

# AIRBUS



## Airbus Helicopters Canada Accessibility Plan - Update

June 2026

# 1. General

## 1.1 Contact Information and Feedback Process

Your feedback is important to us. Our Executive Business Manager 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](mailto: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 (“AHCA”) 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; 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 230 operators who collectively operate nearly 830+ 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 and dual-use helicopters and drones to suit Canadian customer needs.

A centre of excellence in engineering and composite manufacturing, Airbus Helicopters in Canada manufactures and supplies composite parts for eight Airbus helicopter models flown worldwide: the H125, H130, H135, H145, H160, H215, and H225. This supports global production across Airbus' commercial and military helicopter programs.

## 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. Employment

## Identified Barriers

### Barrier:

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.

### Progress Update:

Still researching different job sites that are geared towards applicants with disabilities. Job postings have been updated with language that indicates accommodations are available for applicants with disabilities.

### Barrier:

Employees are not aware about the types of workplace accommodations available to them or the process for requesting these accommodations.

#### Progress Update:

Employee starting form has been updated to include a section where the employee can request workplace accommodations if needed. Our Health and Safety Orientation for new employees has been updated to include information about workplace accommodations. We held a Safety Day Event in September 2025 and distributed communication to all employees on workplace accommodations and how to request them.

### 3. The Built Environment

#### Exterior Path of Travel

##### Barrier:

The interior pathway near the building entrance has sunk causing uneven ground.

Progress Update: This issue has been fixed.

#### Entrances

## Barrier:

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.

## Progress Update:

Facilities Maintenance will complete an entire restructuring of the front entrance by 2030.

## Elevators

### Barrier:

Second floor is not accessible for those with mobility issues.

### Progress Update:

Facilities Maintenance will install a lift by 2035.

## Stairways

### Barrier:

Some stairways do not have colour contrast steps to show the forward edge of the step.

### Progress Update:

Our Facilities Maintenance team added black contrasting strips to the edge of all steps to the stairways in question. This was completed on March 16, 2026.

## Accessible Washrooms (Production Area)

### Barrier:

The coat hook in the accessible washroom stall is not at a height that someone with a mobility device can easily access. Also the toilet doesn't have an automatic flusher.

### Progress Update:

Our Facilities Maintenance team has lowered the hook at an accessible height. An automatic flusher is planned to be installed by 2030.

## Accessible Male Washrooms (Production Area)

### Barrier:

Urinals are too high

### Progress Update:

Urinals will not be changed at this time. We will look into a fold down step as a temporary solution should the need arise.

## Fire and Emergency Safety

### Barrier:

- 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.

### Progress Update:

Individualized evacuation plans for those with disabilities will be developed on an as needed basis since not all disabilities are treated the same. We have updated our Employee Starting Slip to include a dedicated section for emergency assistance needs. If an employee requires specialized support during an evacuation or "shelter-in-place" event, they are to provide the details there. HR will monitor these forms and coordinate with our Health and Safety Specialist to develop a personalized evacuation plan for them. To ensure employees are given multiple opportunities to request assistance, our Health and Safety Specialist will also highlight this topic during all Health and Safety Orientations. Our Fire Safety Plan has also been updated to address this topic as well.

Facilities Maintenance will be looking to update the entire system by the end of 2026. If not completed by the end of the year, strobes will be added by the end of 2026.

### Interior Doors/Areas:

#### Barrier:

The majority of doors inside the facility do not have lever handles

#### Progress Update:

Lever handles are being added and are on track to be completed by 2030.

#### Barrier:

Sinks in the cafeteria and washrooms on the second floor do not have clearance underneath for a person in a wheelchair to roll into.

#### Progress Update:

Facilities Maintenance will update the sink areas to make them accessible by 2040.

## Conference and Meeting Rooms

### Barrier:

Protruding objects + tripping hazards such as cables & cords on the floor of a meeting room on the 2nd Floor (Whistler Room). Although there was a cable protector, the recommendation from the AAC was to have a threshold ramp to limit the hazard.

### Progress Update:

The meeting room has a cable protector which functions as a ramp. The area where the cable protector is located is actually not a walkway as there is not much space between the wall and the edge of the table. If an individual needs to get to the other side of the room, they can safely go around the other way where there are no tripping hazards on the floor.

## 4. 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.

During our consultations with employees with disabilities in 2026, a need was identified for enhanced telecommunications compatibility. AHCA is committed to exploring procurement options for Bluetooth ear devices that are compatible with personal hearing instruments and internal communication systems to ensure full digital accessibility.

## 5. 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

## 6. 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.

## 7. 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.

## 8. 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.

## Closing Statement

Our organization remains committed to creating and maintaining an accessible, inclusive and barrier free environment for all employees, customers and visitors. Accessibility is an ongoing journey and we recognize that meaningful progress requires continuous engagement, evaluation and improvement.

We will continue to identify, remove and prevent barriers in accordance with the Accessible Canada Act and value feedback we receive from persons with disabilities. This plan update reflects the work completed to date and the actions we will continue to pursue as we advance accessibility throughout our organization.