



2025

Accessibility Plan & Feedback Process - Progress Report



Ron Kingsley

6/30/2025



Accessibility Plan Progress Report - 2025

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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 to recognize accessibility as a right for all Canadians. The Act encourages operators to work toward a barrier-free Canada by 2040 and provides a framework for preventing and removing barriers in our industry.

With stakeholder support, we remain committed to improving accessibility across our facilities. Incorporating accessibility training into our safety orientation will enhance awareness among employees and contractors. I am pleased to share our progress as of June 2024 on our first three-year Accessibility Plan, which guides our efforts to build a more inclusive and accessible workplace. This plan reflects our ongoing commitment to the values of equality, diversity, and inclusion set by our President.

The plan outlines specific goals and actions for the next three years and will adapt as we continue to strengthen our inclusive, barrier-free work environments. Initial efforts focus on enterprise-wide initiatives to integrate accessibility into our daily operations and organizational culture.

As we implement the plan, we will collect feedback to support ongoing learning and improvement. We will provide annual updates on our progress and enhancements.

Achieving full accessibility by 2040 is both a legal requirement and the right thing to do. We will continue to work together to foster a workplace where every employee and contractor can reach their full potential in a welcoming and supportive environment.

We now present the 2025 Accessibility Progress Report, highlighting key changes made to date.

Rod McBryan
Accountable Executive
Buffalo Airways Limited



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General

Feedback is essential to our success at Buffalo Airways. For over 50 years we have valued our customers' input and made improvements that benefit both our clients and the company. You may provide feedback using any of the listed methods. If you prefer to remain anonymous, please use the QR code.

The Designated person(s) that can be contacted to receive feedback are:

- **Mikey McBryan** – General Manager
 - **Email** – mikey@buffaloairways.com
 - **108 Berry Street, Yellowknife, NT X1A 3T2**
- **Sandy MacPherson** – Manager of Business Development
 - **Email** – smacpherson@buffaloairways.com
 - **108 Berry Street, Yellowknife, NT X1A 3T2**
- **Ron Kingsley** – Director of Process
 - **Email** – Ron.kingsley@buffaloairexpress.com
 - **108 Berry Street, Yellowknife, NT X1A 3T2**

How the public can provide feedback

- **Main switchboard at 1-867-765-6000**
- **Online form using the hyperlink on the home page of the company website**
- **QR code on the Company Website**
- **Email:** mailto:buffaloairways@buffaloairways.com
- **Mail to 108 Berry Street, Yellowknife, NT X1A 3T2**



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- Email: Mikey McBryan
- Email: Buffaloairways@buffaloairways.com

Buffalo Airways can provide the following alternative formats of this progress report upon request received through one of the above contact methods:

- Print
- Larger Print (increased Font Size)
- Audio
- Electronic formats that are compatible with adaptive technology

Information and communication technologies (ICT)

Telecommunications systems

- Landline Telephone
- Cellular Telephone
- Satellite phone communications
- Starlink (Internet and VOIP)
- Restricted Radio traffic

Computer systems

- Apple and PC with Microsoft Suites
- Google Sheets
- Microsoft One Drive

Websites and mobile applications

LinkedIn

You Tube

Instagram

Facebook

X formerly Twitter

Website: [Buffalo Airways.com](http://BuffaloAirways.com)



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Information and communication technologies (ICT)

Buffalo Airways Plan	Progress
To Provide Feedback Process	QR code direct to Feedback form imbedded into the website
To Provide information in electronic Format that is compatible with adaptive technology	Complete
To offer alternative methodologies	Complete we offer email, teams teleconferencing, traditional landline and mobile telephone communication protocols
To allow the website to be accessible and easy to navigate	Complete
Online booking service	We have decided that since we have few passengers and we do not offer scheduled service for passengers this option was not feasible.
Offer transportation service information in multiple formats	We decided again that since do not offer scheduled flights we would offer our customers better service by meeting them in person.
Proposed and increase in aircraft communication capabilities in various languages	As an Ad-hoc Charter company we ask the question at the outset of aircraft booking process. The language preference and work in that language (English or French) in communicating throughout the flight and on the ground.



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Communication other than ICT

Buffalo Airways Plan	Progress
Propose to have a person to answer all calls on the general Switchboard	A person is available during regular business hours to answer all calls
Propose that Communication be available in English and limited French	Communication is available in English and Limited French
Propose that Signage be in English/French and where customer interaction in Braille	Progress Signage is in various colours and in English Still working on French and Braille
Communication in Larger Fonts	Complete
Proposed putting a pad and pen in the passenger lounge to allow any person the ability to write	We continue to place a pencil and pad in the passenger lounge to allow customers, visitors to document their visit in anyway they think.
Employees proficient in ASL and LSQ to be on hand to aid if necessary	Presently the company does not have any employees that are ASL or LSQ qualified.

Procurement of goods, services and facilities

Buffalo Airways Plan	Progress
Buffalo will utilize an 11-seat van to move clients from the Buffalo passenger lounge to the Airport	The van is in use when needed transferring clients who have chartered aircraft to Commercial flights, or hotels
We will, when necessary, have Discovery mining package the dangerous goods the batteries or any other part of the mobility units	The process has been in place but has never been implemented as we do not get charters for persons with disabilities



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Design and delivery of programs and services

Buffalo Airways Plan

Progress

We will actively engage individuals with disabilities in the creation of services tailored to their needs.	We have made little progress with these items
Implement an advisory committee to provide input and feedback on accessibility initiatives.	We have created a sub-committee of the Joint Occupational Health and Safety Committee and include the feedback.

Transportation

Buffalo Airways Plan

Progress

We will improve lounge signage using high-contrast colours, larger fonts, and clear symbols to ensure all passengers, including those with visual or cognitive disabilities, can navigate the lounge easily.	After further review it was determined that the passenger lounge is one room that has all the amenities and large signage to direct a person to the washrooms, AirWear store. So, no changes were made.
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Built Environment

Buffalo Airways Plan

Progress

Conduct a thorough review of all facilities to identify any accessibility obstacles. The evaluation should include areas that affect both customer and employee access	A full review of all the spaces has now been carried out, and accessibility barriers have been eliminated where it was possible.
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Provisions of CTA accessibility-related regulations

Buffalo Airways Plan	Progress
Buffalo Airways is subject to the Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR) (SOR/94-42).	First Officers are the individuals that meet with clients before boarding to go over all applicable procedures. They have been trained but we could further enhance the training.
Train employees	Developing a specific training syllabus

Feedback information

Buffalo Airways Plan	Progress
We have followed the CTA about how to solicit feedback from our clients by adding two separate methodologies a feedback form attached to the website and a QR code linked directly to the feedback form.	Since we are a small charter company and mostly mining and governmental charter usage, we have received zero feedback on any of our charters or service offerings.

Consultations

Buffalo Airways Plan	Progress
As part of our Accessibility awareness program, we believe it is important to involve individuals with disabilities, as they have the greatest understanding and expertise.	The company began its consultation with Inclusion NWT, and who provided an expanded list of consultants.
Seek out and work with the expertise in the Disabled Community to develop processes and procedures.	Working through this process