

2024

Accessibility Plan



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Buffalo Airways Limited

1/1/2024

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Statement from the Accountable Executive

To all Employees, Contractors, Customers, and Friends

It was July 11, 2019, that the Government of Canada enacted Bill C-81. The purpose of the Act is to recognize accessibility as a right of all peoples in Canada. It also stipulates all operators to set the goal for a barrier-free Canada by 2040. The Act establishes a framework for preventing and removing barriers in our industry.

With the buy-on from our stakeholders we are committed to effecting and fostering the change in the culture to one of accessibility across all our facilities. With a new training syllabus in our safety orientation program this will lead to a vicissitude throughout all our employees and contractors increasing their cognizance to accessibility in all areas of the company.

I am pleased to share the progress we have made, as of June 2024 on our first 3-year Accessibility Plan – a roadmap for creating a more inclusive and accessible workplace. It is a logical extension of our commitment to the values set out by our President of equality, diversity, and inclusion.

This plan establishes goals and explicit actions to be taken over the next three years. It is a living breathing document that will continue to ruminate as we master how to ensure our work environments are inclusive and barrier-free. In this first plan, many of the actions focus on enterprise and items that will imbue accessibility in our daily operations and organizational culture.

As we continue to work within the plan, we commit to gathering feedback to learn, and advance while we amend our plan to reflect that growth. On an annual basis over the next three years as this first Accessibility Plan is implemented, we will ensure that our amelioration is shared.

A fully accessible organization by 2040 is not just a legal requirement; It is the right thing to do. We will continue to work together to support and empower our workplace culture so that every employee, contractor reaches their full potential in a work environment that is welcoming and supportive

Rod McBryan
Accountable Executive
Buffalo Airways Limited

Introduction

What is the ACA?

The **Accessibility Canada Act** came into being July 11, 2019. It recognizes the existing human rights framework that supports equality for all peoples with disabilities in Canada. This includes:

- ✓ The Canadian Charter of Rights and Freedoms
- ✓ The Canadian Human Rights Act
- ✓ Canada's Commitments as a State Party to the United Nations Convention on the rights of Persons with Disabilities

The significance of the Accessibility Canada Act is to transition Canada to barrier-free by January 1, 2040. This Act mandates the identification, removal and prevention of barriers in the following sequence of priority disciplines.

- ✓ Information and Communication Technologies (ICT)
- ✓ Communication, other than ICT
- ✓ Procurement of goods, services, and facilities
- ✓ Design and delivery of programs and services
- ✓ Transportation (airlines, rail, road, and marine transportation providers that cross provincial and international borders)
- ✓ The built environment (buildings and public spaces)

Communication, as a priority area, includes the use of:

- ✓ American Sign Language (ASL)
- ✓ Indigenous Sign Language (ISL)
- ✓ Quebec Sign Language (QSL) (Langue des signes Québécoise)

The Act recognizes these sign languages as the primary languages of Deaf persons in Canada.

The Act is to be implemented in conformance of, and in consonance with, the following doctrine:

- ✓ Everyone must be treated with dignity.
- ✓ Everyone is afforded equal opportunities to create the life they desire and can achieve.
- ✓ All individuals have the opportunity to fully and equally participate in society
- ✓ All persons have access to meaningful options and the freedom to make their own choices, with the option of support if needed.
- ✓ To effectively address barriers and discrimination, it is imperative that laws, policies, programs, services, and structures take into account the intersectionality of these issues. By recognizing and addressing the complex ways in which different forms of discrimination intersect, we can create more inclusive and equitable systems that benefit all individuals.
- ✓ Individuals with disabilities are actively engaged in the creation and implementation of legislation, policies, initiatives, services, and infrastructure. Their unique perspectives and insights are invaluable in ensuring that these

measures are inclusive and accessible to all members of society. By involving persons with disabilities in the decision-making process, we can create a more equitable and accommodating environment for everyone.

- ✓ Accessibility standards and regulations should be developed with the aim of attaining the utmost level of accessibility.

What we need to know

As for all aviation companies and Aerodromes in Canada we are all federally regulated companies and entities and therefore must comply with the ACA and the Accessible Canada Regulations (ACR). But the reality is that we must do so because it's the right thing to do.

What we need to do

- ✓ Consult with people of disabilities
- ✓ Publish an accessibility plan that shows we are transparent in
 - ✓ How we are finding barriers
 - ✓ How we are removing barriers
 - ✓ How we are preventing barriers facing people with disabilities
- ✓ Developing a feedback process to systematically document and address feedback regarding accessibility is crucial. This process will encompass feedback on the implementation of our accessibility plan, as well as any barriers individuals encounter when interacting with our organization. By actively seeking and responding to feedback, we can continuously improve our accessibility initiatives and ensure a more inclusive experience for all individuals.
- ✓ Notify the Accessibility Commissioner within 48 hours of publishing these documents. We are creating a portal on our company website where our plan will be available for public viewing.

Important dates to remember

The ACR advises that a three-year cycle is required

- ✓ June 2024 an initial accessibility plan is required to be generated
- ✓ June 2025 a progress report and analysis
- ✓ June 2026 a progress report and analysis
- ✓ June 2027 an updated accessibility plan is required to be generated

Assistance

The Canadian Human Rights Commission has added to their website an ACA tab along the ribbon and inside this tab are several additional tabs with drop down menus that provide publications and external resources <https://www.accessibilitychrc.ca/en> these resources can help organizations understand and meet their obligation under the Act.

General

Designated person(s)

Members of the public are encouraged to provide feedback, request an alternative format of the accessibility plan, and inquire about the feedback process by contacting the designated individuals. The designated persons within the organization who are responsible for receiving feedback on barriers and accessibility plans are as follows:

Mikey McBryan
General Manager Buffalo Airways
mikey@buffaloairways.com

Ron Kingsley
Director of Safety, People Systems, SMS
Ron.kingsley@buffaloairways.com

Sandy MacPherson
Manager, Business Development
smacpherson@buffaloairways.com

Kenny McBryan
General Manager, Buffalo Air Express
KennymcBryan@buffaloairways.com

Or to any of the designated persons by mail or in person at:

Buffalo Airways Limited
108 Berry Street
Yellowknife NT X1A 3N2

Email: buffalo@buffaloairways.com

Provisions of the CTA accessibility-related regulations

Under s.170(1) of the Canada Transportation Act (CTA) that applies to Buffalo Airways (i.e., the any CTA accessibility-related regulations) notably:

- ✓ The Accessible Transportation of Persons with Disabilities Regulations (ATDPDR)
- ✓ Part VII of the Air Transport Regulations (ATR)
- ✓ The Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)

This is interpreted that Transportation Service Providers (TSP) which Buffalo Airways falls into this category must, at a minimum, identify or list all the provisions from the regulations that apply to it which are the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Buffalo Airways is dedicated to treating all individuals with respect and in a manner that upholds their independence. We strongly believe in promoting integration and providing equal opportunities for all. Our commitment extends to ensuring that individuals with disabilities have their needs met promptly and efficiently. We are proactive in preventing and eliminating barriers to accessibility, and we adhere to the accessibility requirements outlined in the Accessible Canada Act.

The Accessibility Plan presented here delineates the strategies that Buffalo Airways will establish and execute by 2040 to enhance opportunities and remove obstacles for individuals with disabilities.

Buffalo Airways is committed to ensuring accessibility for all individuals with disabilities. To uphold this commitment, we will collaborate with individuals with disabilities to establish, review, and update our accessibility plan. This plan will be readily available on our corporate websites and bulletin boards. We will also provide regular reports on the progress of implementing this plan as required. Additionally, we provide this plan in an accessible format upon request. To ensure ongoing compliance and effectiveness, we will review and update this plan at least once every three years.

Thank you for your cooperation and support in making Buffalo Airways an inclusive and accessible environment for all.

Consultations

Buffalo Airways is required to provide details on how we engaged with individuals with disabilities during the development of our accessibility plan. This can be achieved by establishing an advisory committee that includes representatives from the disability community and by consulting with disability rights organizations.

Consultation Process

Internal

Buffalo Airways values diversity and inclusion in the workplace. We encourage all applicants to self-identify if they have a disability and/or to request an accommodation at the beginning of their employment. This allows for open communication with the individual about any potential barriers or situations that may arise, ensuring that we can provide the necessary support. Your well-being and success in the workplace are

important to us, and we are committed to creating a supportive and inclusive environment for all employees.

During Buffalo Airways' hiring and orientation process, the seven principles of accessibility were thoroughly discussed with all candidates. This initiative was implemented to provide each potential employee with the opportunity to express their individual needs and assist the company in identifying and eliminating barriers.

Through ongoing discussions, it became evident that maintaining open channels of communication with management is crucial for raising awareness of mental health issues within the company. It is important to provide flexibility and support in managing workloads at everyone's pace, with the assistance of the team. A more interactive approach during the onboarding process is necessary to ensure that information is effectively retained. It is recommended to prioritize face-to-face interactions and meetings over email communication. Online learning can present challenges due to its format, therefore it is important to enhance interactivity. It has been noted that the absence of elevators may pose limitations for individuals with mobility issues. Additionally, the implementation of dimmable lights could aid in creating a more inclusive environment.

The consultations served as a crucial first step in fostering relationships and raising awareness about the vital role of Human Resources in promoting accessibility and aiding moving forward. The insights gained from these consultations are instrumental in shaping our current organizational and corporate policies and procedures to effectively eliminate and prevent barriers.

External

Corporate and ad-hoc charter customers will receive an email invitation to participate in an online anonymous survey. This survey aims to gather valuable feedback on current accessibility offerings and better understand the needs of our customers. Your input is greatly appreciated and will help us improve our services to better meet your needs. Thank you for taking the time to provide us with your feedback.

The insights obtained from these consultations will shape our current organizational and corporate policies and procedures, enabling us to effectively eliminate and prevent barriers.

Information and Communication Technologies (ICT)

Information and Communication Technology (ICT) encompasses the accessibility of all telecommunication systems, computer systems, and networks owned, operated, and/or controlled by Buffalo Airways Limited. This also extends to websites and announcements made on aircraft.

Buffalo Airways is dedicated to meeting the communication needs of individuals with disabilities. We are committed to incorporating the requirements outlined in the Canada Accessibility Act to ensure that our information and communication systems are accessible. We strive to provide information in formats that are easily accessible and cater to the specific needs of individuals with disabilities.

Accessible formats and communication support

In the upcoming two years, our commercial, communications, ground service, human resources, and IT departments will focus on the following objectives:

- ✓ It is imperative to provide information in an electronic format that is compatible with adaptive technology. This will ensure accessibility for all individuals, regardless of their abilities or disabilities. By making information easily accessible, we can promote inclusivity and equal opportunities for everyone.
- ✓ Offering alternative communication methods, such as email and live chat, in addition to traditional telephone systems, enhances accessibility and convenience for our customers.
- ✓ It is imperative to guarantee that websites accessible to the public are inclusive and can be easily navigated by individuals utilizing adaptive technology. This ensures that all users, regardless of their abilities, have equal access to the information and services provided online.
- ✓ It is imperative to guarantee that individuals with disabilities have access to existing feedback processes. This can be achieved by offering or coordinating the provision of accessible formats and communication supports promptly upon request.
- ✓ To guarantee accessibility for all customers, it is imperative to provide transportation service information in multiple formats to accommodate individuals with vision, hearing, or other disabilities. This can be achieved through the following methods:
 - ✓ The online booking process and provide any necessary information regarding disabilities or accommodations needed. Selective prompts will guide you through this process.
 - ✓ Enlarged fonts upon request
 - ✓ Braille cards upon request
 - ✓ Information is available on all aircraft with communication capabilities in multiple languages, including Indigenous, English, and French. This information is provided prior to departure and takeoff.
 - ✓ The development and implementation of preboarding announcements for Dene and Inuit passengers, including both pre-

- recorded and live announcements, as well as notifications of departure delays.
- ✓ We are dedicated to providing passenger rights information in all formats, including Dene and Inuit languages.
- ✓ Employees are equipped with laptops and other tools in the workplace to improve accessibility and efficiency.
- ✓ It is important to provide employees with the ability to adjust the resolution and scale size on their monitors to accommodate their visual preferences. This includes the option to increase or decrease font sizes as needed. By offering this flexibility, we can ensure that all employees have a comfortable and productive work environment tailored to their individual needs.

Accessible websites and web content

In the upcoming year, our commercial communications, ground service, human resources, and IT departments will be undertaking the following initiatives:

- ✓ Buffalo Airways' public websites are set to undergo a redesign and development on a new platform. The content will be thoroughly assessed and evaluated to ensure accessibility in compliance with the Web Content Accessibility Guidelines (WCAG) 2.0, Level A.
- ✓ In order to enhance the accessibility of public websites, internal standards have been adopted. This shift involves transitioning from non-W3C formats to more dynamic and user-friendly Internet-rich media in website implementations.
- ✓ Buffalo Airways is currently in the process of discussing the development of a company Intranet. Roles and responsibilities have not yet been defined for web content and development, as well as processes for content compliance. The Intranet will serve the following purposes:
 - ✓ Promote collaboration among internal stakeholders to ensure that communications, documents, and media are easily accessible in alternative formats.
 - ✓ Prior to launching any websites, it is imperative to conduct thorough accessibility reviews. This ensures that all users, regardless of any disabilities, can easily navigate and access the content on the website. By prioritizing accessibility, we demonstrate our commitment to inclusivity and providing a positive user experience for all individuals.
 - ✓ Increase corporate awareness of compliance requirements with regulations.
 - ✓ Enhance understanding and adherence to regulatory standards within the organization.
 - ✓ Improve knowledge and implementation of compliance protocols across all departments.

- ✓ Foster a culture of accountability and responsibility towards regulatory compliance.
- ✓ Elevate awareness of the importance of meeting regulatory requirements for the success and reputation of the company.
- ✓ Collaborate with third-party partners who prioritize accessibility and share our commitment to inclusivity for all individuals. This partnership is essential to guarantee that external web pages adhere to information and communication standards.

Communication, other than ICT

Buffalo Airways is required to provide information on non-ICT aspects of communication, such as how we effectively communicate with individuals who have disabilities in an informed, respectful, and accessible manner. This encompasses various forms of communication, including spoken, written, signed, and other methods.

This section will cover various topics related to non-ICT methods of communication, which involve conveying information without the use of technology. This can include verbal communication or the use of signage.

The topics that will be discussed include:

- ✓ Information and Communication Technology
- ✓ Procurement of goods, services, and facilities
- ✓ Design and delivery of programs and services
- ✓ Transportation

By exploring these areas, we can gain a better understanding of how non-ICT methods play a crucial role in various aspects of business operations.

Information and communications technologies

It is imperative that personnel who interact with passengers while carrying out their duties take into consideration the following factors:

- ✓ the nature of the person's disability,
- ✓ Whether the person utilizes an assistive device for hearing, seeing, or communication, and whether there are alternative methods of communication that could be utilized, such as sign language, augmentative or alternative communication systems, or clear and concise language.
- ✓ Furthermore, it is essential to inquire about a person's preferred method of assistance when providing physical support. This ensures that the individual's needs are met in a respectful and accommodating manner.
- ✓ Additionally, engaging in conversation with a person who discloses the nature of their disability when requesting a charter is crucial. This dialogue allows for the identification of

the individual's specific needs in relation to their disability and the services available to address those needs.

- ✓ By adhering to these guidelines, personnel can ensure that all passengers are treated with dignity, respect, and understanding, regardless of their disabilities.
- ✓ We are pleased to provide information on the services we offer to individuals, as well as any terms and conditions associated with those services.
- ✓ Our goal is to ensure that all public announcements are delivered in a clear and easily understandable manner, using plain language and speaking at a moderate pace.
- ✓ To enhance the clarity of our messages, we recommend repeating important information and utilizing pre-recorded messages whenever possible.
- ✓ Staff members who engage with customers and passengers undergo training to effectively communicate in a language that is considerate, respectful, and easily understood by individuals with disabilities.
- ✓ Employees proficient in American Sign Language (ASL) or Langue des Signes Quebecois (LSQ) will be on hand to provide assistance as needed.
- ✓ Our priority is to ensure that individuals with visual or hearing impairments have access to all publicly available information regarding our services and facilities, including equipment, in a manner that is accessible to all travelers. This includes offering information in alternative formats beyond traditional print and video formats, such as:
 - ✓ Accessible electronic formats are available in various options to accommodate different needs.
 - ✓ These include Large Print, which also includes options for Aboriginal and Inuit languages, as well as audio formats and Braille.
 - ✓ These formats aim to provide accessibility to individuals with diverse needs and preferences.
 - ✓ It is imperative to ensure that individuals with intellectual, cognitive, or learning disabilities have access to public information in a manner that is easily understandable to them. This may involve:
 - ✓ Presenting information in concise, straightforward sentences.
 - ✓ Speaking at a moderate pace and breaking down instructions into manageable segments.
 - ✓ Offering to provide key information in writing, if preferred by the individual.
 - ✓ Considering relocating to a quiet or private setting when sharing information, particularly in environments with potential distractions.
 - ✓ By implementing these strategies, we can effectively support individuals with disabilities in accessing and comprehending public information.

Procurement of Goods, Services and Facilities

Procurement encompasses the process of acquiring goods, services, and facilities through a comprehensive evaluation process prior to purchase. This includes acquiring equipment such as lifts, wheelchairs, and rail cars, as well as establishing contracts for services like ground staff who handle packaging, loading, and unloading of mobility aids. Additionally, procurement involves securing ground transportation services from taxi drivers who provide transportation to and from terminals. It also involves defining specifications and requirements for newly constructed or renovated terminals and associated facilities.

Buffalo Airways will prioritize accessibility as a key criterion in the procurement process when assessing goods and services intended for use by individuals with disabilities.

- ✓ Buffalo Airways is committed to enhancing accessibility for individuals with disabilities.
- ✓ By 2025, we will establish and execute a comprehensive procurement plan that incorporates accessibility as a key criterion for proposals related to goods, services, and facilities.
- ✓ Additionally, we will actively engage with individuals with disabilities to assess the accessibility of new purchases from their unique perspective.
- ✓ Our goal is to ensure that all aspects of our operations are inclusive and accommodating to individuals with disabilities.

Design and Delivery of Programs and Services

Buffalo Airways must provide comprehensive information on how accessibility is considered when designing and providing services and programs to customers. This includes assistance with check-in, boarding, and disembarking, as well as the transportation of support persons or service dogs that meet the criteria established by the Canadian Transportation Agency (CTA). Additionally, we ensure the transportation of mobility aids, offer curbside assistance, and provide training to our personnel. Furthermore, feedback from employees regarding the design and delivery of our programs and services is also considered.

- ✓ Buffalo Airways actively engages individuals with disabilities in the creation of services tailored to their needs, as well as in the design of training programs to enhance our offerings.
- ✓ We collaborate closely with our advisory committee, which plays a crucial role in providing valuable input and feedback on our accessibility initiatives.
- ✓ This committee not only offers insights on our accessibility plan but also shares feedback on programs and services related to accessibility, drawing from their personal experiences and insights from their respective communities.

Customer Service

Buffalo Airways is dedicated to providing exceptional customer service to all individuals, including those with disabilities. We strive to ensure that our services are accessible and inclusive for everyone.

Buffalo Airways is committed to providing services that uphold the dignity and independence of individuals with disabilities. We ensure that all customers, including those with disabilities, receive the same level of service in a similar manner as other patrons.

- ✓ Our employees who interact with external customers undergo training to effectively communicate and deliver exceptional customer service to individuals with disabilities.
- ✓ Additionally, our staff is well-versed and trained in the use of various assistive devices that may be utilized by customers and third parties accessing Buffalo Airways services.
- ✓ We accommodate customers and third parties accompanied by service animals or support persons in all public areas of Buffalo Airways.
- ✓ We welcome support animals on board our aircraft, provided they meet safety requirements.
- ✓ Service dogs and emotional support dogs that comply with the regulations set forth by the Canadian Transportation Agency are permitted to fly with us at no additional charge.

At Buffalo Airways, we strive to create an inclusive and welcoming environment for all individuals, ensuring that everyone can access our services with ease and comfort.

- ✓ We value customer feedback and strive to enhance the accessibility of our services through various communication channels. Your input is crucial in helping us improve and better serve your needs.
- ✓ The booking process should allow for easy identification of any relevant disabilities to properly prepare the staff. If a disability is not identified during booking, the company and staff will make every effort to accommodate the passenger at the check-in stage, provided that the aircraft is able to meet the necessary accommodation requirements.
- ✓ Flight and ground crew are informed of passengers travelling with a disability through a special icon on the manifest.
- ✓ To improve the preboarding process, announcements will be enhanced to ensure that all passengers receive clear and comprehensive information. Passengers with special requirements, such as those with physical disabilities, elderly individuals, and families with small children, will be allowed to board before regular passengers. This will help to streamline the boarding process and ensure that all passengers have a comfortable and efficient experience.

- ✓ Enhancements have been made to inflight announcements in our new aircraft to ensure clearer communication for passengers.
- ✓ Those with mobility challenges will be accommodated on Subpart 705 aircraft exclusively.
- ✓ Additionally, a scent-sensitive policy has been implemented and will be available on our company website, as well as on our aircraft and in company orientation materials whenever possible.
- ✓ Our company strictly follows procedures for assisting special needs passengers, which encompass, but are not limited to, the following:
 - ✓ Providing assistance with boarding and deplaning aircraft.
 - ✓ Assisting with transfers to and from a wheelchair, boarding chair, or aisle (straight back) chair.
 - ✓ Implementing any other necessary procedures tailored to the passenger's specific impairment or disability.
 - ✓ We prioritize the safety and comfort of all passengers, ensuring that their unique needs are met with professionalism and care.

Transportation

Buffalo Airways is committed to providing accessible transportation for passengers with disabilities to and from the terminal. This includes wheelchair accessible taxis, shuttle buses. Our priority is to ensure that all passengers have equal access to transportation services, regardless of their mobility limitations.

Employment

Buffalo Airways is dedicated to promoting fair and accessible employment practices throughout all stages of the employment cycle. We take proactive measures in recruitment, individual accommodation plans, return-to-work processes, performance management, and career development to ensure that our practices are up-to-date and relevant. It is the responsibility of the employee to identify any accommodation needs and communicate them to their direct supervisor and the human resources department.

Direct supervisors take into account the accessibility needs of their employees through performance management, career development, and redeployment. Human resources personnel will support direct supervisors and employees in creating appropriate accommodation plans when necessary.

Buffalo Airways is a federally registered equal opportunity employer that does not discriminate in its employment practices based on race, color, religion (including gender identity), national origin, political affiliation, parental status, marital status, sexual orientation, disability, age, or any other non-merit factors.

To ensure compliance with this standard, we take the following steps:

- ✓ We inform our employees and the public about the availability of accommodations for applicants with disabilities in our recruitment process by providing information on our website and job postings.
- ✓ Notification will be sent to selected applicants regarding their participation in the selection process. Accommodations will be considered upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to the related disability, as long as it does not cause undue hardship.

We ensure that our employees are well-informed about the processes we have in place to support individuals with disabilities. This information is provided during the onboarding process, as well as through regular communication and training modules.

Training

We firmly believe that providing our team with proper education is essential in breaking down barriers to accessibility. To achieve this, we offer both electronic and in-person training sessions for all current front-line employees, as well as new hires, focusing on topics such as intersectionality and unconscious biases. Additionally, we are in the process of developing Indigenous awareness and truth and reconciliation training, which is set to be implemented in Q4 of 2024.

Our training programs will incorporate the requirements outlined in the Canada Accessibility Act, ensuring that all employees are well-versed in the following areas:

- ✓ The purpose of the Canada Accessibility Act and its obligations
- ✓ Effective ways to interact and communicate with individuals with various disabilities
- ✓ Proper protocols for engaging with individuals who use assistive devices or require the assistance of service animals or support persons
- ✓ Steps to take if a person with a disability encounters difficulties in accessing our services or facilities

By equipping our team with the necessary knowledge and skills, we are committed to fostering a more inclusive and accessible environment for all individuals.

The standard process involves recording the participants' information, individual scores, retention policies, and recurring training on a two-year cycle. An annual review is conducted to assess any changes to the Act.

The Built Environment

The built environment encompasses a variety of human-made structures, features, and facilities that cater to transportation needs. This includes passenger aircraft, trains, buses, ferries, airport terminals, railway stations, bus stations, and marine terminals. These elements play a crucial role in facilitating the movement of people from one place to another efficiently and safely.

- ✓ In regards to foreign air, rail, ferry, and bus carriers, the accessibility of the built environment encompasses various modes of transportation such as passenger aircraft, trains, buses, and vessels (ferries) utilized for travel to and from Canada.
- ✓ Additionally, it includes ancillary services associated with such transportation.
- ✓ Furthermore, it is important to consider the programs that foreign carriers may have implemented to guarantee the accessibility of Canadian and foreign airports, where applicable.
- ✓ This ensures that individuals with disabilities have equal access to transportation services and facilities.

Examples of the built environment in relation to the transportation network include:

- ✓ Signage and wayfinding within and around a terminal, restroom accessibility, and the accessibility of passenger aircraft, trains, buses, and vessels.
- ✓ This encompasses the means of boarding and disembarking from these modes of transportation, as well as any necessary equipment to facilitate this process.
- ✓ Additionally, access to accessible parking and a clear path of travel to and from a terminal are essential components of a well-designed transportation network.

Facilities and Fleet

The premises are evaluated to ensure compliance with the Act.

Buffalo Airways' base features a spacious ramp that allows passengers to easily access and disembark from the aircraft. The hangars where employees are stationed are equipped with stairs, but also provide office space, meeting rooms, and wheelchair-accessible washroom facilities. This ensures that all individuals, regardless of mobility, can navigate the facilities comfortably and efficiently.

- ✓ In certain locations, the entrance and exit doors will be modified to accommodate individuals with mobility issues, allowing them to easily access the building.
- ✓ Terminals are equipped with clearly marked accessible parking spaces that are strictly enforced.
- ✓ Smoking areas are clearly designated and located at a required distance from entrances and exits.
- ✓ Our staff diligently ensures that passengers are not exposed to smoke by consistently maintaining the necessary distance.

- ✓ Our facilities adhere to universal design standards whenever possible and strictly comply with legislative requirements when implementing modifications or new additions.
- ✓ Accessibility criteria are carefully considered at the onset of each project to ensure that the facility is accessible to all individuals from the start, promoting efficiency and cost-effectiveness.
- ✓ We actively seek input from individuals with disabilities when planning modifications or new additions that may impact accessibility, recognizing the importance of their perspective.
- ✓ In our commitment to inclusivity, all necessary equipment to assist passengers with mobility issues is readily available on-board aircraft or within the passenger terminal.
- ✓ To further enhance accessibility, grab bars are installed in all facility washrooms, providing additional support for individuals with mobility challenges.
- ✓ Additionally, designated areas are allocated for service animals to relieve themselves, promoting a comfortable and accommodating environment. Proper refuse bins are also provided to maintain cleanliness and organization throughout our facilities.

Feedback Process – We Want to hear from you!

Here at Buffalo Airways, we value your feedback and strive to continuously improve our services. Your input is crucial in helping us better understand your needs and expectations. We encourage you to share your thoughts, suggestions, and concerns with us so that we can address them promptly and effectively.

Your feedback is important to us, and we are committed to providing you with the best possible experience. We appreciate your time and effort in providing us with valuable insights that will help us enhance our services and exceed your expectations.

Please feel free to reach out to us with any feedback you may have. Your opinion matters to us, and we look forward to hearing from you. Thank you for your continued support and for helping us serve you better.

We offer a feedback mechanism through multiple channels, such as our company website and social media platforms. This allows us to gather valuable information from all customers in order to enhance our service delivery.

Feedback is essential for Buffalo Airways to identify, remove, and prevent barriers to accessibility.

- ✓ It also helps us better fulfill planning and reporting requirements, such as reporting on progress in implementing the accessibility plan.
- ✓ Additionally, feedback allows us to refine and improve how individuals with disabilities are consulted in preparing accessibility plans and progress reports.

- ✓ Your input is invaluable in ensuring that we continue to enhance accessibility for all individuals.

Buffalo Airways has established an Advisory Committee dedicated to enhancing accessibility within the company. This committee will operate in a similar manner to the Health and Safety Committee, focusing exclusively on accessibility issues. The goal is to work in conjunction with the Health Safety Committee to ensure that accessibility improvements do not compromise safety.

The Advisory Committee will provide valuable insights and recommendations to enhance the accessibility of both aircraft and facilities.

Additionally, an internal accessibility committee comprised of representatives from various departments including operations, maintenance, business development, human resources, communications, facilities, and IT, will be responsible for implementing the recommendations put forth by the Advisory Committee.

This internal committee will be tasked with developing and executing a plan

- ✓ To improve accessibility,
- ✓ Monitoring progress,
- ✓ Evaluating feedback,
- ✓ Implement necessary changes,
- ✓ Provide regular reports on the status of accessibility initiatives.
- ✓ By working collaboratively and proactively, Buffalo Airways is committed to creating a more inclusive and accessible environment for all employees and customers.

Employees and members of the public are encouraged to provide feedback anonymously. Buffalo Airways will promptly acknowledge receipt of feedback, apart from anonymous submissions, in the same way it was received.

When information is submitted with the person's identification, a designated contact person from Buffalo Airways will respond within five (5) working days to acknowledge receipt of their feedback. We prioritize safeguarding the individual's privacy by ensuring that the information is only accessible to committee members and that any summaries are anonymized.

The committee will verify the accuracy of the information provided by examining its source and will review the feedback during a scheduled meeting. The committee will take into consideration the following factors:

- ✓ The nature and location of the barrier.
- ✓ The specific section of the Accessible Canada Act that the barrier may fall under.
- ✓ The actions taken or planned to remove the barrier, and by whom.
- ✓ The measures taken or planned to prevent the emergence of new barriers while addressing the feedback.

It is imperative that the committee thoroughly assesses each of these aspects in order to effectively address accessibility issues and ensure compliance with the Accessible Canada Act.

Buffalo Airways periodically gathers feedback from customers and employees by conducting surveys. These surveys can be accessed through a QR code provided, links on our websites, or by requesting an interview for those who prefer assistance from a person rather than using technology.

Public

The customer experience survey, accessible via QR code on the aircraft, will feature questions for individuals to provide feedback on regarding accessibility. Additionally, the public is encouraged to offer feedback, request an alternative format of the accessibility plan, and request an alternative format of the feedback process description by contacting the designated individual(s) listed below.

Individuals may request a description of our feedback process in various alternative formats:

- ✓ Including print,
- ✓ Large print,
- ✓ Braille,
- ✓ Audio format,
- ✓ Electronic format compatible with adaptive technology designed to assist individuals with disabilities.

Internal

Employees are encouraged to reach out to the Human Resources department with any concerns regarding accessibility, whether for themselves or their colleagues. It is important to inform HR of any areas that may need improvement in this regard.

Human Resources will establish an ongoing consultative process with employees who have identify themselves as having a disability or requiring an accommodation. This process aims to foster strong relationships and open lines of communication between employees and HR.

Employees are strongly encouraged to utilize the Safety Management System (SMS) to proactively and reactively identify areas for improvement. Employees have the option to report anonymously.

The contact information for the designated individual(s) and the various methods for submitting feedback are outlined below.

Mikey McBryan

General Manager, Buffalo Airways Limited
mikeymcbryan@buffaloairways.com

Kenny McBryan

General Manager, Buffalo Air Express
kennymcbryan@buffaloairways.com

Ron Kingsley

Director of Safety, Human Resources, and SMS
Ron.kingsley@buffaloairexpress.com

Buffalo@buffaloairways.com

Physical address:

Buffalo Airways Limited
108 Berry Street
Yellowknife, NT
X1A 2N3

Or through our website, www.buffaloairways.com Feedback can also be provided through Facebook, other social media platforms buffalo airways.

Buffalo Airways occasionally gathers feedback from customers through employee experience surveys. These surveys can be accessed through QR codes, links on our website, or by requesting an interview with a staff member for assistance. We value your input and strive to improve our services based on your feedback.

Budget and Resource Allocation

In the upcoming year, a comprehensive repair and replacement plan will be created for all buildings, complete with an allocated annual budget. Emergency repair funds have been budgeted to ensure prompt attention to urgent issues. In the event that an emergency repair cannot be immediately addressed, our front-line staff will prioritize the matter and make accommodations for individuals as quickly as possible.

Progress Reports

Buffalo Airways will release reports both internally and externally in compliance with regulations pertaining to the implementation and adaptation of the accessibility plan.

Progress reports will encompass the following:

- ✓ The subject and type of feedback received.
- ✓ The resources, including employees, that are accessible to Buffalo Airways Limited.
- ✓ Identifying and removing barriers, as well as implementing measures to prevent them, with the support of available resources.

These reports will serve as a comprehensive overview of Buffalo Airways' commitment to accessibility and the steps taken to ensure a barrier-free environment for all stakeholders.

Document Retention

All pertinent documentation will be kept on file for a period of seven (7) years.