

# **ACCESSIBILITY PLAN & FEEDBACK REPORT**

*2026 / 2027*



*A message from our*

# **PRESIDENT**

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At Alpine Aerotech, accessibility is an essential part of creating a workplace where every individual is treated with dignity, respect and fairness.

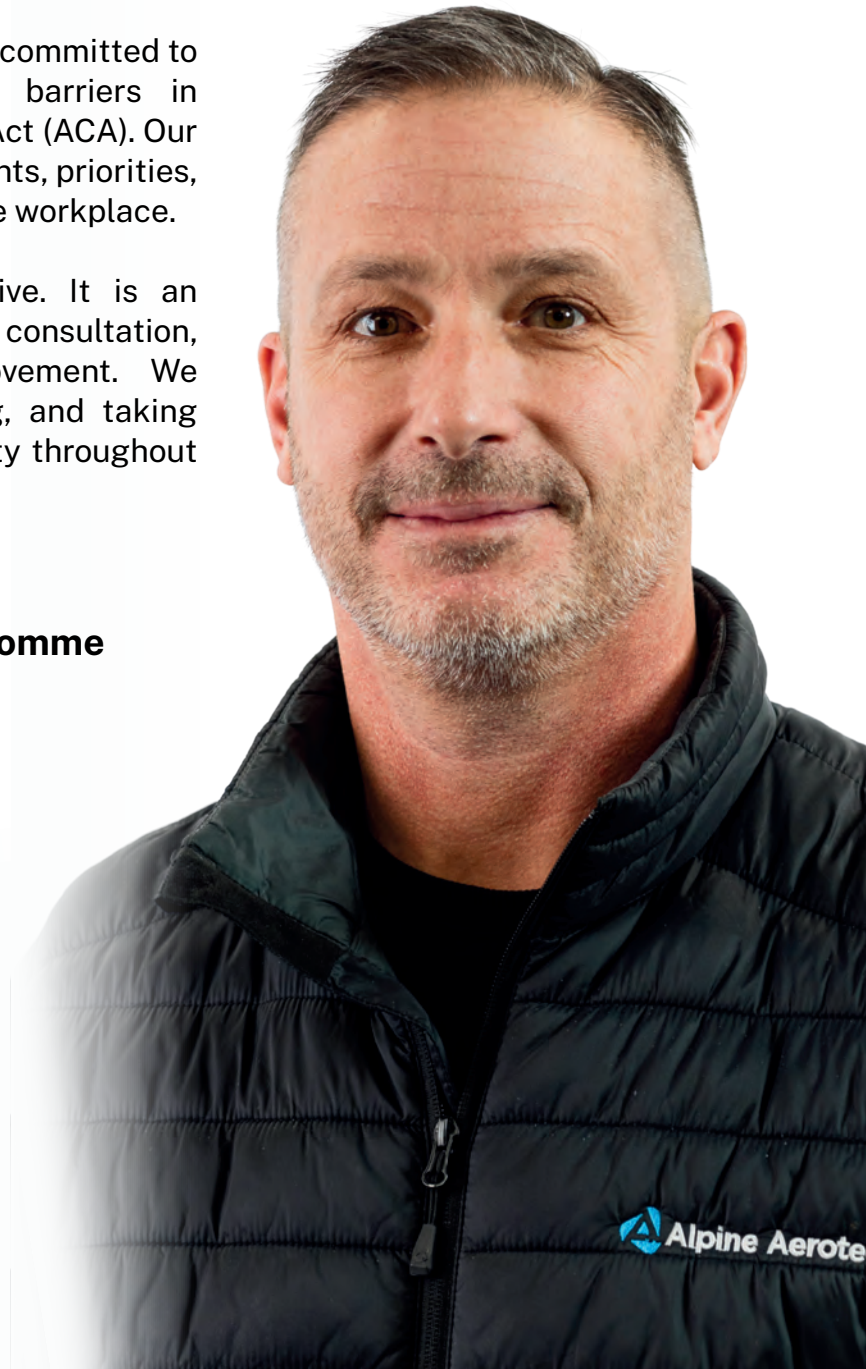
We recognize that accessibility benefits everyone and strengthens our ability to attract, retain, and support talented employees while fostering an inclusive environment for all.

As a federally regulated employer, we are committed to identifying, removing, and preventing barriers in accordance with the Accessible Canada Act (ACA). Our Accessibility Plan outlines our commitments, priorities, and actions for creating a more accessible workplace.

Accessibility is not a one-time initiative. It is an ongoing journey that requires consultation, accountability, and continuous improvement. We remain committed to listening, learning, and taking meaningful action to improve accessibility throughout our organization.



**Jeff Denomme**  
President



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# ACCESSIBILITY PRINCIPLES

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The following principles guide Alpine Aerotech’s approach to accessibility:

- **Dignity:** Every individual deserves to be treated with respect and dignity.
- **Equal Opportunity:** Individuals should have equal opportunities to participate fully in employment and workplace activities.
- **Barrier-Free Access:** Accessibility barriers should be identified, removed, and prevented wherever reasonably practicable.
- **Inclusion:** Accessibility considerations should be integrated into decision-making, planning, programs, and workplace practices.
- **Participation:** Persons with disabilities should be consulted and actively involved in accessibility planning and decision-making.

## INTRODUCTION LEGAL FRAMEWORK

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Alpine Aerotech LP (“Aerotech”) is a federally regulated employer and is subject to the Accessible Canada Act (“ACA”).

The purpose of the ACA is to create a barrier-free Canada by January 1, 2040 through the proactive identification, removal, and prevention of barriers in the following areas:

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

Our Accessibility Plan has been developed in accordance with the requirement of the ACA and associated regulations.

# ABOUT ALPINE AEROTECH LP

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Alpine Aerotech is a British Columbia based helicopter maintenance, repair, overhaul, manufacturing, and aircraft support organization with operations in both West Kelowna and Abbotsford.

Our workforce includes employees working in offices, hangars, and manufacturing environments.

As Aerotech operates within a safety-sensitive and highly regulated aviation environment, our accessibility initiatives are balanced with operational and regulatory requirements while continuing to support equitable access and participation.

## ACCESSIBILITY GOVERNANCE

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The Human Resources Department is responsible for coordinating Alpine Aerotech's accessibility program. These responsibilities include:

- Maintaining and updating the Accessibility Plan
- Coordinating accessibility consultations
- Receiving and reviewing accessibility feedback
- Monitoring accessibility initiatives
- Preparing annual Accessibility Progress Reports
- Coordinating alternative format requests
- Reporting progress to leadership

Through these responsibilities, the Human Resources department helps to ensure accessibility considerations are integrated into workplace practices, policies, programs, and future planning initiatives.

Accessibility initiatives may involve, but are not limited to: Human Resources, Facilities, Information Technology, Operations, and the Joint Health and Safety Committee.

# FEEDBACK

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Alpine Aerotech LP welcomes feedback regarding accessibility and barriers encountered when interacting with our organization. Feedback can be provided using any of the following methods:

**Mail:** Alpine Aerotech LP  
Attn: Human Resources  
1260 Industrial Road  
West Kelowna, BC  
V1Z 1G5

**Phone:** 250-769-6344

**Email:** [hr@alpineaerotech.com](mailto:hr@alpineaerotech.com)

**Online:** access our online feedback form [here](#)

Feedback may be submitted anonymously and will be reviewed and considered when developing future accessibility initiatives, Progress Reports, and Accessibility Plans.

Where contact information is provided, Alpine Aerotech will acknowledge receipt of feedback within ten (10) business days.

Accessibility feedback records will be retained in accordance with company record retention practices.

# ALTERNATIVE FORMATS

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Alternative formats of our Accessibility Plan and future Progress Reports are available upon request.

Available formats include:

- Print (regular & large)
- Electronic Format
- Audio Format
- Braille Format (through third-party providers)

Requests for print or electronic formats will be fulfilled within 15 days and requests for braille or audio formats will be fulfilled within 45 days.

# DEFINITIONS

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The following definitions will apply throughout this plan:

- **Disability:** Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, whether permanent, temporary, or episodic.
- **Barrier:** Anything that hinders the full and equal participation of persons with disabilities. Barriers may include:
  - Physical
  - Architectural
  - Technological
  - Attitudinal
  - Communication-based
  - Procedural
- **Accessibility:** The design of environments, systems, communications, programs, services, and workplaces so they can be accessed and used by all people.

# ACCESSIBILITY IN SAFETY-CRITICAL ENVIRONMENTS

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As an aviation maintenance and manufacturing organization, Alpine Aerotech operates within a highly regulated and safety-sensitive environment.

Certain duties, equipment requirements, physical demands, and regulatory obligations may affect how accommodations are implemented. While safety requirements may limit some accommodation options, Alpine Aerotech remains committed to exploring reasonable accommodations and removing barriers wherever possible without compromising safety or regulatory compliance.

# CONSULTATION

Aerotech recognizes that persons with disabilities are experts in their own experiences and that meaningful consultation is essential to improving accessibility.

## INITIATIVE #1

*Conduct annual accessibility consultations with employees and other various stakeholders to identify barriers and opportunities for improvement.*

- **SUCCESS MEASURE:** Annual consultation completed and documented.
- **STATUS:** **completed for 2026-2028**

In developing this Accessibility Plan, Alpine Aerotech consulted with:

- Employees with accommodation requirements
- Employees with disabilities
- Managers and Supervisors
- Human Resources
- Joint Health and Safety Committee members
- Employees from operational and administrative departments

In developing this Accessibility Plan, Alpine Aerotech consulted with:

- Physical accessibility
- Emergency preparedness
- Workplace accommodations
- Communication methods
- Digital systems
- Company policies and programs
- Employee programs and services

## Consultation Findings

Key themes identified opportunities for improvement in the following areas:

- Need for greater awareness of accommodation processes
- Opportunity to improve accessibility training
- Need for more formal accommodation documentation
- Opportunities to improve accessibility of communications and documents
- Emergency preparedness planning
- Need to consider accessibility during company events and programs

The barriers identified through our consultations were prioritized based on their impact on employees, feasibility of implementation, and alignment with organizational resources and operational requirements.

# EMPLOYMENT

Aerotech currently provides:

- Workplace accommodations
- Modified duties programs
- Return-to-Work programs
- Flexible scheduling
- Equal opportunity and inclusive recruitment practices

Barriers identified during consultations:

- Limited formal accessibility training for leaders
- Limited accommodation practices and procedures
- Accessibility considerations not consistently communicated during recruitment

**Employment Accessibility Initiatives:**

## INITIATIVE #2

*Review and update accommodation procedures to ensure consistency, transparency, and employee awareness. Develop standardized written accommodation plans.*

- **SUCCESS MEASURE:** Updated accommodation processes published and communicated.
- **STATUS:** **not started**

## INITIATIVE #3

*Identify/Develop accessibility awareness training for supervisors and managers.*

- **SUCCESS MEASURE:** 100% of Managers and Supervisors complete training by end of 2026
- **STATUS:** **in progress**
- **NOTES:** Utilize our Dialogue program and available resources within our Alterra network (Alterra University) to assign this training to all Managers and Supervisors.

## Employment Accessibility Initiatives (continued):

### INITIATIVE #4

*Review recruitment, interview, and onboarding practices for barriers and ensure accessibility considerations are incorporated.*

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- **SUCCESS MEASURE:** Accommodation statement included in all job postings.
- **STATUS:** **completed**
- **NOTES:** All job postings now have the following disclaimer listed:

*Our Commitment to Equity, Diversity & Inclusion  
Alpine Aerotech is an Equal Opportunity Employer. We are committed to building a respectful, inclusive, and barrier-free workplace where diverse perspectives and experiences are valued and employees can reach their full potential.*

*We welcome applications from Indigenous Peoples, members of racialized groups, visible minorities, people with disabilities, and individuals of diverse gender identities and expressions. Candidates requiring accommodations during the application process are encouraged to contact our Human Resources team.*

### INITIATIVE #5

*Review interview processes and candidate communications.*

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- **SUCCESS MEASURE:** Accessible recruitment practices documented and available to candidates throughout recruitment process.
- **STATUS:** **completed**
- **NOTES:** All candidates are encouraged to reach out to the Human Resources department should they require accommodations during their application and recruitment process. This is included in all communications with the candidate during their recruitment process.

### INITIATIVE #6

*Include emergency response considerations in accommodation planning where required.*

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- **SUCCESS MEASURE:** Emergency response considerations documented in accommodation plans where applicable.
- **STATUS:** **in progress**
- **NOTES:** Need to consult with Quality Assurance department and Safety Committee to move forward.

# BUILT ENVIRONMENT

Aerotech's building accessibility currently features:

- Accessible parking stalls
- Accessible washrooms
- Ground-level break rooms
- Virtual meeting technology

Barriers identified during consultations:

- Multi-level facilities without elevator access
- Limited accessibility signage and wayfinding
- Lacking visual fire alarms in designated high-noise areas

**Built Environment Accessibility Initiatives:**

## INITIATIVE #7

*Conduct annual accessibility reviews of all facilities.*

- **SUCCESS MEASURE:** Annual review completed and documented.
- **STATUS:** **completed for 2026**
- **NOTES:** During our annual review, we explored the feasibility of installing elevators or other permanent lift solutions. Following consultation with accessibility and construction specialists, it was determined that the structural requirements and associated costs made elevator installation impractical at this time.

To address this barrier, we implemented alternative measures to improve accessibility and participation. These measures include:

Expanding the use of virtual meeting technology, including Microsoft Teams, to allow employees, applicants, contractors, and visitors with mobility limitations to participate in meetings and workplace activities remotely.

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- Establishing an accessible boardroom and meeting space on the ground floor/shop floor level to provide a barrier-free location for meetings, training sessions, interviews, and other workplace discussions.
- Encouraging departments to utilize accessible meeting spaces whenever attendance by individuals with mobility limitations is required.

While the physical barrier remains, these alternative accommodations help ensure meaningful access to workplace communication, collaboration, and decision-making activities. We will continue to monitor opportunities for further accessibility improvements as part of its ongoing commitment to reducing barriers in the workplace.

## Built Environment Accessibility Initiatives (*continued*):

### INITIATIVE #8

*Review and improve accessibility signage and wayfinding where appropriate.*

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- **SUCCESS MEASURE:** Accessibility signage assessment completed.
- **STATUS:** **not started**
- **NOTES:** Need to consult with Quality Assurance department and Safety Committee to move forward.

### INITIATIVE #9

*Review emergency evacuation procedures for employees and visitors with disabilities.*

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- **SUCCESS MEASURE:** Emergency procedures updated.
- **STATUS:** **not started**
- **NOTES:** Need to consult with Quality Assurance department and Safety Committee to move forward.

### INITIATIVE #10

*Incorporate accessibility considerations into future renovations and facility improvements.*

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- **SUCCESS MEASURE:** Accessibility review included in applicable projects.
- **STATUS:** **completed**

# INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)

Aerotech currently utilizes:

- Workday
- Microsoft Office Programs (Teams)
- Zoom
- Novera (KPA) Flex
- Training creation systems (Articulate Storyline)
- Internal communication platforms (with a variety of delivery models available)

Barriers identified during consultations:

- Accessibility features of some systems have not been formally assessed.
- Some electronic documents and training materials may not consistently meet accessibility best practices.

**ICT Accessibility Initiatives:**

## INITIATIVE #11

*view accessibility features available within Microsoft, Workday, Teams, Novera (KPA) Flex, and other key digital systems to ensure we are applying everything available to adhere to the various demographics of accessibility.*

- **SUCCESS MEASURE:** Review completed
- **STATUS:** **not started**
- **NOTES:** Will work with IT department to complete.

## INITIATIVE #12

*Promote built-in accessibility tools available within digital systems/products.*

- **SUCCESS MEASURE:** Review completed with training materials established and distributed.
- **STATUS:** **not started**
- **NOTES:** Once a review of Initiative #11 is complete, we will again work with IT to ensure the training materials are created and distributed.

## ICT Accessibility Initiatives (*continued*):

### INITIATIVE #13

*Review electronic training materials to ensure accessibility features such as captions are utilized where feasible.*

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- **SUCCESS MEASURE:** Accessibility standards established and distributed.
- **STATUS:** **not started**
- **NOTES:** To be completed in conjunction with Initiative #13

# COMMUNICATION (NON-ICT)

Barriers identified during consultations:

- Accessibility standards for documents are not formalized.
- Alternative formats are not always proactively offered.

**Communication (non-ICT) Accessibility Initiatives:**

## INITIATIVE #14

*Develop accessible document standards for company communications.*

- **SUCCESS MEASURE:** Standards published and implemented.
- **STATUS:** **not started**

## INITIATIVE #15

*Increase awareness of alternative format availability.*

- **SUCCESS MEASURE:** Information included in all employee communications.
- **STATUS:** **completed**

## INITIATIVE #16

*Incorporate plain language principles into key employee communications where practical.*

- **SUCCESS MEASURE:** Guidelines incorporated into communication templates.
- **STATUS:** **completed**

# PROCUREMENT OF GOODS, SERVICES & FACILITIES

Barriers identified during consultations:

- Accessibility considerations are not consistently documented within procurement activities.

**Procurement Accessibility Initiatives:**

## INITIATIVE #17

*Consider accessibility requirements when purchasing software, equipment, furniture, and workplace technologies.*

- **SUCCESS MEASURE:** Accessibility considerations added to procurement review process.
- **STATUS:** not started

## INITIATIVE #18

*Encourage suppliers and service providers to support accessibility objectives where feasible.*

- **SUCCESS MEASURE:** Accessibility considerations incorporated where practical.
- **STATUS:** not started

# DESIGN & DELIVERY OF PROGRAMS & SERVICES

## Current State:

- Employee onboarding
- Apprentice programs
- Human Factors training
- WHMIS training
- Wellness & employee support programs
- Employee engagement initiatives

## Barriers identified during consultations:

- Accessibility considerations are not formally reviewed during program development.

## Design & Delivery of Programs & Services Accessibility Initiatives:

### INITIATIVE #19

*Review employee training programs to identify accessibility opportunities.*

- **SUCCESS MEASURE:** Accessibility review completed and recommendations documented.
- **STATUS:** **not started**

### INITIATIVE #20

*Review onboarding materials for accessibility.*

- **SUCCESS MEASURE:** Accessibility review completed and improvements implemented where appropriate.
- **STATUS:** **completed**

### INITIATIVE #21

*Review apprenticeship program materials for accessibility.*

- **SUCCESS MEASURE:** Accessibility review completed and recommendations documented.
- **STATUS:** **completed**

## Design & Delivery of Programs & Services Accessibility Initiatives (continued):

### INITIATIVE #22

*Review accessibility considerations for company events, meetings, town halls, and employee engagement activities.*

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- **SUCCESS MEASURE:** Accessibility considerations incorporated into event planning processes where appropriate.
- **STATUS:** **completed**

### INITIATIVE #23

*Accessibility considerations to be incorporated into major workplace projects, facility renovations, technology implementations, and program development initiatives where reasonably practicable.*

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- **SUCCESS MEASURE:** Accessibility review completed for applicable projects.
- **STATUS:** **in progress**

# TRANSPORTATION

While Alpine Aerotech does not provide public transportation services, accessibility considerations may arise when arranging company-sponsored transportation, employee travel, training activities, or company events.

## Transportation Accessibility Initiatives:

### INITIATIVE #24

*•Consider accessibility requirements when arranging company-sponsored transportation and off-site events.*

- **SUCCESS MEASURE:** Accessibility considerations reviewed for applicable events and transportation arrangements.
- **STATUS:** **completed**

# MONITORING & REPORTING

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Aerotech commits to monitoring the progress against the initiatives outlined in this plan and will:

- Publish annual Accessibility Progress Reports
- Continue consultation with persons with disabilities
- Review accessibility feedback that is received
- Update this Accessibility Plan every three (3) years.

Annual Progress reports will outline:

- Actions completed
- Actions in progress
- Feedback received
- No barriers identified
- Future Priorities

## CONCLUSION

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Accessibility is an ongoing commitment at Alpine Aerotech.

Through consultation, accountability, and continuous improvement, we are committed to identifying, removing, and preventing barriers while fostering a safe, inclusive, and accessible workplace for all.

By working collaboratively and listening to the experiences of persons with disabilities, Alpine Aerotech will continue supporting the Accessible Canada's Act and creating a barrier-free Canada by 2040.