

AIRBUS



Airbus Helicopters Canada (AHCA) Accessibility Plan

September 2024

Table of Contents

- 1. General..... 3**
 - 1.1 Contact Information and Feedback Process..... 3
 - 1.2 Our Commitment to Accessibility..... 3
 - 1.3 About Airbus Helicopters Canada..... 4
 - 1.4 Our Vision and Values and Our Mission..... 5
- 2. Consultations..... 6**
- 3. Employment..... 7**
- 4. The Built Environment..... 8**
- 5. Information and Communication Technologies..... 10**
- 6. Communication, other than ICT..... 10**
- 7. The Procurement of Goods, Services and Facilities..... 11**
- 8. The Design and Delivery of Programs and Services..... 11**
- 9. Transportation..... 12**

1. General

1.1 Contact Information and Feedback Process

Your feedback is important to us. Our Corporate Business Partner is the designated person to collect and respond to feedback on behalf of Airbus Helicopters Canada ("Airbus") on all matters related to our accessibility plan.

To provide your feedback, simply share your comments, anonymously or by including your name and contact information to:

Email: michele.ryall@airbus.com

Phone: 905-994-2901

Mail: Airbus Helicopters Canada
1100 Gilmore Rd
P.O. Box 250
Fort Erie, ON L2A 5M9

Airbus can also provide our accessibility plan in the following formats upon request:

- Print
- Large
- Audio
- Electronic
- Braille

1.2 Our Commitment to Accessibility

Airbus Helicopters Canada is strongly committed to accessibility for both our employees and customers. We believe that inclusivity is fundamental to our culture and operations. We continuously strive to create an environment where every individual, regardless of ability, can contribute their talents and thrive. Through thoughtful design and policies, we ensure our facilities, products, and

services meet the diverse needs of all stakeholders, fostering a workplace and customer experience that is accessible and equitable for everyone.

1.3 About Airbus Helicopters Canada

Airbus Helicopters Canada Limited (AHCA); operating in Canada since 1984 is a subsidiary of Airbus Helicopters (formerly Eurocopter) wholly owned by the Airbus Group, a global aerospace and defence leader.

Airbus Group was created in 1992 with the merger of the rotorcraft divisions of Aerospatiale (France) and Deutsche Aerospace (Germany). In January 2014, the company was rebranded Airbus Helicopters, opening a new chapter in its history.

Airbus Helicopters Canada manufactures, markets, sells, assembles, supports and provides training solutions for Airbus rotary-wing aircraft in Canada. Since beginning operations in 1984, it has become a leading provider of helicopters for the Canadian utility, law enforcement, emergency medical service, and executive markets.

The company's head office and manufacturing facility is located in Fort Erie, Ontario. Today, Airbus Helicopters Canada supports over 200 operators who collectively operate nearly 760+ helicopters in Canada.

Airbus Helicopters Canada is one of Airbus Helicopters' 32 international subsidiaries that are part of a worldwide network of service centers, training facilities, distributors and certified agents.

We offer a wide range of multi-mission helicopters from the light single-engine H120, H130 B4/T2, and AS350 B2/B3e to the twin-engine AS355NP, H155, H225, AS365 and new generation twin-engine H135 P3e/T3e, H145, H145 T2 and H175.

Airbus Helicopters Canada also develops options and manufactures composite components for the global Airbus fleet and supply chain including the H130 engine cowlings and fairings, H135 stabilizers, end plates, hub caps and boarding steps, and H145 engine cowlings and boarding steps and most recently, the H225 engine cowlings.

1.4 Our Vision and Values and Our Mission

It is Airbus' belief that its values are best chosen by those who embody them. The company therefore invited its employees to brainstorm a list of principles that would complement the foundations Integrity and We are One, which had been proposed by the executive management team. In an online poll, employees were able to choose from a list of 12 values, or make their own suggestions. From this exercise, our six core values were defined:

Team Work

We feel, act and behave as one large family – We are One – and create an engaging and inclusive workplace that favours wellbeing, fun and trust to drive team work.

Customer Focus

We partner with our customers to deliver valuable and sustainable solutions together.

Reliability

Our reliability drives our competences and mindset to deliver on time, on cost and on quality.

Respect

We treat each other and all stakeholders as we wish to be treated, with respect, embracing diversity.

Creativity

We are curious, courageous, passionate, open-minded and recognize creativity at all levels.

Integrity

We act with integrity and take appropriate consequences to eradicate unethical and non-compliant behaviours.

Our Mission

To provide the most efficient helicopter solutions to our customers who serve, protect, save lives and safely carry passengers in demanding environments.

2. Consultations

On March 12, 2024, Airbus invited the Town of Fort Erie's Accessible Advisory Committee (AAC) to tour our facility and provide comments related to identified accessibility barriers. The committee is made up of 9 members, all of which have a form of disability such as vision, hearing, mobility.

Throughout the tour, the committee used an Accessibility Evaluation Checklist as a guide for providing their recommendations. Their recommendations are to be considered as suggested considerations from persons with disabilities that have lived experience.

In designing this Accessibility Checklist, the needs of the following have been considered:

- Persons who use a mobility device (wheelchair, scooter or other mobility aid)
- Persons who are legally blind or have low vision
- Persons who are deaf or have limited hearing
- Persons with learning or memory deficits.

These consultations allowed us to outline opportunities to identify, remove and prevent barriers in:

- Employment practices
- Built environment
- Information communication and technology (ICT)
- Communication, other than ICT
- Procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

3. Employment

| <u>Barrier</u> | <u>Action</u> | <u>Timeline (Completed by)</u> |
|--|--|--------------------------------|
| <ul style="list-style-type: none"> Our organization is facing ongoing competition for talent and is currently struggling to attract a significant number of qualified candidates from underrepresented groups, including individuals with disabilities. | <ul style="list-style-type: none"> Expand the number of job posting platforms to better reach individuals with disabilities and related communities. Update our job postings to include language that indicates accommodations are available for roles that do not have a bona fide occupational requirement for applicants with disabilities. | 2025 |
| <ul style="list-style-type: none"> Employees are not aware about the types of workplace accommodations available to them or the process for requesting these accommodations. | <ul style="list-style-type: none"> Revise the new employee starting form to include a section inquiring whether they need any workplace accommodations to effectively perform the essential duties of their job. Include information about workplace accommodations and the process for requesting them in our Health and Safety Orientation. During our annual Health and Safety week, we will send out communication to all employees as a reminder about workplace accommodations and the process for requesting them. | 2025 |

4. The Built Environment

| <u>Barrier</u> | <u>Action</u> | <u>Timeline (Completed by)</u> |
|--|---|------------------------------------|
| <u>Exterior Path of Travel</u> <ul style="list-style-type: none"> The interior pathway near the building entrance has sunk causing uneven ground. | Facilities Maintenance will complete an entire restructuring of the front entrance. | Fixed |
| <u>Entrances</u> <ul style="list-style-type: none"> No power assist button on main entrance doors. The doors are not easy to open with one hand. The call button for security needs to be lowered. | Facilities Maintenance will complete an entire restructuring of the front entrance. | 2030 |
| <u>Elevators</u> <ul style="list-style-type: none"> Second floor is not accessible for those with mobility issues. | Facilities Maintenance will install a lift. | 2035 |
| <u>Stairways</u> <ul style="list-style-type: none"> Some stairways do not have colour contrast steps to show the forward edge of the step. | Facilities Maintenance will ensure all stairways have colour contrasting steps. | 2025 |
| <u>Accessible Washrooms (Production Area)</u> <ul style="list-style-type: none"> The coat hook in the accessible washroom stall is not at a height that someone with a mobility device can easily access. | Facilities Maintenance will lower the hook. | 2024 |

| | | |
|---|---|-------------|
| <p><u>Accessible Washrooms (Production Area)</u></p> <ul style="list-style-type: none"> The toilet doesn't have an automatic flusher. | <p>Facilities Maintenance will update the toilet.</p> | <p>2030</p> |
| <p><u>Accessible Male Washrooms (Production Area)</u></p> <ul style="list-style-type: none"> Urinals are too high | <p>Health and Safety Specialist will look into how many are required. Facilities Maintenance will add a low urinal(s) based on Specialist's recommendations.</p> | <p>2030</p> |
| <p><u>Fire and Emergency Safety</u></p> <ul style="list-style-type: none"> No evacuation plan in place for people with disabilities. There is no type of "shelter in place" included in the fire safety plan Some fire alarms/smoke alarms do not have both audible and visible alarms. There is no strobe alarm in the cafeteria. | <p>Health and Safety Specialist will update our evacuation plan to include a process on how to safely evacuate those with disabilities and include a "shelter in place".</p> <p>Facilities Maintenance will update alarms and add alarm in the cafeteria.</p> | <p>2026</p> |
| <p><u>Interior Doors/Areas:</u></p> <ul style="list-style-type: none"> The majority of doors inside the facility do not have lever handles | <p>Facilities Maintenance will update the door handles to lever handles.</p> | <p>2030</p> |

| | | |
|---|--|------|
| <ul style="list-style-type: none"> Sinks in the cafeteria and washrooms on the second floor do not have clearance underneath for a person in a wheelchair to roll into. | Facilities Maintenance will update the sink areas to make them accessible. | 2040 |
| <u>Conference and Meeting Rooms</u> | | |
| <ul style="list-style-type: none"> Protruding objects + tripping hazards such as cables & cords on the floor of Whistler Room. Although there was a cable protector, the recommendation from the AAC was to have a threshold ramp to limit the hazard. | Facilities Maintenance/Information Management will add a threshold ramp. | 2025 |

5. Information and Communication Technologies

Airbus has a skilled IT team dedicated to supporting the technological needs of all our employees. Additionally, we collaborate with various external IT service providers to ensure that our technology and work environment remain free from any obstacles that could hinder employee productivity.

Earlier this year, Airbus transitioned from Microsoft Office Suite to Google Suite. Google Meet (virtual meeting platform) offers a variety of accessibility features to ensure users with disabilities can fully participate in video meetings.

Additionally, Airbus created a Remote Working Policy in 2021 and remote server access is available across the company for employees who can work from home and require accommodations for accessibility needs.

6. Communication, other than ICT

At Airbus, we use various ways to communicate with our employees, including one-on-one conversations, team meetings (in-person, virtual, or by phone), town halls, company-wide emails, and both electronic and printed publications. We provide the necessary technology for accessing electronic materials and have communication boards for printed information throughout our facility. Additionally in 2024, Airbus will be adding a computer room to our shop floor so that production employees can easily access company information via email or company intranet. Currently, no employees have reported needing accommodations for disabilities related to communication.

At an employee or customer's request, Airbus can offer communication in alternative formats which include:

- Print
- Large print
- Braille
- Audio format
- Electronic format compatible with assistive technology designed to aid individuals with disabilities

7. The Procurement of Goods, Services and Facilities

During the initial consultation for developing this Accessibility Plan, there were no barriers identified related to this standard. Airbus is dedicated to ensuring accessible procurement of goods, services, and facilities. We will continue to update our Accessibility Plan based on ongoing consultations and feedback, should we receive any concerns related to this standard in the future.

8. The Design and Delivery of Programs and Services

Airbus offers products and services tailored to customers with their own accessibility plans and requirements, and does not cater to individuals or the general public directly. Consequently, our program design and service delivery are primarily focused on Airbus employees.

Delivery of employee based programs including communication, training, support programs, job and employee information and so forth are offered in various formats. When requested, alternate formats are considered on an as needed basis. As part of the support programs offered to employees, Airbus offers an Employee Assistance Program (EAP) which provides confidential support on a variety of topics including counseling for everyday issues, financial wellness, help with child care or elder care at no cost to the employees. Our EAP's accessibility features are:

- Increasing the size of the text on the screen
- Making icons and other items bigger
- Magnifying the content on the screen
- Enabling high-contrast text
- Having the words on the screen read aloud to you

Airbus also offers other programs such as Self Help Works which focuses on health and physical wellness and People Connect which focuses on mental health.

As we gather feedback from our employees, our Accessibility Plan contributors will assess it to see if any reasonable adjustments can be made to our programs and services. Furthermore, any new services will also be reviewed through consultations with the AAC to ensure they accommodate the needs of individuals with disabilities.

9. Transportation

As Airbus does not provide transportation services as part of its mandated activities, this category is not covered in the organization's Accessibility Plan.

We do have a small flight crew that would accompany our pilot during flight testing however, given the crew is testing customer aircraft, no accessibility features can be added to the aircraft unless requested by the customer.

There are times where our warehouse employees and facilities maintenance employees may be required to deliver parts or pick up supplies using a company vehicle. If ever requested, accommodations can be made within reason such as pedal extensions, turn handles, enhanced navigation systems or communication devices as examples.