



Accessibility Plan Progress Report May 2025

ISSUED BY

Allison Mauro

Vice President of People

105 Lodestar Lane

Whitehorse, YT. Y1A 6E6

Canada

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Overview

This progress report identifies the status and success of Alkan Air’s actions and ongoing commitment to improving accessibility within our organization.

Objective Timelines:

Alkan Air Ltd. has outlined the following timeframes for the purposes of our annual progress reports.

Term	Definition
Short Term	Within One Year
Medium Term	One to Two Years
Long Term	Three or More Years
Monitoring	No timeline attached.

Planning and Reporting Cycle:

The ACA and the *Accessible Canada Regulations* established a three-year planning and reporting cycle as follows:

Year 1: Publish an accessibility plan and a description of the Feedback Process.

Year 2: Publish a progress report on the implementation of the accessibility plan, including information on feedback received and on how that feedback has been taken into consideration.

Year 3: Publish another progress report.

Year 4: Publish an updated version of the accessibility plan.

Repeat (Publish progress reports in the fifth and sixth years, an updated plan in the seventh year, and so on).

General

Alkan Air’s Vice-President- People is designated to receive accessibility feedback and will coordinate with Management to meet obligations described under *Accessible Canada Act* as required. We encourage anyone to share their thoughts, suggestions and concerns with AAL so solutions can be implemented in a timely and thoughtful manner.

We welcome feedback from employees, clients and groups representing the interests of persons with disabilities on:

- Implementation of Accessibility Plan
- Barriers to accessibility encountered by clients, employees and people accessing our facilities
- Other feedback as necessary to help Alkan foster an inclusive environment

To submit feedback, request an alternate format of our accessibility plan, feedback process or progress report, please contact us at:

Feedback Form: External to Alkan: Available on Company Website

Internal to Alkan: Company Website-Avro and SharePoint upon request

Website: www.alkanair.com

Phone: 867-668-2107

Email: vpshr@alkanair.com

Mail or Visit Us in Person or Mail: 105 Lodestar Lane, Whitehorse, YT, Y1A 6E6

Alkan Air Ltd. will confirm receipt of feedback using the same manner as the feedback was received, unless it has been requested as anonymous.

Alternate Formats

Alkan Air Ltd. can provide an alternate format for our Accessibility Plan, Feedback Process and Progress Report within 20 days after the request, unless otherwise specified below. alternate formats include:

- Print
- Large print (Increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers) *45 days after the request*
- Audio (a recording of someone reading the text out loud) *45 days after the request*
- Electronic formats that are compatible with adaptive technology

Should you wish to submit anonymous feedback, please do so by submitting online using our feedback form found on our website or calling our office at 867-668-2107. Alkan Air will confirm receipt of feedback using the same manner as the feedback was received, unless it has been requested as anonymous.

Employment

We will continue to collect feedback from an optional internal company survey asking employees to confidentially and anonymously self-identify with a disability and outline any barriers they faced during the recruitment process, or in existing company policies, procedures and work environments. AAL is committed to ensuring all employees have a safe environment to work in and a workplace free of employment barriers.

Section 1.0	Identified Barriers	Action	Status	Timeline
1.1	Lack of plain language during recruitment process (Advertisements, Job Descriptions)	Review human resources policies, practices and processes used during recruitment to identify barriers Review job descriptions and job advertisements to remove technical language	Ongoing	Short Term
1.2	Lack of knowledge or advertising of available accommodations for recruitment processes	Include an option for candidates to request an accommodation during the recruitment process	New section created for applicable positions.	Completed April 2025
1.3	Lack of plain language in company policies and processes; meetings and onboarding/training	Review training manuals, documents, policies and administrative forms to remove technical language and increase plain language	Ongoing	Short Term
1.4	Accessible employment options – facilities, work	Create awareness of accessibility options for employees with respect	Presented information	

	environment, workstations and positions AAL can provide accommodations for	to physical workspaces and promote mechanisms for employees to raise concerns	available at November staff meeting, with email follow up to all staff.	Completed November 2024
1.5	Equal opportunity employer on job advertisements	Equal opportunity employer on job advertisements	Added Equal opportunity employer statement to all advertisements.	Completed January 2025
1.6	Lack of training as it relates to peoples with disabilities from a customer service perspective	Establish and promote accessibility-related training to all employees	Ongoing – researching course materials/training applicable for customer service roles.	Short Term
1.7	Lack of training as it relates to peoples with disabilities for Managers with direct reports	Establish unconscious bias training for managers with staff	Ongoing – researching course materials/training applicable for customer service roles.	Short Term
1.8	Need for a scent-free environment	Creation and promotion of a scent free and allergen free workplace policy and include in company orientation	Policy created and Information added to employee orientation and handbook.	Completed April 2025

Built Environment

We will continue to collect data from an optional internal company survey asking employees to confidentially and anonymously self-identify with a disability and outline any barriers they faced during the recruitment process, or in existing company policies, procedures and work environments. AAL is committed to ensuring all employees have a safe environment to work in and a workplace free of employment barriers.

Section 2.0	Identified Barriers	Action	Status	Timeline
2.1	Appropriate lift/transfer process into aircraft for pilots and/or ramp	Evaluate current training via medevac partners for lifts/transfers and if it can be applied to charter services where/when necessary	Met with Operations Manager and training is adequate for rare cases	Completed February 2025
2.2	Parking lot conditions – gravel/potholes/uneven surfaces/ice and snow in winter	Review parking lot conditions on a frequent basis to address potholes/uneven surfaces, prompt	Potholes addressed. Investigated paving option and was	Completed April 2025

		ice/snow in winter and investigate option of paving parking lot	determined not to be feasible.	
2.3	Boardwalk entryway – lack of traction on boardwalk, no ramp, and no handrail for support	Review options and implement corrective action to increase traction on boardwalk entry, add ramp area and handrail	Ramps added to boardwalk entryway; high-vis, gritty paint added to all edges of boardwalk. Unable to add handrail currently.	Completed May 2025
2.4	Slippery walkway between hangars in winter	Continue to ensure availability of sand for winter months and ensure prompt snow removal	Barrel of sand available at exit points. Will add signage in 2025.	Short Term
2.5	Accessible automated door to public washroom	Consult with local contractors on retrofitting public washroom with automated door	Quote obtained from local company to be added into building upgrades when necessary.	Medium Term
2.6	Descriptive signage for navigating building open to public	Update descriptive signage and post at all access points of public sites in Reception	Signage available at all public access points.	Completed January 2025
2.7	Designated relief area for service animals	Create designated relief area for service dogs	Currently have a space that is used but need to add signage.	Short Term
2.8	Lack of accessible parking spot	Create designated accessible parking spot by Customer Entrance/Admin building and Maintenance Hanger	Identified parking space available but need to add signage.	Short Term
2.9	Lack of alternate method of accessing second level administrative facilities in both admin and maintenance buildings	Consult with local contractors on building improvements	Item has been added to building upgrade list, but not currently an issue for current staff and have alternate accommodations available for when required.	Monitoring
2.10	No accessible access doors to Maintenance hangar	Consult with local contractors on building improvements for if/when need should arise for accessible door to maintenance hangar.	Not currently needed for employees and no public access.	Monitoring
2.11	Ergonomic pilot seats	Look into sourcing ergonomic pilot chairs suitable for aircraft	Not available for aircraft.	Not applicable.

Information and Communication Technologies (ICT)

We will continue to collect data from internal and external sources through our feedback process; as well as set up additional Consultations with interested parties in Whitehorse on an ongoing basis.

Section 3.0	Identified Barriers	Action	Status	Timeline
3.1A	Company website cumbersome, limited information outlining charter options, accessibility options	Audit website information, navigation, usability and ensure website content meets accessibility guidelines	Two quotes and project outlines have been obtained to redo the entirety of AAL website to address all issues.	Short Term
3.1B	Undergo redesign and development on new platform – assess and implement changes that meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Optimize color contrast on digital platforms.	Audit website information, navigation, usability and ensure website content meets accessibility guidelines		
3.2	No current process to request accessibility supports during quoting process	Evaluate and update website quoting process to include space for special assistance		
3.3	Safety Briefings require accessible format (vision, hearing, other) – subtitles, ASL, ISL, video	Research and upgrade safety and emergency briefings to have option for people with disabilities (video, ASL, captions etc.)	Alternate formats approved by Transport Canada are available.	Complete January 2025
3.4	Lack of alternate formats (visual) showcasing our services	Create, display and promote visual content showcasing our services	Added to website project above in 3.1 & 3.2.	Short Term
3.5	Alternate formats required for Accessibility plan and Feedback process (Braille, Audio, Electronic formats that are compatible with adaptive technology)	Research 3 rd party options for creating alternate formats requiring expertise (Braille, Adaptive Technology). Create audio format of Accessibility Plan and Feedback Process.	Upon request for alternative services.	Monitoring

Communication, other than ICT

We will continue to collect data from internal and external sources through our feedback process as continue to discuss supports with specialized groups in Whitehorse on ongoing basis. AAL will continue

to evaluate our current signage to enhance visibility and clarity of information. We will continue to use high contrast colors, larger fonts and clearer symbols where necessary.

Section 4.0	Identified Barriers	Action	Status	Timeline
4.1	Lack of understanding of assistive devices for hearing, seeing, communications, and alternative methods of communication	Training for employees in client service roles to increase awareness and understanding on effective communication when interacting with people with disabilities	Training on customer service for people with disabilities to be obtained.	Short Term
4.2	Challenges with cultural accents during briefings	Ensure briefings are executed in a clear manner using plain language and at a moderate pace	Clear briefing information is outlined in Standard Operating Procedures. Reminder to all pilots to speak clearly and concisely.	Completed March 2025

Procurement of Goods, Service and Facilities

AAL will continue to ensure our services are functionally accessible for our employees and clients right from the start. AAL will proactively address the common challenges listed above to better improve our services for all users. We will also continue to use feedback submitted surrounding design and delivery of programs and services and conduct reviews of policies, guidelines, programs and services on how AAL can make services and workplaces more inclusive and accessible.

Section 5.0	Identified Barriers
	No barriers identified through feedback/consultation process

Design and Delivery of Programs and Services

We will continue to explore options to enhance our client and employee experience and to develop procedures that are made more efficient for peoples with disabilities.

Section 6.0	Identified Barriers
	No barriers identified through feedback/consultation process

Transportation

We will continue to collect data from internal and external sources through our feedback process; as well as set up additional Consultations with interested parties in Whitehorse on an ongoing basis and adapt our transportation as necessary.

Section 7.0	Identified Barriers
	No barriers identified through feedback/consultation process

Provisions of CTA Accessibility-Related Regulations

Under s. 170(1) of the *Canada Transportation Act (CTA)* the following CTA accessibility related regulations apply to Alkan Air Ltd. as a Class 3 TSP:

- *Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42) (PTR)*

We remain dedicated to providing inclusive environment and services to ensure all Canadians can use our services. We will continue to report on the progress of our accessibility upgrades and strive to continue to enhance the client experience.

Alkan Air Ltd., will:

- Establish, review, and update this plan in consultation with persons with disabilities.
- Post this plan on the appropriate corporate websites and/or notice boards.
- Report, as required, on the progress of the implementation of this plan.
- Provide this plan in an accessible format, upon request
- Review and update this plan at least once every three years.

Feedback Information

Since the publication of Alkan Air's Accessibility Plan, the company has not received any additional feedback regarding accessibility.

Consultations

The progress report was developed in collaboration with with the Operations Manager, Chief Operating Manager, Client Relations Base Manager and Vice-President-People, with additional insights from our Safety Committee.

To improve understanding of our Charter process, we hosted a mock simulation involving individuals and organizations. Participants initiated contact with Alkan Air through one of our standard communication channels—website, phone, email, social media, or by visiting us in person. They inquired about charter services and were guided through the full inquiry and booking process by one of our Client Relations Flight Followers. On the simulated day of travel, participants were picked up and transported to our site using Alkan's passenger van. Upon arrival, they checked in with our Flight Following team and waited in the Reception area, experiencing our services as a typical client would.

A pilot then escorted participants to the aircraft, assisted with luggage and boarding, secured the cabin, and delivered a full passenger safety briefing. After the simulation, participants disembarked and returned to Operations, where they were asked to complete a feedback form. For those needing assistance, a manager provided one-on-one support to ensure their feedback was captured. Finally, participants were driven back to their place of residence. This simulation mirrored the typical experience of engaging with our charter services from first contact to post-flight feedback.

We also completed training and registration with the *Accessibility Exchange Program*, a third-party platform designed to connect the disability and Deaf communities with organizations working on accessibility initiatives. While we had hoped to engage more individuals with disabilities through this program, we have not yet received any inquiries. Nonetheless, we remain active and committed to conducting further simulations.

Efforts were made to engage the local public, though participation remained low despite incentives. Outreach campaigns ran from October to November 2024 and again from January to February 2025, using word-of-mouth, online platforms, email and phone calls to community group leaders.

We contacted a wide range of organizations representing individuals with disabilities or accessibility needs, including:

- *Golden Age Society*
- *Sport Yukon*
- *Special Olympics Yukon*
- *FASSY*
- *Elder Active Group*
- *Royal Canadian Legion*
- *Autism Yukon*
- *Deaf Society of Yukon*
- *Blind Society of Yukon*
- *Teegatha'Oh Zheh*
- *Yukon Learn*
- *Disability Services and*
- *All Yukon First Nations*

Despite these efforts, only two individuals responded and participated in an on-site accessibility assessment at Alkan Air Ltd. Due to the small size of Yukon, these participants names have been changed for the purposes of this report.

Participant 1 reported physical barriers due to mobility issues and the usage of a walker and/or two canes with limited range of motion making climbing stairs difficult. Accessibility was reported to be satisfactory with adequate support onboarding and deboarding from the Pilot. Safety briefing was excellent, and pilot took the time to understand vulnerability in storing assistive walking devices. Customer service/operations was noted to be helpful, patient, friendly and above all spoke at a reasonable speed so that we understood each other well. The driver asked about temperature in the courtesy vehicle, and I felt cared for all the way through.

Participant 2 reported physical barriers due to mobility issues – although these were not expanded on. They found the safety briefing thorough and helpful to understand how to operate aircraft doors in an emergency. It was indicated that the aircraft could use a stronger handrail on the steps, and they were not aware of a shuttle service being offered for charter services.

We are committed to continuing to hold Consultations with advocates or experts from the public and the above-named groups.