



**Custom Helicopters Ltd.  
Accessibility Plan  
(2026-2029)**

**01 June 2026**



# 1 Introduction

Custom Helicopters Ltd. (Custom) is committed to identifying, removing, and preventing barriers to Accessibility in accordance with the Accessible Canada Act and applicable transportation Accessibility requirements. This updated Accessibility Plan outlines the progress made since the publication of our initial Accessibility Plan in June 2023 and sets out our priorities and objectives for the 2026–2029 planning period.

Accessibility is an ongoing journey that requires continuous improvement, consultation, and internal review. This plan describes actions taken to address barriers identified in earlier planning and reporting, the work that remains underway, and the steps we intend to take over the next three years to improve accessibility across our workplace, communications, service delivery, and operations.

This plan has been informed by ongoing consultation with employees, members of our Accessibility Committee, and external stakeholders, including Persons with Disabilities and representative organizations. Their input continues to support the development of practical, responsive, and meaningful Accessibility initiatives.

## 2 General

Custom Helicopters remains committed to advancing accessibility and fostering an inclusive, barrier-free workplace and service environment. Our approach continues to focus on continuous improvement, informed by feedback, consultation, and internal review.

We have maintained all previously established feedback channels and Accessibility supports and continue to promote awareness of these resources across the organization.

### 2.1 Alternate Formats & Feedback Process

Custom Helicopters provides alternate formats of our Accessibility Plan and progress reports upon request, in accordance with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (APTRR). Under these requirements, the following alternate formats are available on request:

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

Alternative formats can be requested at [accessibility@customheli.com](mailto:accessibility@customheli.com).

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

**TTY Relay Service:**

1. Dial **711**.
2. When prompted by the operator, enter **204-338-7953**.
3. The operator will then connect the call and act as a relay interpreter with Custom Helicopters.

**Email:** [HR@customheli.com](mailto:HR@customheli.com)

**Accessibility Email:** [accessibility@customheli.com](mailto:accessibility@customheli.com)

**Phone:** 1-204-338-7953

**Mail:**

Accessibility Officer  
Custom Helicopters Ltd.  
500-1780 Wellington Avenue  
Winnipeg, MB R3H 1B3

Feedback may be submitted anonymously. When feedback is not submitted anonymously, Custom Helicopters will acknowledge receipt in the same manner in which it was received, unless another method is requested.

### **3 Information and Communication Technologies (ICT)**

As part of the 2026–2029 planning period, Custom Helicopters will continue developing a new website with enhanced Accessibility features to improve usability and navigation for all users. Initial progress was made during the 2025 reporting year through engagement with the website service provider to review design requirements and Accessibility considerations. Building on this work, the next phase will focus on defining scope, timelines, and Accessibility Standards such as the Web Content Accessibility Guidelines (WCAG), with completion anticipated by the first quarter of 2028.

To further support this initiative, Custom Helicopters will conduct a comprehensive Accessibility Audit of its website to assess content, structure, navigation, and overall usability against recognized standards. The objective is to identify and address potential barriers impacting access to information and services, with corrective actions implemented throughout the planning period.

In addition, an Accessibility Audit of the internal SharePoint site will be conducted to improve Accessibility for employees, as it is a primary platform for accessing internal resources and communication. This review will assess areas such as navigation,

document accessibility, content formatting, and compatibility with assistive technologies. Any barriers identified will be addressed through targeted updates and improvements over the course of the planning period.

These initiatives support Custom Helicopters' broader commitment to enhancing digital accessibility, ensuring equitable access to information, and improving the overall user experience for both employees and external stakeholders.

#### **4 Communications, Other than ICT**

Custom Helicopters course development team has confirmed that when a course within our learning management system is newly created or updated, both an audio voiceover and closed captioning will be included as a standard requirement. When identified that current training course materials do not include closed captioning, written content will remain available through the notes pane or other accessible text-based formats until these identified courses can be updated to the newly implemented internal standards.

#### **5 Procurement of Goods, Services and Facilities**

The Workplace Accessibility Support Process was fully implemented in 2025 and is now part of our Standard Operations Procurement Process. Employees are encouraged to raise Accessibility concerns and request workplace accommodations. The process continues to be monitored to ensure timely and effective support, and no updates or changes have been identified.

#### **6 Design and Delivery of Programs and Services**

In August 2025, progress was made when members of the Accessibility Committee further developed their knowledge by completing CTA training for Transportation Service Providers on supporting Persons with Disabilities, ensuring they are well-informed and able to act as effective advocates and influencers in this space.

As part of its initiatives for the 2026–2029 planning period, Custom Helicopters will develop and implement Global Employee Accessibility Training in alignment with the Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR) and Accessibility Act of Canada (ACA).

To support this initiative, Custom Helicopters will continue working with Manitoba Possible to develop training content and delivery approaches that are accessible, practical, and relevant to our operational context. This work will include reviewing training requirements, identifying applicable regulatory expectations, and finalizing materials for implementation across applicable roles. Planning and development activities are ongoing. Once finalized, the training program will be implemented for

applicable personnel and reviewed periodically to support continued accessibility awareness and compliance. This initiative is targeted for completion by the second quarter of 2027.

## **7 Transportation**

Custom remains subject to the Accessible Transportation Planning and Reporting Regulations (ATPRR). We continue to advance our accessibility planning and implementation efforts in support of these obligations.

During the current planning cycle, we have continued to review barriers affecting accessibility in our operations and to identify practical measures to address them. This work includes reviewing training needs, considering operational supports for persons with disabilities, maintaining accessible feedback channels, and incorporating consultation into our accessibility planning process.

Our Accessibility Committee continues to play an active role in monitoring progress, reviewing feedback and operational observations, and identifying next steps to improve accessibility across our services and internal operations. We will continue to assess our practices and priorities over the course of this plan to support ongoing compliance and continuous improvement.

## **8 Built Environment**

In response to customer feedback, four sets of custom-fabricated helicopter access steps were implemented to improve boarding safety and accessibility, and they continue to support a more user-friendly experience for passengers. This initiative has been in place for over a year (across four operational seasons) and is working as intended.

Additionally, to improve Accessibility for individuals with mobility limitations, a portable ramp was introduced for use across the communities we serve. Since implementation, safety reporting has shown a positive outcome, with three reports submitted prior to implementation (November 2023, April 2024, and November 2024) and zero reported incidents in 2025. The portable ramp continues to support accessibility across the communities we serve.

## **9 Provisions of CTA Accessibility-Related Regulations**

Custom Helicopters is committed to complying with applicable accessibility-related requirements administered by the Canadian Transportation Agency, including the Accessible Transportation Planning and Reporting Regulations and, where applicable to our operations, the Accessible Transportation for Persons with Disabilities Regulations.

To support this commitment, Custom Helicopters continues to review its policies, procedures, training, communication methods, and operational practices to identify and remove barriers to Accessibility. Actions taken to date include maintaining multiple accessible feedback channels, supporting alternate format requests, including operational accessibility supports such as those outlined in section 8, and advancing the development of accessibility-related training (see section 6).

Custom Helicopters will continue to monitor regulatory requirements, assess accessibility barriers within its operations, and update its practices as needed to support compliance, accessibility, and continuous improvement in the services it provides.

## **10 Consultations**

Custom Helicopters prepared this Accessibility Plan through ongoing consultation with its Accessibility Committee, employees, and external stakeholders. These consultation activities are intended to help identify barriers, better understand Accessibility needs, and inform actions to remove and prevent barriers across our operations. Consultation activities that informed this plan included:

- Regular engagement with field employees to gather feedback on operational barriers and opportunities for improvement;
- Ongoing input from the Accessibility Committee through monthly meetings and internal review;
- Consultation with external organizations and community representatives, including Manitoba Possible;
- Discussions with community leaders in areas where we operate; and
- Internal collaboration with related sister companies to review practices and identify opportunities to strengthen our accessibility approach.

Custom Helicopters Accessibility Committee consists of the following members:

- VP of Corporate Operations
- Director of Commercial
- Senior Operations Manager
- Senior HR Business Partner
- HR Coordinators
- Executive Assistant
- VFR Pilot

The Accessibility Committee contributed to the review of progress made to date and helped identify priorities for the 2026–2029 planning period. Input gathered through

these consultation activities continues to inform the development, implementation, and monitoring of our accessibility initiatives.

## **11 Feedback**

No formal feedback was received through the Accessibility Feedback Form during this reporting period. However, efforts in 2025 were focused on increasing participation in the Accessibility Committee. This approach was well received, with strong interest from employees, including six (6) individuals volunteering to participate. This has helped strengthen internal representation and engagement on accessibility-related matters.

Building on this momentum, our approach for the 2026 reporting period will focus on expanding feedback and outreach efforts. This includes increasing awareness of accessibility reporting channels, promoting anonymous feedback options, and enhancing visibility of our accessibility initiatives. We also plan to broaden outreach to both employees and the communities we serve to improve overall feedback collection and ensure individuals feel supported in sharing input.

Through ongoing discussions and input gathered through the Accessibility Committee, additional areas for improvement have been identified within the recruitment process. As a result, new goals have been established for the 2026–2029 planning period. These initiatives will focus on improving awareness of accommodation options for candidates and enhancing consistency in how accommodations are supported throughout the recruitment process. Implementation of these initiatives is expected to be completed between the first and second quarters of 2027.

Through these continued efforts, we aim to create a more proactive and inclusive approach to gathering feedback, ensuring our accessibility initiatives remain responsive to the needs of our workforce and the communities we serve.

## **12 Conclusion**

As we move forward, Custom Helicopters will continue to build on existing efforts to foster an inclusive and accessible workplace by strengthening awareness, education, and engagement across all levels of the organization. This includes reinforcing inclusive behaviours, supporting leaders in advancing accessibility initiatives, and embedding accessibility into day-to-day operations and organizational culture.

In addition, Custom Helicopters will advance its work in diversity, equity, and inclusion by collaborating with its parent company to develop a holistic learning strategy. This work will focus on integrating principles such as accessibility, inclusion, and psychological safety into learning and development efforts, with a phased

implementation anticipated through the 2026–2029 planning period and completion by the end of 2028.

To further support these efforts, accessibility training through the Manitoba Accessibility Office will be delivered to relevant roles, including management and leadership, over the next 24 months. This will help strengthen awareness, improve consistency in approach, and reinforce accessibility considerations across daily operations and decision-making.

Since the last report, measurable progress has been made across multiple areas, with several key initiatives successfully implemented. At the same time, accessibility remains an ongoing process that requires continued focus, collaboration, and improvement, and certain barriers will continue to be addressed throughout this planning period.

Custom Helicopters remains committed to identifying, removing, and preventing barriers, and to ensuring that accessibility is embedded across all aspects of its operations.