

Table of Contents

General.....	2
Contact us:	3
Consultations	3
Areas in section 5 of the Accessible Canada Act (ACA)	3
Employment.....	4
The built environment	4
Information and communication technologies	5
Communication, other than information and communication technologies	5
The design and delivery of programs and services.....	6
Transportation	6
Conclusion.....	6

General

Bailey Helicopters Ltd. is pleased to present this third progress report, prepared in accordance with the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This report provides an update on the actions our organization has taken to implement and advance the commitments outlined in our Accessibility Plan and reflects progress made since our previous progress reports.

As part of our ongoing commitment to accessibility, inclusion, and the identification, removal, and prevention of barriers, this report outlines achievements, remaining challenges, and planned next steps. Bailey Helicopters remains dedicated to fostering a barrier-free environment that enables full participation for employees, clients, and members of the public.

This document represents Bailey Helicopters Ltd.'s third progress report under the Accessible Canada Act. Progress reports are published at regular intervals between accessibility plans to ensure transparency, accountability, and continuous improvement. Each report builds upon previously identified barriers, actions taken, and feedback received.

This report covers progress made between *June 1, 2024*, and *May 31, 2026*, and was published on *June 1, 2026*.

How to provide feedback

Please send your feedback to our [Human Resources Manager](#)

You can send your feedback by email, phone or mail using the contact information listed below.

Email: hr@baileyhelicopters.com

Telephone: 250-785-2518 (local)

Mail: Bailey Helicopters Ltd.

C/O Human Resources

6219 242 RD

Baldonnel, BC V1J8J3

Feedback may also be submitted in alternative formats upon request using the contact information listed above.

For more information on how you can send your feedback, see our feedback process description on our website <https://www.baileyhelicopters.com/> by downloading our Accessibility Plan.

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

Contact us:

- Email: hr@baileyhelicopters.com
- Phone: [1-877-822-2245](tel:1-877-822-2245) (Toll Free)

Mail:

Bailey Helicopters C/O Human Resources Manager
6219 242 Rd., Baldonnel, BC V1J 8J3

You can also send us a message on our socials @: Facebook/Bailey Helicopters, Instagram @baileyheli29, and LinkedIn/Bailey Helicopters Ltd.

Feedback

As part of our commitment to accessibility, we conducted an anonymous survey distributed to all employees to gather feedback on how our organization is implementing its accessibility plan and to identify any barriers individuals may face.

The responses provided valuable insights into both positive experiences and areas that require improvement. Many employees highlighted digital accessibility and challenges with the built environment.

We appreciate all feedback, both anonymous and attributed, as it helps us refine our approach and take meaningful steps to ensure a more inclusive environment for everyone.

The survey results are being used to inform prioritization of accessibility initiatives, with a particular focus on improving digital accessibility and physical access within the built environment.

Consultations

In the development of this progress report, Bailey Helicopters Ltd. engaged with the FSJ Association for Community Living to consult with persons with disabilities and incorporate their feedback into our accessibility efforts.

A consultation meeting was held on July 30, 2025, during which the Association reviewed the accessibility improvements implemented since our previous report and provided valuable recommendations for further enhancements.

Key suggestions included:

- the implementation of a movable ramp between the reception area and hangar floor to address elevation gaps that may present challenges for wheelchair users and individuals using mobility aids.
- the addition of a handle extension for the emergency shower to improve usability for wheelchair users; and

- the designation and improvement of accessible parking options for visitors and employees with disabilities.

These recommendations have been documented and will be considered as part of our continuous improvement process and future accessibility planning.

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

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Employment Equity and Staffing options.

Progress Update: Assisted managers with identifying and hiring for inclusiveness and removing barriers in job advertisements. HR staff have completed accessibility and inclusive hiring training. By December 2026, all members of the management team will complete this training to better support equitable hiring and advancement opportunities for employees with disabilities.

Barrier 2: Recruitment and selection process, our job ads did not mention our commitment to accessibility and inclusion or how candidates can ask for disability related accommodations.

Progress Update: We now use plain language in recruitment ads, and we added a statement to the most recent posting and our job advertising template explaining how candidates can request accommodations during the hiring process.

Barrier 3: Accommodation process for new employees.

Progress Update: Identification of accommodation requested and proposing new solutions. Duty to accommodate is discussed with hiring manager and check-ins with new employees are done at 1 ½ months post hire to monitor progress and that needs are being met. There is an open-door policy at Bailey Helicopters and employees are encouraged to submit feedback as needed.

The built environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The washrooms in our building were not wheelchair accessible. Doorways were not wide enough, sink height was restrictive, and there were not any handrails.

Progress Update: We did a major hangar renovation in 2024, and an accessible washroom was included. During renovations we were able to choose one washroom on the main floor of our building. The washroom was gutted and redone completely, adding an accessible emergency shower stall, toilet, sink, handrails, automatic soap dispenser, and water tap.

Barrier 2: Our waiting room/reception area was not accessible. The doorway was not wide enough, there was a step to enter the building, and the seating area was small with bulky furniture.

Progress Update: This area was also identified in our hangar renovation to make accessible. The main doorway was moved, and in its place, an automatic sliding door was installed. The step to enter the building was removed and a concrete sidewalk was installed sloped and graded to meet the parking lot at ground level. The lobby was enlarged to give more space and allow for seating to accommodate employees and guest with mobility concerns.

Barrier 3: An accessible boardroom for employees and guests with disabilities. The current boardroom is on the second floor of our building, which is inaccessible to wheelchairs or people with mobility issues.

Progress Update: We were able to install a portable on to our property that will double as a training and boardroom space. A concrete sidewalk was completed to the portable joining the main building. Installation of an accessible ramp is planned for completion by June 2027, subject to budget availability.

Procurement of goods, services, and facilities

Bailey Helicopters Ltd. recognizes the importance of considering accessibility in procurement processes.

Barrier: Accessibility considerations were not consistently incorporated into procurement decisions.

Progress Update: We have begun incorporating accessibility considerations into purchasing decisions, particularly for office furniture, facility upgrades, and equipment used by employees and visitors.

Next Steps: We will continue to formalize an accessibility lens within our procurement practices to ensure that goods, services, and facilities support accessibility objectives. This will be further developed during the next accessibility planning cycle.

Information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Our website was not up to WCAG standards.

Progress Update: Immediately after posting our Accessibility Plan, we contacted our web designer to implement the required changes. We also completed a website review and an accessibility risk assessment.

Barrier 2: Our company aircraft safety video is missing captions or transcript.

Progress Update: An updated version of the aircraft safety video is scheduled for completion by September 2026.

Communication, other than information and communication technologies

To foster a more inclusive environment and eliminate communication barriers, we are actively reviewing our communications and policies to ensure clarity and accessibility. This effort includes a thorough evaluation of all employment advertisements and website content to enhance direct and effective communication.

The design and delivery of programs and services

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Purchase of furniture in common spaces.

Progress Update: Consultation with accessibility partners was instrumental in redesigning our reception area to ensure a more inclusive and barrier-free experience. Their expertise helped us identify and implement improvements that enhance accessibility for all visitors, including seating, design of doorways and accessible washrooms. They also made suggestions to reduce background noise by incorporating sound-absorbing materials in the reception area and by providing quiet spaces where individuals can step away from overwhelming auditory stimuli.

Transportation

Employees who serve the public and fall under the Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR) receive training on the following principles:

- All persons must be treated with dignity regardless of their disabilities.
- the various types of assistance that may be needed by persons with disabilities and the duties of transportation service providers in relation to those needs, including: the type of assistance they must provide, the assistive devices that are commonly used, and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as sign language, augmentative or alternative communication systems, and clear, concise and plain language;
- the communication requirements in the ATPDR and how to interact with persons with disabilities in a manner that respects their autonomy and dignity.
- the role of a support person; and
- the role and needs of a service dog.

Conclusion

Through this third and final progress report, Bailey Helicopters reaffirms its commitment to advancing accessibility across all areas of its operations in alignment with the Accessible Canada Act. We will continue to monitor and measure our progress, meet our remaining accessibility goals, and actively remove and prevent barriers.

Since our last report, Bailey Helicopters Ltd. has made meaningful progress in advancing accessibility, including:

- completion of major renovations to improve physical accessibility, including an accessible washroom and entrance.
- improvements to recruitment practices to support inclusive hiring.
- engagement with employees and community partners to gather feedback on accessibility barriers; and

- initiation of updates to digital content and accessibility compliance efforts.

Key areas of ongoing focus include improving physical access across all workspaces, enhancing digital accessibility, and continuing consultation with persons with disabilities to guide future improvements.

We strongly encourage ongoing feedback through our established feedback process, as insights from employees and community members play a vital role in refining and fully implementing our accessibility plan. All feedback received will be carefully reviewed and addressed by the appropriate teams to develop actionable solutions.

To maintain transparency and accountability, this report serves as the final progress update for the current accessibility plan cycle.

Bailey Helicopters will continue working closely with members of the community and our employees to identify barriers, foster inclusivity, and create a more accessible work environment for all.

This progress report fulfills Bailey Helicopters Ltd.'s current reporting obligations under the Accessible Canada Act and Accessible Canada Regulations.