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# Accessibility Plan & The Feedback Process



Ron Kingsley  
Buffalo Airways Limited  
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# Statement from the Accountable Executive

To all Employees, Contractors, Customers, and Friends

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

With the support of our stakeholders, we are dedicated to instilling a culture of accessibility across all our facilities. A pivotal part of this commitment is the introduction of a new training syllabus in our safety orientation program. This syllabus will bring about a significant change in the mindset of all our employees and contractors, equipping them with the necessary knowledge and skills to ensure accessibility in all company areas.

I am pleased to share our progress, as of June 2024, on our first three-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: equality, diversity, and inclusion.

Our Accessibility Plan is not a one-time effort, but an ongoing commitment to creating inclusive and barrier-free work environments. It is a dynamic document that will evolve as we continue to embed accessibility in our daily operations and organizational culture.

As we progress with the implementation of our Accessibility Plan, we are committed to gathering and incorporating feedback. This feedback will be instrumental in our learning and growth, and we will ensure that our plan reflects this evolution. We will also share our progress annually over the next three years, demonstrating our commitment to transparency and continuous improvement.

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 welcoming and supportive work environment.

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 can 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 consider 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.

The Act recognizes the importance of involving individuals with disabilities 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 actively engaging persons with disabilities in the decision-making process, we empower them to contribute to 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**

All aviation companies and Aerodromes in Canada are federally regulated companies and entities, and therefore, they must comply with the ACA and the Accessible Canada Regulations (ACR). But we must do so because it's the right thing to do.

### **What we need to do**

Consult with people with 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 document and address feedback regarding accessibility is crucial. This process will encompass feedback on implementing our accessibility plan and 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. This notification is a standard procedure to ensure compliance with accessibility regulations. We are also creating a portal on our company website to make our plan 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 update of the accessibility plan is to be submitted

## **Assistance**

The Canadian Human Rights Commission has added to its website an ACA tab along the ribbon. 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 obligations under the Act.

# General

## Designated person(s)

Public members 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](mailto:mikey@buffaloairways.com)

**Ron Kingsley**

**Director of Safety, People Systems, SMS**

[Ron.kingsley@buffaloairways.com](mailto:Ron.kingsley@buffaloairways.com)

**Sandy MacPherson**

**Manager, Business Development**

[smacpherson@buffaloairways.com](mailto:smacpherson@buffaloairways.com)

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

Buffalo Airways Limited

108 Berry Street

Yellowknife NT X1A 3N2

Main Switchboard: (867)873-6112

Email: [buffalo@buffaloairways.com](mailto: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., 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 not just dedicated, but proactive in 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 ensures that individuals with disabilities meet their needs 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, a crucial document that outlines the strategies Buffalo Airways will establish and execute by 2040 to enhance opportunities and remove obstacles for individuals with disabilities, is presented here.

Buffalo Airways is committed to ensuring accessibility for all individuals with disabilities. To uphold this commitment, we will actively 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 implementing this plan as required. Additionally, we provide this plan in an accessible format upon request. We will review and update this plan at least once every three years to ensure ongoing compliance and effectiveness. This emphasis on collaboration should make our stakeholders feel included in our accessibility efforts.

We deeply appreciate your cooperation and support in making Buffalo Airways an inclusive and accessible environment for all. Your involvement is crucial in our journey towards accessibility compliance.

# Consultations

Buffalo Airways must provide details on how we engage with individuals with disabilities while developing our accessibility plan. We must establish an advisory committee that includes representatives from the disability community and consult 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 can be done by contacting our dedicated HR representative, Ron Kingsley at [ron.kingsley@buffaloairexpress.com](mailto:ron.kingsley@buffaloairexpress.com). This allows for open communication with the individual about potential barriers or situations that may arise, ensuring that we can provide the necessary support. Your well-being and success in the workplace are essential to us, and we are committed to creating a supportive and inclusive environment for all employees.

During Buffalo Airways' hiring and orientation process, we proactively discuss the seven principles of accessibility with all candidates. This initiative is not just about allowing potential employees to express their individual needs, but also about our commitment to identifying and eliminating barriers. By doing so, we ensure that everyone, regardless of their circumstances, can fully participate in our workplace.

Through ongoing discussions, it became evident that maintaining open communication channels with management is crucial for raising awareness of mental health issues within the company. With the team's assistance, it is essential to provide flexibility and support in managing workloads at everyone's pace. A more interactive approach during onboarding is necessary to ensure that information is effectively retained. It is recommended that face-to-face interactions and meetings be prioritized over email communication. Online learning can present challenges due to its format; therefore, it is essential 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 we've had are not just a step, but 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 not just useful, but instrumental in shaping our current organizational and corporate policies and procedures to eliminate and prevent barriers effectively. This is a journey we're all on together, and your input and engagement are crucial.



## **External**

Corporate and ad-hoc charter customers will receive an email invitation to participate in an anonymous online survey. This survey aims to gather valuable feedback on current accessibility offerings and better understand our customers' needs. Your input is greatly appreciated and will help us improve our services. 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 eliminate and prevent barriers effectively.

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

- ✓ We must 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.
- ✓ We will offer alternative communication methods, such as email and live chat, in addition to traditional telephone systems. This enhances accessibility and convenience for our customers.
- ✓ It is essential to ensure that publicly accessible websites are inclusive and easy to navigate for individuals using adaptive technology. This will guarantee that all users have equal access to the information and services provided online, regardless of their abilities.
- ✓ We must ensure that individuals with disabilities can access our existing feedback processes. This can be achieved by promptly providing or coordinating accessible formats and communication support upon request.
- ✓ To guarantee accessibility for all customers, we will provide transportation service information in multiple formats to accommodate individuals with vision, hearing, or other disabilities. This can be achieved through the following methods:
- ✓ An online booking process that includes necessary information regarding disabilities or accommodations needed, supported by selective prompts to guide users.
- ✓ Enlarged fonts available upon request.
- ✓ Braille cards available upon request.
- ✓ Information provided on all aircraft with communication capabilities in multiple languages, including Indigenous languages, English, and French. This information will be given before departure and takeoff.



- ✓ Development and implementation of preboarding announcements for Dene and Inuit passengers, including both pre-recorded and live announcements, as well as notifications of any departure delays.
- ✓ We are committed to providing information on passenger rights in all formats, including Dene and Inuit languages.
- ✓ Employees will be equipped with laptops and other tools in the workplace to improve accessibility and efficiency.
- ✓ It is vital for employees 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 needs.

## **Accessible websites and web content**

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

- ✓ We aim 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.
- ✓ We will offer alternative communication methods, such as email and live chat, in addition to traditional telephone systems. This will enhance accessibility and convenience for our customers.
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## Communication, other than ICT

Buffalo Airways must provide information on non-ICT aspects of communication, such as how we effectively communicate with individuals with disabilities in an informed, respectful, and accessible manner. This inclusive approach encompasses various forms of communication, including spoken, written, signed, and other methods, ensuring everyone is part of the conversation.

This section will cover various topics related to non-ICT methods of communication, which involve conveying information without technology. These practical methods can include verbal communication or the use of signage, proving their effectiveness in real-world scenarios.

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 better understand how non-ICT methods play a crucial and engaging 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 alternative communication methods 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 assistance method when providing physical support. This ensures that the individual's needs are met respectfully and accommodated.
- ✓ Additionally, it is crucial to engage in conversation with a person who discloses the nature of their disability when requesting a charter. This dialogue allows for identifying the individual's specific needs about 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 and on any terms and conditions associated with those services.
- ✓ Our goal is to ensure that all public announcements are delivered clearly and easily understandable, 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 assist 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 travellers. 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, including options for Aboriginal and Inuit languages, 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 acquiring goods, services, and facilities through a comprehensive evaluation process before purchase. This includes acquiring equipment such as lifts, wheelchairs, and rail cars and 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 incorporating 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 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 customer services and programs. This includes assistance with check-in, boarding, and disembarking and 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, employee feedback, such as suggestions for clearer signage or more accessible facilities, has directly influenced the design and delivery of our programs and services.

- ✓ Buffalo Airways actively engages individuals with disabilities in creating services tailored to their needs and designing training programs to enhance our offerings.
- ✓ Buffalo Airways collaborates closely with our advisory committee, a partnership that reassures the audience about the quality of our accessibility initiatives. The committee's valuable input and feedback are crucial to our efforts.

The advisory committee not only offers insights on our accessibility plan but also shares feedback on programs and services related to accessibility. They draw from their personal experiences and insights from their respective communities, fostering a sense of empathy and understanding among the audience.

## **Customer Service**

Buffalo Airways provides 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, including wheelchair-accessible taxis and shuttle buses. Our priority is ensuring 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. The employee is responsible for identifying any accommodation needs and communicating them to their direct supervisor and the human resources department.

Direct supervisors consider their employees' accessibility needs through performance management, career development, and redeployment. Human resources personnel

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, colour, 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 about the materials or processes used.

If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of suitable accommodation 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 and 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 and 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 will 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.

- ✓ Regarding 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 essential 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 of 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 and also provide office space, meeting rooms, and wheelchair-accessible washroom facilities. This ensures that all individuals can navigate the facilities comfortably and efficiently regardless of mobility.

- ✓ In certain locations, the entrance and exit doors will be modified to accommodate individuals with mobility issues, allowing them to access the building easily.
- ✓ Terminals are equipped with clearly marked accessible parking spaces strictly enforced.

- ✓ Smoking areas are 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!

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

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

Please feel free to contact 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 feedback through multiple channels, such as our company website and social media platforms. This allows us to gather valuable customer information 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 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 we continue enhancing accessibility for all individuals.

Buffalo Airways has established an Advisory Committee dedicated to enhancing company accessibility. This committee will operate similarly to the Health and Safety Committee, focusing exclusively on accessibility issues. The goal is to work 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 of 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 under which the barrier may fall.
- ✓ 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 assess each of these aspects 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 for the accessibility plan, and request an alternative format for the feedback process description by contacting the designated individual(s) listed below.

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

## Internal

Employees are encouraged to contact 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 identify 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. They can also report anonymously.

Below is the contact information for the designated individual(s) and the various methods for submitting feedback.

### **Mikey McBryan**

General Manager, Buffalo Airways Limited  
[mikeymcbryan@buffaloairways.com](mailto:mikeymcbryan@buffaloairways.com)

### **Kenny McBryan**

General Manager, Buffalo Air Express  
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### **Ron Kingsley**

Director of Safety, Human Resources, and SMS  
[Ron.kingsley@buffaloairexpress.com](mailto:Ron.kingsley@buffaloairexpress.com)

Main Company email: [Buffalo@buffaloairways.com](mailto:Buffalo@buffaloairways.com)

Main switchboard: 867-873-6112

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Or through our website, [www.buffaloairways.com](http://www.buffaloairways.com) Feedback can also be provided through Facebook, other social media platforms buffalo airways.