



COULSON
— GROUP —

Accessibility Plan

Coulson Aircrane Ltd.

June 1, 2023

General

Coulson Aircrane Ltd. is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

This Accessibility Plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company.

This Accessibility Plan is offered in any of the following formats upon request:

- Print
- Large print
- Braille
- Audio
- Electronic

The company welcomes any feedback from the general public that is aimed at improving our Accessibility Plan. Any feedback or questions regarding this plan or requests for copies of the Accessibility Plan in an alternative format can be addressed to the following designated company representative:

Patrick Cameron
250-734-7647
4890 Cherry Creek Road
Port Alberni, BC
V9Y 8E9
Patrick.Cameron@coulsongroup.com

Feedback can be provided anonymously if desired by using the following formats:

- Telephone: 250-947-0951
- E-mail: hr@coulsongroup.com
- Mail:

4890 Cherry Creek Road
Port Alberni, BC
V9Y 8E9

Employment

Coulson Aircrane Ltd. understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

The company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to employment:

- Where necessary, accommodation is being made during the recruitment and selection stages, and throughout the employment lifecycle.

The company remains committed to addressing existing barriers and preventing new barriers in employment. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in employment at the company:

- No formalized documented process or plan for accommodations or modified duties for those returning to work after injury or illness.
- No official or designated place or person where employees can identify barriers.

The company will take the following actions to address these identified barriers, to be achieved in the established timeline below after this plan is published:

- Create a documented process that improves communication with Management, Safety, and HR while also improving our ability to determine and formalize the accommodations employees may require when returning to work after an injury or illness (6 months - 1 year).
- Send out an email communication/memo to all employees to inform them that all identified barriers can be sent to our HR inbox or discussed with any member of the HR team (3 - 6 months).

The Built Environment

Barriers:

- Doorknobs that rotate.
- There are no handicap parking spots on the premises.
- No alarm or flashing lights to indicate an evacuation.
- The main meeting area is in a location that may not be physically accessible to everyone.

The company will take the following actions to address these identified barriers, to be achieved in the established timeline below after this plan is published:

- Replace rotating doorknobs with door levers (1 - 3 years).
- Add a designated handicapped parking spot near the entrance of our main office building (6 - 9 months).
- Evaluate our Evacuation Plan to determine how to install a fire alarm system that includes a visual aspect as well (6 - 9 months).
- Evaluate and assess our generalized meeting areas to determine if there are alternative locations to hold meetings and group activities as needed (3 - 6 months).

Information and Communication Technologies (ICT)

The company has implemented the following information and communication technologies to allow individuals to communicate with the company:

- The availability of Microsoft Narrator on all company computers.
- Upon request, the company provides or arranges accessible formats and communication support for employees, applicants, or persons accessing the company's goods or services.
- The company consults with the individual to determine the specific barrier and the best way to provide support.

Barriers:

- Emails sent with small fonts.

The company will take the following actions to address these identified barriers, to be achieved in the established timeline below after this plan is published:

- Evaluate our current technologies, such as our IT Helpdesk, to determine if there are any barriers (6 months - 1 year).
- Email communication reminder to all employees of the technologies we have, such as Narrator (3 - 6 months).

Communication Other Than ICT

Barriers:

- Posters with small font.
- Posters that are brightly colored.
- Posters with a significant amount of text or confusing language.

The company will take the following actions to address these identified barriers, to be achieved in the established timeline below after this plan is published:

- Replace posters with barriers and include bigger font, softer colors, and plain language (6 - 8 months).

The Procurement of Goods/Services

Barriers:

No barriers were identified. We will continue to monitor and evaluate the procurement processes for potential barriers.

The Design and Delivery of Programs and Services

Barriers:

- Images on the website do not have descriptions.
- Some fonts on our website are small and very light in color.
- Online training programs have a significant amount of text with a smaller font.

The company will take the following actions to address these identified barriers, to be achieved in the established timeline below after this plan is published:

- Ensure that the Company website meets the requirements set out in the Web Content Accessibility Guidelines (1 - 2 years).
- Edit the existing online training to include more visuals and bigger font (2 - 3 years).

Transportation

To help ensure compliance with these services, the company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to the company's transportation services:

- If an individual cannot use conventional transportation services, the company will provide an alternate accessible method of transportation. Options will take into account the availability of transportation, the nature of the disability, and any associated safety concerns.

Barriers:

- Our Travel Department does not ask if employees require accommodation when booking flights, hotels, rental cars, or chauffeurs.

The company will take the following actions to address these identified barriers, to be achieved in the established timeline below after this plan is published:

- The Travel Department will ask if the person requires any accommodation before booking any travel or transportation (1 - 2 months).

Consultations

The company is committed to ensuring that persons with disabilities are involved in all decision-making regarding its policies, programs, practices, and service delivery. In preparation of this Accessibility Plan, the company consulted with persons with disabilities in the following manner:

- An email communication was sent to all employees in the organization and invited them to share their barriers with us.
- We also provided employees with an anonymous suggestion box for those who did not feel comfortable sharing their barriers with us in person.
- We then met in person and went over the identified barriers and how we could remove the barriers and prevent others in the future.

The company intends to address these issues on a short-term and long-term basis, as identified in each respective section of this Accessibility Plan.

Glossary

Barrier: Anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders the full and equal participation in society of a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Date: May 29, 2023

Accessibility Plan Reviewed By: _____ 