

Accessibility Plan

Progress Report

May 2025

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Section 1 – GENERAL

Background

Carson Air Ltd. (Carson Air) is pleased to present its 2025 Annual Accessibility Plan Progress Report, as part of our obligations and commitments to comply with the Accessibility Canada Act and Accessible Canada Regulations (ACR).

This report provides an update on the progress we have made towards achieving the goals and objectives set out in our 2023-2026 Accessibility Plan.

Executive Summary

Carson Air has approximately 180 employees. We are the largest provider of fixed-wing Air Ambulance Services in BC; we move air freight daily between BC and Alberta; and we provide pilot training through Southern Interior Flight Centre (1993) Ltd. (Southern Interior Flight Centre), a wholly owned subsidiary, in association with post secondary institutions. Carson Air has more than 30 years of experience and in July 2021 became a subsidiary of the Exchange Income Corporation (EIC).

Due to the nature of our operation, our buildings are not open to the general public, and most of our facilities have restricted access. However, we will continue working and engaging with individuals with disabilities to further our understanding of specific needs and to better enhance the experience with our operation. Creating an inclusive workplace aligns with our Company's values and our commitment to create an atmosphere that is open to collaboration, problem solving and innovation.

Our Company developed an Accessibility Plan to address barriers in our policies, practices, and procedures. We strive to identify, remove, and prevent accessibility barriers for all our employees and students. Our committee has a proactive approach which ensures that any identified barriers are assessed, discussed and actioned quickly. We are committed to ensuring that our programs, services, workplaces, and practices are free of real or perceived barriers.

Feedback Mechanism

Carson Air welcomes feedback on:

- The way we are implementing our Accessibility Plan
- Any barriers encountered by our employees, students and people accessing our facilities
- Our feedback process

Contact Information

The Human Resources Department is responsible for receiving feedback on behalf of Carson Air and Southern Interior Flight Centre.

The Accessibility form is available online and upon request as follows:

Online

- Company Intranet
- Company Website – www.carsonair.com

Email address - hr@carsonair.com

Telephone number - 250 765 7776 extension 2016

Mailing address:

Human Resources Manager

200 – 6197 Airport Way, Kelowna BC V1V 2S2

Information relating to the feedback process is available electronically and in other formats upon request.

Feedback received, including anonymous feedback, is directed to management via our Safety Management System (SMS). This system enables us to capture the received feedback, assess, problem solve, assign actions, evaluate and report to our Safety Committee.

Acknowledgement of Feedback

Carson Air is committed to acknowledging receipt of feedback, other than anonymous feedback, to the sender via the same methodology in which the feedback was received.

Alternate Forms

Electronic format compatible with adaptive technology is available upon request. Documentation in braille or audio will be fulfilled within 45 business days. All other requests will be fulfilled within 15 business days.

Requests for an alternate format(s) of the Carson Air Accessibility Plan, Plan Progress Report(s) or of the Feedback Process can be made following any of these methods:

- **In Person** – 200 6197 Airport Way, Kelowna BC V1V2S2
- **Email** – hr@carsonair.com
- **Phone** – 250 765 7776 extension 2016
- **Website** – www.carsonair.com

Section 2 - CONSULTATIONS

Carson Air's Accessibility Plan includes an ongoing commitment to consult with our employees and students. All feedback received, new developments and suggestions for improvements will be reviewed. The Company will continue to identify, remove, and prevent barriers to accessibility.

We are committed to listening to our employees, students and people with disabilities, as we continue to work towards advancing accessibility in the workplace. Employees who wish to actively participate in the development of our Accessibility Plan have been encouraged to contact the HR Manager. Most recently in April 2025, our employees and students were encouraged to participate in a voluntary survey to provide feedback on different areas of our accessibility plan. The email method was identified as the most direct way to reach our target audience.

Our onboarding process includes a voluntary and confidential self-identification questionnaire, which allows us to identify individual needs and better evaluate any possible barriers. Including the lived experience and expertise of people with disabilities allows for a more inclusive approach to accessibility, by identifying possible or perceived barriers which allow us to improve our processes and procedures.

In developing the Carson Air Accessibility Plan and this Progress Report, we consulted the support services available through the BC Government website. This resource provides valuable instruction on how to develop, maintain and operate an inclusive environment. The information outlines common accessibility issues that significantly impact users of facilities.

In addition, as part of Exchange Income Corporation, Carson Air participates in regular roundtables that promote accessibility, while sharing experiences and strategies to better identify and remove barriers. This is a valuable way to engage perspectives and learn from other operators, while continuing to develop strong initiatives to reach our accessibility goals.

Carson Air will continue to develop and improve on the established Accessibility Plan, allowing us to document the measures we have in place, incorporate new improvements to our existing measures, and make enhancements to our training.

The feedback received since the Accessibility Plan was published has been positive. It was used as a source of information while developing this report and will be taken in consideration to develop future initiatives. Going forward, we will continue to promote feedback and aim to increase internal knowledge. A calendar has been created to ensure our employees and students remain aware of the importance to reach our accessibility goals.

Section 3 – PRIORITY AREAS PROGRESS

Carson Air has established in its Accessibility Plan the commitment to consult with students and employees and promote an inclusive environment. This section of the progress report has been developed through the consultation process, while incorporating feedback received and in consideration of any recent developments.

Employment

Barriers identified:

- Formal training for employees regarding disability and unconscious bias.

Goal 1: Promote a culture of accessibility, where respect and inclusion are embedded in all aspects of the workplace and where all employees are empowered and supported to achieve their full potential

Progress update:

- In 2023, as part of Carson Air's priority of creating a diverse, equitable, inclusive workforce we delivered Unconscious Bias Training to managers with delegated staffing authority. This training was developed by our parent Company Exchange Income Corporation.
- The Company continues to promote accessibility, through our onboarding processes and with recurrent training. This familiarizes current and new staff with the accessibility plan, as well as with the Company's initiatives and goals.
- The Company has a robust Disability Management Program, which includes voluntary questionnaires distributed upon hiring and a structured return to work program. This provides the information needed to work with employees and students

to identify any new barriers and establish a plan of action to remove them.

- The Company has an established Complaint Procedure for Employees; the policy is included in the Employee Manual which is available electronically and upon request. The policy encourages the employees to respectfully raise concerns and to expect a timely resolution.
- As part of the initial plan implementation, the Company developed a Scent-Free environment policy to remove chemical barriers for people with sensitivities or allergies. The policy was incorporated into the Employee Manual. Signage has been posted throughout Company's premises to advise staff and visitors.

Goal 2: Implement accessible practices to eliminate and prevent barriers to the recruitment, retention, and promotion of persons with disabilities.

Progress update:

- The Human Resources department uses inclusive language in job postings and during the interview process.
- Recruitment teams and management are trained to carefully avoid language that could inadvertently exclude certain groups during the recruitment process, with the focus on hiring criteria and implementation of inclusive practices.
- Recruitment teams continue to use a standardized interview process for all candidates to minimize bias, which include standardized interview questionnaires.
- Positions are filled by hiring the best, most qualified person based upon Bonafide Occupational Requirements.
- The Human Resources department maintains record of hiring decisions and reasoning behind them.

- A Confidential Self Identification Questionnaire is provided during the onboarding process to all new hires. The information received is confidential and allows the Company to identify individual needs and assess any potential barriers.
- The Company promotes a culture of diversity and inclusion throughout its policies and training. Through training employees are made aware that the Company does not tolerate discrimination based on race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of that person or because that person has been convicted of an offense that is unrelated to the employment.
- Regular internal consultations and recurrent training have been implemented to encourage our employees to provide feedback that allows the Company to identify and address any gaps in our current practices.
- A regular policy review is conducted to ensure they are relevant. This practice promotes continued improvement and allows the Company to identify and remove barriers.

Design and Delivery of Programs and Services

Barriers identified:

- No barriers have been identified in relation to the Design and Delivery of Programs and Services.

Goal 3: Ensure that employees are sufficiently trained.

Progress update:

- As stated above, unconscious bias training was delivered to Managers with delegated staffing authority in 2023.
- Unconscious bias training is also available to all employees upon request.

- The Human Resources department supports employees through their individual return to work plans, ensuring disability management best practices are in place during every step of the process.
- Employees directly involved with the Accessibility Plan improvements are trained to support leadership and employees; and monitor upcoming training to keep up with new and relevant initiatives related to accessibility.
- Employees are encouraged to disclose information that allows the Company to assess any medical accommodation needed, which allows for the identification of barriers. The Human Resources department leads the process to ensure best practices.
- The Company promotes the use of easy-to-understand language where possible. This is applicable for manuals, training material, general communications, directives and other.
- The Company uses the MS Word Accessibility Assistant, which is a useful tool to keep documents inclusive.
- The Company promotes ongoing feedback, which allows us to monitor that identified solutions have the desired effect, or whether more accessibility features can be incorporated.

Built environment

Barriers identified:

- Administration office located in Kelowna, BC is on the second floor – long set of stairs to access the office without alternative access.
- No marked areas on designated parking areas for blue badge holders.

Goal 4: Create a workplace free of physical barriers to improve the working environment for all Carson Air employees of various abilities.

Progress update:

- Carson Air operations do not require facilities to be open to the public, none of the current students or employees face physical barriers.
- Carson Air is prepared to assess the individual needs on a case-by-case basis, and all accommodation requests issued by candidates, students and/or employees will be evaluated based on individual needs.

Goal 5: Ensure that all employees have a safe environment to work in.

Progress update:

- In coordination with the Workplace Health and Safety Committee, Carson Air has created a procedure for supporting individuals who may require additional assistance should there be a need to evacuate a facility. This procedure is documented in the Emergency Response Manual and will be incorporated into the next revision of the Occupation Health and Safety Manual.
- Monthly inspections are completed at all facilities to ensure no hazards exist for employees or students.
- Employees are responsible to report all safety hazards and occurrences. The Safety Management System (SMS) in place allows employees and students to submit safety reports electronically. Employees have the option of submitting safety reports confidentially and/ or anonymously. A member of the Safety, Quality and Compliance

Department will review the reports and assess the risk; an investigation will be carried out as necessary.

- Safety reports and accessibility feedback is directed to management via our Safety Management System.

Information and communication technologies

Barriers identified:

- No barriers have been identified in this section

Goal 6: Ensure that staff have access to the tools and platforms that they need to perform their work.

Progress update:

- The Company maintains ongoing efforts to align practices with our goal of promoting an inclusive workplace environment. Joining efforts with other Exchange Income Corporation (EIC)'s subsidiaries, we have the opportunity to share experiences and discuss training, while assessing barriers and taking measures to adopt new initiatives.
- The Company works with the most recent version of Microsoft Windows, which contains a built-in vision, hearing, mobility, neurodiversity and learning features, which makes the system more inclusive.
- The Company recognizes the importance of having an accessible website, and we utilize formats and technologies that are meant to facilitate easy navigation through our media platform to access information, using clear and concise language. Our website includes a link on the homepage that guides our online visitors to our Accessibility Plan.
- The Company works closely with other subsidiaries of Exchange Income Corporation (EIC) and the external Information Technology support department Exchange

Technology Services (ETS) to implement Web Content Accessibility Guidelines, that allow the digital content more inclusive and accessible to a wide range of users, including those with disabilities. These efforts allow us to:

- Evaluate new content with an accessibility lens
- Improve the overall user experience of our web pages
- Seek strategic recommendations to enhance the site's usability and organization, ensuring it meets the evolving needs of our various audiences, including people with disabilities.

Communication

Barriers identified:

- Carson Air used traditional method of communication. No alternative method to communicate.

Goal 7: Share knowledge and best practices widely to reduce barriers across the workplace environment.

Progress update:

- The Company recognizes that effective communication is the foundation of accessibility and inclusion, the use of plain language has been internally promoted, where possible.
- Training material and manuals are delivered in consistent format that are easy to navigate and understand, using short sentences, simple words and larger font. This includes call for proposals, forms, and templates for reporting.
- When requested, the Company will offer information in alternative formats based on individual needs.
- Requests for documentation in braille or audio will be fulfilled within 45 business days.
- All other requests for alternative format will be fulfilled within 15 business days.

Procurement of goods, services and facilities

Barriers identified:

- Lack of training for employees responsible for the procurement of good, services and facilities.

Progress update:

- We have embraced accessibility considerations in our procurement processes.
- We will continue to ensure the goods and services we obtain do not create accessibility barriers, our processes will be evaluated as feedback is received.

Transportation

As stated in our Accessibility Plan, Carson Air has no transportation-related activities that are subject to the Accessible Canada Act or Accessible Canada Regulations.

As a medevac, cargo and flight training provider, our facilities are not open to public and medevac transportation already follows specific requirements to assist patients.

Section 4 – CONCLUSION

The Company has given priority to the feedback received and has developed and implemented corrective action plans to eliminate the identified barriers.

Carson Air is committed to continuing with the consultation strategies to monitor progress and to identify any lingering or emerging barriers. The Company will continue to rely on these sources to monitor implementation of the Accessibility Plan and to measure its progress, ensuring people with disabilities are involved in the identification and assessment of the barriers.

We will maintain the promotion of the accessibility feedback through surveys, with the goal to:

- Advance the objective of our Accessibility Plan
- Improve our overall accessibility
- Develop progress reports