



2026 – 2028 Accessibility Plan and Feedback Process

ALPINE HELICOPTERS INC.

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Legal Framework

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.

Alpine recognizes its requirement to notify both the CTA within 48 hours of the publication of these documents and the Accessibility Commissioner of the publication of its accessibility plan and feedback process description.

Alpine Helicopters Accessibility Plan Summary

This 2026-2028 accessibility plan builds on the assessments and progress made against our previously published plan. It was developed through learnings and feedback we received in 2025 as well as further consultation with employees, customers and members of the Deaf and disability communities. As guided by the relevant legislation, we continue to assess Alpine’s accessibility in the following areas:

1. Employment
2. The Built Environment
3. Information and Communication Technologies (ICT)
4. Communication, Other Than ICT;
5. The Procurement of Goods, Services and Facilities;
6. The Design and Delivery of Programs and Services; and
7. Transportation

1. General

1.0 Statement of Commitment

Alpine is dedicated to ensuring accessibility for everyone—our customers, employees, partners, and members of the public, including those with disabilities. We understand that true diversity in the company is impossible without accessibility. That’s why we are fully committed to enhancing accessibility throughout our business.

We recognize that people with disabilities are the true experts in their experiences and in accessibility itself. To foster a culture of inclusion, Alpine is eager to build relationships and consult with individuals with disabilities, learning directly from their insights. This collaboration will be vital as we work to achieve the goals set out in our accessibility plan.

1.1 Description of Alpine Helicopters Inc.

Alpine has a strong history in aviation with its roots going back to 1961. Alpine is a privately-owned, Western Canadian based, helicopter operator with locations in West Kelowna, B.C. (headquarters office) and satellite bases located in Golden, B.C., Canmore, A.B., Calgary, A.B., Kananaskis, A.B., Grimshaw/Peace River, A.B., and High Level, A.B.

Alpine provides non-scheduled helicopter services across four main specialty areas related to mountain flying and long-line lifting applications: heli-skiing, mountain rescue, forest fire suppression and sightseeing. Other operations can include: aerial applications, power and pipeline maintenance, transportation and supply services in remote locations, and other aerial utility applications.

1.2 Contact Information and Feedback Process

Alpine welcomes feedback from our employees, customers and members of the public, about our Accessibility Plan and accessibility at Alpine in general.

What feedback can I provide?

- You can provide feedback about Alpine’s Accessibility plan.
- You can provide feedback about barriers encountered when dealing with Alpine.
- Feedback can be provided anonymously. You will receive an acknowledgment of receipt unless you submitted the feedback anonymously.

How will my feedback be used?

- Your feedback will be shared with and considered by the team responsible for accessibility at Alpine.
- Your feedback may be actioned during the length of the current plan or considered for a future plan.
- Your feedback and how it was considered will be included in our progress reports.
- Your feedback will be retained for a period of seven years.

How can I provide feedback?

Alpine’s Human Resource Coordinator, **Natalie Frisk**, 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: Telephone: (250) 769-4111 (Human Resources)

Option 4: Online Feedback Form:

https://docs.google.com/forms/d/e/1FAIpQLSdSI0QQbfNwWa56GScv90uJna-rZnmEasHs6rFX6aA_6A55SQ/viewform

1.3 Alternative Formats

You can request alternative formats of Alpine’s Accessibility Plan or the description of our feedback process. To request this plan or the feedback process in an alternative format, please send a request using either the Mail, Email, Telephone number and/or Online feedback form described in Section 1.2 above.

We will respond to requests for other formats as soon as we can. For each alternative format, Alpine will provide a copy within a certain number of days:

- Print: Available within 15 days of the initial request.
- Large print (increased font size): Available within 15 days of the initial request.
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers): Available within 45 days of the initial request.
- Audio (a recording of someone reading the text out loud): Available within 45 days of the initial request.

1.4 Definitions

The following definitions apply throughout this plan:

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities full and equal participation. Barriers can be architectural, technological, and attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

2. Areas Described Under Section 5 of the ACA

2.0 Employment

Alpine Helicopters is committed to fostering an inclusive workplace where all employees are treated with respect and dignity. Alpine employs approximately 160 people across its various work sites. By making Alpine's infrastructure more accessible, we can better support current and future employees with accessibility needs.

Alpine is committed to further improving its accommodations policy, section 200 of the Employee Handbook. This will also ensure there is continuous discussion about accessibility initiatives, especially as things evolve within the organization. We recognize our employees with disabilities must be included in all current and future accessibility planning. Consulting with them is a priority.

Employment Accessibility Goals:

[Initiative #1]: Alpine will expand its onboarding process for all employees (not only those who are required to receive training under the ATPDR) to include training on accessibility awareness to foster an inclusive workplace where all peoples who work with Alpine and/or access services are treated with respect and dignity.

[Initiative #2]: Alpine will update its Accommodation Policy to include the requirement for written Accommodation Plans for employees who disclose a disability. The written plans shall include, as necessary, physical workspace accommodation requirements, accessible communication requirements and individual emergency response action plans.

[Initiative #3]: Alpine will consult with employees who have self-identified as having a disability with the goal of improving our onboarding and accommodations policies and practices as it relates to the employment experience of individuals with a disability.

2.1 The Built Environment

Alpine recognizes that accessibility of the built environment has a significant impact on whether people with disabilities can access space and if they can use a space in the same way as those who do not have disabilities.

As a transportation service provider, Alpine recognizes that it must assess accessibility of our built environment from the perspective of, not only our office and hangar spaces, but also our passenger aircraft.

In the last cycle of our accessibility planning and reporting we made significant improvements to the accessibility of our built environment including: i) exterior spaces; ii) entrance and exit points; and iii) interior layout and navigation. As many of our buildings are quite old and were built at a time when accessibility was not incorporated into building codes, barriers do still exist across some of the physical spaces. In this next cycle of our accessibility planning and reporting, we will be focusing our efforts on larger, longer-term projects that improve accessibility of the built environment that is accessed by the general public.

The Built Environment Accessibility Goals:

[Initiative #4]: Alpine will continue its assessment of options for accessible ramp access to our Canmore Sightseeing Tour base.

[Initiative #5]: Alpine will install upgraded emergency evacuation signage and alarms in its Canmore and Stoney Nakoda Sightseeing Tour buildings.

[Initiative #6]: Alpine will ensure the bathroom spaces in the Stoney Nakoda Tourism Building are in compliance with accessibility regulations.

[Initiative #7]: Alpine will continue our efforts to ensure step-free access (ramps) to all building entrances and exits.

2.2 Information and Communication Technologies (ICT)

Alpine recognizes that ICT is utilized by all stakeholders (our employees, our suppliers and our customers) in almost all interactions with us. Our ICT accessibility goals aim to ensure our digital platforms are usable by everyone, including people with disabilities.

As most of our digital tools are “off the shelf”, any barriers that currently exist within the accessibility of those platforms are outside of our control. We are committed to ensuring that any system replacement or upgrade includes consideration of accessibility in the evaluation and procurement process.

As it relates to internally developed digital content, including our website and electronic communications, we are committed to improving user experience of existing and new digital products. In 2025, we consulted with a visually-impaired individual to obtain feedback on the accessibility of our website. As part of this plan cycle, we are taking our consultation a step further to include a professional evaluation.

ICT Accessibility Goals:

[Initiative #8]: Undertake a WCAG 2.1 compliance audit to evaluate our internal digital content against these guidelines.

2.3 Communication, Other Than ICT

Alpine recognizes that verbal and written communication remains a cornerstone of human interaction. It is through these channels that most of our critical operational and safety communications take place. Ensuring that these forms of communication are clear and direct to all audiences, including people with disabilities, is a high priority for this planning and reporting cycle.

Communication Accessibility Goals:

[Initiative #9]: Alpine will review its current employee accessibility training program to enhance and expand the curriculum, with a stronger focus on effective communication and practical tools that support employees in improving their communication with people with disabilities.

[Initiative #10]: Alpine will review all of its pre-recorded customer Safety Videos with the goal of enhancing accessibility. This may include a review of language used, the addition of closed captioning as well as written transcripts.

[Initiative #11]: Alpine will review all other safety briefing materials and transcripts used within the organization with the goal of enhancing accessibility. This may include a review of language used, the creation of pre-recorded transcripts and/ or alternative written formats (eg: braille)

2.4 Procurement of Goods, Services and Facilities

In 2025, Alpine developed and published a revised Supply Chain Policy Manual covering all aspects of our procurement process. Embedded in this manual is a policy on accessibility considerations in our procurement of goods, services and facilities. The key aspects of this policy include:

- Inclusive design principles;
- Supplier evaluation;
- Planning and needs assessment;
- Accessibility conformance in the RFP process; and
- Post-procurement review.

Alpine is committed to continuous improvement of this policy as it is put into practice.

Procurement Accessibility Goals:

No new initiatives.

2.5 Design and Delivery of Programs and Services

Our services encompass non-scheduled air transportation in the utility, government services and tourism sectors. We are committed to reviewing and enhancing access to our air transport services by individuals with disabilities.

During 2025, Alpine participated in a heli-assisted back-country hiking program with Adaptive Adventures, an organization committed to creating an inclusive world free of barriers, where all people who face a barrier are able to experience the therapeutic benefits of outdoor recreation and sport. Through this initiative, we consulted with each participant on their experience. The feedback, described more fully in Section 4. Consultations, has informed some of our initiatives for the 2026-2028 plan cycle.

Design and Delivery of Program and Service Accessibility Goals:

[Initiative #12]: Alpine will review its current employee accessibility training program with the goal of enhancing and expanding curriculum content focused on effectively delivering our services to people with disabilities.

[Initiative #13]: Alpine will review its Sightseeing Tour product delivery with the goal of enhancing accessibility. This may include pre-recordings of the tour narratives and/ or written transcripts of the narratives.

[**Initiative #14**]: Alpine will invite an individual with accessibility needs to experience a helicopter sightseeing tour, and request for feedback on how their experience could be further improved and enhanced.

2.6 Transportation

As a transportation service provider in the utility and government services sector, our customers comprise private and public entities. In the tourism sector we service, a proportion of our customers are individual members of the public. It is this segment of our business that we have focused our efforts on identifying, removing and preventing barriers in transportation used to access our services.

Historically, we have offered free transportation from Banff, AB to our sightseeing tour bases located in Canmore, AB and Kananaskis, AB. As part of our 2025 initiatives, we reviewed the mode of transportation used to evaluate it for accessibility. The outcome of this review identified barriers that did exist with respect to that mode of transportation and we implemented a policy and process for arranging alternative accessible transportation for individuals who required such accommodation.

Transportation Accessibility Goals:

No new initiatives

3. Provisions of CTA Accessibility-Related Regulations

As a Transportation Service Provider, Alpine Helicopters is subject to the Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR) (SOR/94-42).

4. Consultations

4.0 Consultation Overview

Alpine is dedicated to valuing the insights of individuals with disabilities. To maintain this commitment, we will engage with people who have disabilities throughout the implementation of this plan. Additionally, we will involve individuals with disabilities in the development of other significant projects at Alpine. The subsequent sections of this plan outline how we consulted with people with disabilities during its preparation. We understand that ongoing consultations are essential, and we are committed to building trusting relationships with individuals with disabilities to facilitate effective collaboration moving forward.

4.1 Consultations with Persons with Disabilities

1. Consultation on accessibility of programs and services:

Description:

During 2025, Alpine participated in two heli-assisted backcountry hiking trips organized by Adaptive Adventures, an organization committed to creating an inclusive world free of barriers, where all people who face a barrier are able to experience the therapeutic benefits of outdoor recreation and sport. These trips took place on July 30, 2025 and on September 10, 2025. Subsequent to the flights, we reached out to each participant by email requesting for feedback.

Consultation details:

The following email communication was sent to the program participants requesting their feedback on the accessibility of our service delivery both during the adventure and while at our base for loading and unloading:

Subject: Thank You & Invitation to Share Your Experience

We want to extend our heartfelt thanks to you for joining us on the recent adventure at Little White. It was truly an honour to share the day with you, and to witness the joy, resilience, and connection that unfolded in the mountains. Your presence made the experience deeply meaningful for all of us at Alpine.

As we reflect on this special day, we're also looking inward. We're committed to creating more inclusive, welcoming, and accessible environments — not just in the wilderness, but in our workplaces and day-to-day spaces as well.

Your perspective is incredibly important to us. If you're open to it, we would deeply appreciate any feedback you're willing to share about your experience — both during the adventure and at our Alpine base. We'd love to know what worked well, and especially any areas where we can improve to better support access, safety, and comfort for all individuals.

You can reply directly to this message, or if you'd prefer to chat another way, we'd be happy to set something up that works best for you.

Thank you again for being part of this journey. We look forward to learning from you — and to hopefully sharing more adventures together in the future.

Warmly,

Outcomes from consultation:

The biggest takeaway from the feedback we received was that our accessibility training program, specifically as it relates to staff interactions with visually impaired persons, could be improved. This feedback has informed our Initiative #9 and #13 in this 2026-2028 accessibility plan.

2. Consultation on accessibility of built environment

Description:

During late 2025, we engaged the Rick Hansen Foundation Accessibility Certification (RHFAC) to conduct an accessibility audit of our sightseeing tour building located in Canmore, AB. This is our primary public access building where sightseeing tour passengers check-in for their scheduled flights.

Consultation details:

Their review was carried out through multiple site visits during the summer and autumn of 2025. Their final report was issued January 2026. The audit evaluated ten broad categories including: 1.) Vehicular access; 2.) Exterior approach and entrances; 3.) Interior circulation; 4.) Interior services and environment; 5.) Sanitary facilities; 6.) Wayfindings and signage; 7.) Emergency systems; 8.) Additional use of space; 9.) Mind-friendly environments; and 10.) Technology and innovation.

Outcomes from consultation:

The audit recognized Alpine’s strong foundation of inclusive design and a clear organizational commitment to Meaningful Access. It also identified opportunities to remove remaining physical, sensory and operational barriers that may limit full and equitable participation.

The opportunities for improvement outlined in the audit report informed our Initiatives #4, #5, #7, #10, and #13 in this 2026-2028 accessibility plan.