

Custom Helicopters Accessibility Progress Report (2025)



With operations spanning all three Canadian coasts, Custom Helicopters LTD. (Custom) is an industry leader in rotary wing operations, maintenance, and technical support. With over 165 specially trained professional pilots, technicians and highly skilled support personnel operating over 35 helicopters, Custom delivers safe and reliable aircraft services in the most challenging operating environments in the world.

This progress report outlines the steps taken to address barriers identified in our Accessibility Plan that was published in June 2023.

General

Custom Helicopters is dedicated to advancing accessibility and creating barrier-free communities, workplaces, and services for all. We are committed to equal access, service, and participation for all people, regardless of their capabilities.

To provide feedback or request an alternate format of the accessibility plan or progress report.

Alternate Formats

When requested, we are dedicated to promptly offering alternative formats within the timelines specified in the Accessible Canada Regulations and the Air Transportation Planning Reporting Regulations (ATPRR), which include:

- Print (within 15 days)
- Large Print (within 15 days)
- Braille (within 45 days)
- Audio Format (within 45 days)
- Electronic Format compatible with assistive technology designed to aid individuals with disabilities (within 15 days)

Alternative formats of this accessibility plan can be requested at accessibility@customheli.com.

Online Form (via website): [Custom Helicopters Accessibility Page and Feedback Process](#)

- **MAIL**

Accessibility Officer
Custom Helicopters LTD

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Winnipeg, Manitoba R3H 1B3

- **EMAIL:** HR@customheli.com
- **PHONE:** 1-204-338-7953

Custom Helicopters will acknowledge receipt of feedback, other than anonymous feedback, in the same method it was received.

Areas in section 5 of the Accessible Canada Act (ACA)

PART 1: EMPLOYMENT

To better create and foster inclusivity within our work environment during the recruitment and onboarding process. The following steps have been taken:

- Our job posting did not include a diversity and inclusion statement. We addressed this by creating a new diversity and inclusion statement that is part of all our job postings, this ensures best practices were followed in showing our commitment to providing equal opportunities to diverse needs.
- Our job postings and job description include plain and simple language.
- To show our commitment, we have created and distributed an Accessibility policy to all employees.
- Provided training to managers and leaders on unconscious bias and fostering a culture of psychological safety and belonging.

Ongoing Initiatives:

- We are working closely with our parent company to create a holistic learning strategy for DEI to roll out over a period of time (2-4 years)
- Improve awareness opportunities for candidates to request reasonable accommodation during the recruitment process, expected to be completed by the end of 2025.
- We will be working on providing reasonable accommodation during the recruitment process, expected to be completed by the end of 2025.
- We are also working on creating individual accommodation plans and emergency response plans for employees with disabilities that require assistance, expected to be completed by the end of 2025.

PART 2: COMMUNICATION

We understand the importance of making our website and all communications fully accessible, ensuring people with disabilities can navigate them without any barriers.

- Custom created a dedicated email account accessibility@customheli.com in December 2023 to allow for effective communications between the Committee and external stakeholders. Each member of the Accessibility Committee has access to this email.
- Completed the addition of the Accessibility webpage in August 2023.
<https://www.customheli.com/accessibility-plan/>

The page includes:

1. Statement of Commitment
 2. Accessibility Feedback form
 3. Accessibility Plan
- The Feedback Form allows for the public, stakeholders and our employees to provide feedback about our accessibility plan, feedback process and progress reports or to share complaints or suggestions for improvements.
 - Our website underwent an accessibility audit, revealing key features such as a zoom reader (enabling users to enlarge font sizes) and a design carefully crafted with contrast sensitivity in mind.

Ongoing Initiatives:

- We are currently working on making our public telephones TTY Compliant. Expected to be completed by July 2025.
- A new website design is being considered for development over the next 2 years. Any new design will incorporate accessibility features making the website more accessible and easier to navigate for all users.

PART 3: COMMUNICATION OTHER THAN ICT (INFORMATION AND COMMUNICATION TECHNOLOGIES)

At Custom, we envision an environment where all our information and materials are readily accessible and understandable to everyone. To achieve this, we're actively exploring various methods, such as developing closed captioning for all our training videos to further enhance accessibility.

PART 4: PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Custom has implemented a Workplace Accessibility Support process to address and remove any barriers encountered as a part of our procurement process.

- Custom has implemented an Internal process for employees to request workplace accessibility support when encountering barriers. This process begins with a discussion between the employee and their manager to define the limitations and determine necessary support.
- If it is determined that additional assessment is necessary, the company would involve external expertise or consultants to assess barriers and provide recommendations, or the identification and purchase of specific items. Procurement of approved support is then facilitated by our procurement team.
- After implementation, the effectiveness of the support is assessed in collaboration with the employee to verify that their barrier has been addressed or the necessary support provided.

PART 5: DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Custom has made progress in identifying barriers affecting both our employees and clients, leading us to implement and continue to implement meaningful changes in how our programs and services are designed and delivered.

- Custom has developed a mandatory safe lifting course for all front-line employees to promote proper body mechanics and prevent injuries.
- All newly assigned employee training courses now include both audio and video components, improving engagement and accessibility.

Ongoing Initiatives:

- We are actively working on developing closed captioning for all our training videos to further enhance accessibility.
- We are currently developing training compliant with the Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR) focused on delivering services and support to individuals with disabilities. Our training team is collaborating with relevant experts to design this program. We expect to have implemented this training by the end of 2025.

PART 6: TRANSPORTATION

Custom is subject to Accessible Transportation Planning and Reporting Regulations (ATPDR) and are working towards implementing training as a commitment towards this section of the plan.

Through our Accessibility Committee, we ensure a continuous process of identifying and addressing accessibility barriers to enhance our services.

PART 7: BUILT ENVIRONMENT

We are committed to identifying and addressing barriers at our head offices and hangers and therefore value and encourage feedback from our employees, customers and passengers to help us create a more inclusive environment for all.

- In response to feedback received from a customer within one of the northern communities we serve, and in an effort to enhance the safety and accessibility of helicopter transport for all individuals, we have invested in and deployed four sets of custom-fabricated helicopter access steps. These steps are specifically engineered to address the challenges associated with boarding, thereby offering a more accessible and user-friendly experience.
- Additionally, to better support individuals with mobility limitations, a portable ramp has been purchased to accommodate those who use wheelchairs or are unable to use stairs. This ramp is easily transportable and can be deployed in any of the communities we serve.
- Our headquarters are accessible, but in case of any barrier at work the employees can request for accommodation and accessibility supports for eg: Ergonomic chairs, appropriate lighting etc.

PART 8: CONSULTATION

- Accessibility committee was created in 2023, and committee members include representatives from different departments who can bring forward concerns and provide input regarding barriers within our work environment.
- The Committee has standing meetings via Teams held once per month. The purpose of these meetings is to discuss any feedback received on our plan, status of SMS reports, updates on equipment implementation, etc. as it relates to accessibility.
- Ongoing discussion with Chief in Council members in the communities/ Community Leaders where we operate

- Engagement with Manitoba Possible for input and guidance into our Accessibility initiatives.

Feedback:

As a transportation service provider, our priority is to provide a barrier-free experience for all our customers. This commitment to accessibility ensures everyone feels welcome and can participate fully in every aspect of our operation.

The progress achieved to date is a result of the valuable feedback received from a passenger residing in a northern community, who provided insights regarding their experiences with accessibility barriers.

We also noted that we did not receive any feedback through our company website's online Accessibility Feedback form.

While feedback has been minimal to date, we are actively working to solicit feedback from a wider range of individuals. Our aspiration is to hear from members across the various communities we serve throughout Canada, as well as from our customers and employees.

Consultation:

This Progress Report was created by consulting with our Accessibility Committee which consists of the following members:

- VP of Corporate Operation (formally VP of Health and Safety)
- Director of Commercial
- Senior Operations Manager
- Human Resource Business Partners
- Training Coordinator

Each member provides feedback on the progress made on the Accessibility Plan.

We will continue to monitor and measure our progress to make sure we are meeting the remaining accessibility goals and removing or preventing the remaining barriers that were identified in our accessibility plan and progress report.