA Accessibility-related regulations

Alpine Helicopters Inc. (“Alpine”) is a federally-regulated private organization with 10 or more employees. Therefore, Alpine is required to comply with the *Accessible Canada Act* (“ACA”), which is overseen by the Minister of Employment, Workforce Development and Disability Inclusion.



In addition, Alpine is a transportation service provider under the Canadian Transportation Agency's ("CTA") jurisdiction and, therefore, must also comply with the CTA's *Accessible Transportation Planning and Reporting Regulations* ("ATPRR").

Alpine Helicopters has chosen to publish one Accessibility Plan that is in compliance with both:

1. The ACA, Section 60, and;
2. The CTA's ATPRRs.

Feedback Information

During 2025, we did not receive any feedback through either of the three (3) published feedback methods.

Next Steps

Alpine is in the process of drafting its second Accessibility Plan for the 3 year cycle 2026-2028. This plan will continue our work on the initiatives and momentum gained from our first plan as well as expand the scope of our initiatives based on the learnings gleaned over the past year.



Appendix A

BARRIER SECTION AS PER SECTION 505 OF ACA	INITIATIVE #	INITIATIVE DETAILS	DATE ACHIEVED BY	STATUS	COMMENTS
Organization- Wide Initiatives	Initiative #1	Alpine will establish and implement an internal check-list that requires all project leaders overseeing infrastructure changes or new developments to evaluate and integrate accessibility needs at the planning stage.	Mar-25	Complete	This goal was completed in March 2025. The Fleet and Facilities Manager created guidelines surrounding new or renovated infrastructure projects that are undertaken. They were reviewed by our Accessibility Work Group within the Senior Management Safety team meeting that included all managers in the company. These guidelines have been saved into CIRRO resources so that all our managers and employees are aware of them and have access to them.
Organization- Wide Initiatives	Initiative #2	Alpine will enhance its Health and Safety meetings by incorporating a dedicated review of accessibility concerns and feedback gathered through our new feedback tool. This process will include establishing a clear mechanism for collecting, reviewing, and addressing accessibility-related feedback, ensuring that any identified issues are tracked, discussed, and resolved in a timely and effective manner. The feedback will be used to drive continuous improvement in creating an inclusive and accessible environment company-wide.	Mar-25	Complete	Alpine's website was updated to include a feedback submission tool.



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Organization-Wide Initiatives	Initiative #3	Alpine's Safety Management System (SMS) meeting agenda's will include "Accessibility Initiatives" discussion item, dedicated to review progress of each outlined initiative.	Mar-25	Complete	This goal was completed in March 2025. The Safety Manager created a new section of the SMS Meeting Agenda and Meeting Minutes that is dedicated to Accessibility Initiatives and Feedback received.
The Built Environment (CTA and ACR Regulations)	Initiative #4	Alpine will undertake a review of each base to ensure people with all accessibility needs will have the ability to independently enter and leave the buildings.		Incomplete	We completed a review of all our base locations access points and upgraded entrance doors at two of our locations. Further upgrades are necessary at four of our locations to be fully compliant. These upgrades require more planning and substantial capital investment. This initiative will be carried over to our 2026-2028 Plan.
The Built Environment (CTA and ACR Regulations)	Initiative #5	Alpine will ensure the bathroom spaces in the Canmore Tourism Building are in compliance with accessibility regulations.	Jun-25	Complete	
The Built Environment (CTA and ACR Regulations)	Initiative #6	Alpine will undertake a review of each base to identify the proper emergency evacuation signage, alarms, etc., and determine base needs to be in compliance.		Incomplete	Two of our base locations are fully compliant (Kelowna, BC & Golden, BC); We have identified a solution for the remaining five locations (Canmore, Stoney, Calgary, Grimshaw and High Level), which will be carried over to our 2026-2028 Plan.



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The Built Environment (CTA and ACR Regulations)	Initiative #7	Alpine will ensure the bathroom spaces in the Stoney Nakoda Tourism Building are in compliance with accessibility regulations.		Incomplete	This initiative will be carried over to our 2026-2028 Plan and completed in connection with a larger renovation project at this location.
Non-Passenger Transport (ACR Regulations)	Initiative #8	Alpine will ensure designated accessible parking spaces, on all bases, for individuals with accessibility needs that are clearly visible through installment of signs.	Sep-25	Complete	Signage for designated accessible parking stalls has been placed at each base location.
Non-Passenger Transport (ACR Regulations)	Initiative #9	Alpine will ensure step-free access (ramps) to all bases entrances and exits.		Incomplete	Three of our locations are still not compliant. This initiative will be carried over to our 2026-2028 Plan.
Non-Passenger Transport (ACR Regulations)	Initiative #10	Alpine will review emergency evacuation plans to take into account employees or visitors with disabilities who may need support in evacuating the building. This will include base specific emergency evacuation processes that will be included in the emergency response plan as well as training needed for Fire Wardens.	Sep-25	Complete	Emergency Response Plan updated; Emergency evacuation drill completed with individuals with mobility issues; Fire warden procedures and training have been updated.
Non-Passenger Transport (ACR Regulations)	Initiative #11	Alpine will draft an accessibility audit checklist and complete a review against each base to determine base line of accessibility initiatives going forward.	Dec-25	Complete	An "Accessibility Audit Checklist" was created and completed for each base location. This is a live working document and will be used to track the status of outstanding projects as they are completed.



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Employment	Initiative #12	Alpine will expand its onboarding process to include training on accessibility awareness to fosters an inclusive workplace where all peoples who work with Alpine and/or access services are treated with respect and dignity.		Incomplete	This initiative will be carried over to our 2026-2028 Plan.
Information and Communication Technologies (ICT) (CTA and ACR Regulations) Passenger Transport (CTA Regulations)	Initiative #13	Alpine will conduct accessibility audits to identify potential opportunities for Alpine's public website and online booking system to meet WCAG 2.1 standards, including screen reader compatibility, keyboard navigation, and video captioning.	Mar-25	Complete	Alpine engaged with a (visually-impaired) third party for a review of our website. One recommendation was made with respect to descriptions/ alternative text being added to the photos and videos. Alpine will consider this recommendation in our 2026-2028 Accessibility Plan.
Information and Communication Technologies (ICT) (CTA and ACR Regulations) Passenger Transport (CTA Regulations)	Initiative #14	Alpine will review both the onboarding process as well as the accommodations policy to ensure they support people who need to communicate and/or make requests with regards to accessibility needs in the workplace.	Jun-25	Complete	We developed an "Accessibility Information Form" that is now included with our employee Onboarding Package. This form provides all new employees with guidance on their rights and procedures for requesting accommodations related to accessibility needs.



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Communication, Other Than ICT	Initiative #15	Alpine Helicopters will make important information, like safety notices, accessible to everyone by providing it in various formats, such as audio, large print, and easy-to-read documents to ensure alternate methods of learning material is available.		Incomplete	This initiative will be carried over to our 2026-2028 Plan.
The Procurement of Goods, Services and Facilities	Initiative #16	Alpine will create a new position titled Procurement Manager, who will oversee purchasing parts, managing shipping and receiving, and leading efforts in our stores department.	Mar-25	Complete	This role was successfully filled in 2025.
The Procurement of Goods, Services and Facilities	Initiative #17	Alpine will review our procurement policies and related documents to incorporate accessibility considerations into the procurement process.	Dec-25	Complete	We have created a new Supply Chain Policy Manual, which incorporates an Accessibility Policy.
Transportation	Initiative #18	Alpine will review existing accessibility training in consultation with Pilots, Engineers, Ground Crew and Guest Service Agents to identify opportunities for improvement.		Incomplete	This initiative will be carried over to our 2026-2028 Plan.
Transportation	Initiative #19	Alpine will create internal standard operating procedures for guests who require accessible transportation services.	Jun-25	Complete	We have contracted with a local, third party transportation provider who offers accessible vehicle transportation.



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Transportation	Initiative #20	Alpine will invite an individual with accessibility needs to experience a helicopter tour, and request for feedback on how their experience could be further improved and enhanced.		Incomplete	This initiative will be carried over to our 2026-2028 Plan.
Transportation	Initiative #21	Alpine will promote awareness to the public of both its accessible tourism as well as commitment to accessibility, by creating a short video that will be posted on the website to showcase positive experiences of guests with accessibility needs experiencing a tour flight.	Jun-26	Incomplete	This initiative will be carried over to our 2026-2028 Plan.