

Perimeter Aviation LP Accessibility 2025 Progress Report

General

Perimeter Aviation is an air transportation provider that ferries both cargo and passengers under the Airline brands of Perimeter Airlines, Bearskin Airlines, and a sister company Charter Connexions. We service remote Northern communities in both Manitoba and Ontario.

The Executive stakeholder responsible for receiving and to action Accessibility feedback is:

Brad Byrne
VP, Commercial Services
brad.byrne@perimeter.ca

To provide feedback or request an alternate format of the accessibility plan, an alternate format of the description of the feedback process, or an alternate format of the progress report.

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Winnipeg Manitoba
R3H 0T7
204-783-8000 ext 4031

BarrierFree@perimeter.ca

Facebook: <https://www.facebook.com/PerimeterAviation>

Instagram: https://instagram.com/perimeter_aviation

Perimeter Aviation will acknowledge receipt of feedback, other than anonymous feedback, in the same method it was received.

Information and communication technologies (ICT)

We know it is essential that everyone, including people with disabilities, can access what they need through our websites, communications, software, and hardware.

The following information and communication technologies are leveraged to remove barriers:

- Dedicated email address for accessibility concerns/feedback barrierfree@perimeter.ca
- Public Telephones are TTY compliant
- Bell Relay Service (711)
- Job applications and submissions are accepted through the website and paper forms are available by request.
- Visual Paging at Check-in and Boarding in our Winnipeg Terminal.
- Company website is Level AA Web Content Accessibility Guidelines [WCAG] compliant.

In progress:

- Visual Cue Cards such as pictograms to indicate passenger travel needs. Expected to be completed by the end of 2025.

Communication, other than ICT

When requested, we are dedicated to promptly offering alternative formats within the timelines specified in the Accessible Canada Regulations and the Air Transportation Planning Reporting Regulations (ATPRR), which include:

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio format (within 45 days)
- Electronic format compatible with assistive technology designed to aid individuals with disabilities. (within 15 days)

Alternative formats of this Accessibility Plan can be requested at barrierfree@perimeter.ca

We offer alternative communication during check-in, boarding, and onboard the aircraft and during safety-critical interactions such as:

- Written instructions by paper or mobile texting if requested.
- Physical direction assistance, offering guidance by touch and verbally describing the built environment the passenger is maneuvering through.

Manitoba Possible continues to facilitate training events for our customer facing staff. Training focuses on disability awareness, including interaction and communication skills. This training will be ongoing, becoming part of our training syllabus which will reoccur four times per year.

Procurement of goods, services, and facilities

To ensure that accessible procurement practices are implemented, we have taken the following steps:

- Planned a 2025 survey to hear feedback related to challenges faced by internal and external stakeholders across our network.
- A procurement policy was implemented in 2024, which included the seven principles of universal design to remove potential barriers. The creation of training is continuing through 2025 as feedback is reviewed.
- When required, our Accessibility Committee will be asked to consult on potential barriers related to the procurement of goods or services.

Design and delivery of programs and services

We are committed to ensuring that our programs and services are accessible to everyone, particularly individuals with disabilities. We work diligently to guarantee that all interactions with us meet accessibility standards and satisfy users. To equip our employees with the necessary skills to deliver services that are accessible, we have organized training events on various accessibility topics, such as communication and recognition.

Our ultimate objective is to design and deliver programs and services in a manner that is accessible to everyone, particularly those with disabilities. We are dedicated to ensuring that all individuals who engage with us are satisfied with the accessibility of our programs and services.

Ongoing initiatives:

- Create and implement standardized forms in accessible formats to ensure that all official information is as accessible as possible. Ongoing through 2025.
- Creating individual journey plans with various departments known as Perimeter Accessibility Service. On going through 2025.
- Review HR policies to ensure support of anti-discrimination, tolerance, and accommodation support. Ongoing through 2025.
- Hands-on, accessible equipment familiarity (parts, light maintenance, and suggested usage) for all passenger-facing employees/contractors. Ongoing through 2025.
- Hands-on wheelchair handling for all passenger-facing employees. Ongoing through 2025.

Transportation

Our aircraft and facilities may pose physical barriers to passengers with mobility impairments. We will try to provide accessible facilities and equipment, including wheelchair-accessible ramps, lifts, and lavatories. Additionally, we will ensure that all aircraft and facilities comply with applicable accessibility codes and regulations.

Below are the known barrier challenges our passengers face and how we are addressing their elimination.

Quality and variety of signage:

- Visual paging has been implemented through televisions in our Winnipeg Terminal.
- Visual cues will be provided at our check-in counters, in progress and expected to be completed by end of 2025.
- We will continue to work with our Terminal operating partners in the north to have visual paging in all stations where availability allows. Ongoing through 2029.
- The Winnipeg Terminal building now includes high contrast text on graphic signage and braille signage.
- We will work with our partners across the network to provide feedback related to their signage and high contrast text.

Website access:

- Our website is now compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA, we will be committed to audits to ensure compliance is maintained.

Aircraft Boarding and Assistive Equipment:

- Purchased more passenger boarding ramps to allow for dignified passenger boarding. Six boarding ramps are in operation and will be ongoing through 2029.
- We have completed our review of our existing assistive equipment (Wheelchairs, lift devices, slide devices) and will continue to replace outdated equipment. Ongoing through 2026.
- Create a preventive maintenance plan for all assistive equipment used with passengers. Ongoing through 2025.
- We have implemented a shuttle bus program in our boarding process, to assist individuals who may need assistance in getting to the aircraft.

Terminal Services:

- Conduct accessibility review of Terminals our aircraft fly to ensure they are aligned with our barrier-free goals. Ongoing through 2025.
- All interior doors to be of the correct width to allow people who use wheelchairs to pass through easily. Started in 2024 and ongoing through 2026.
- All interior public-facing doors have automated door access. Started in 2024 and ongoing through 2026.

Built Environment

Perimeter Aviation operates Aircraft to numerous destinations using two types of aircraft. Our passengers pass through large passenger terminals and small remote stations. In all but one of our Terminals, we are a tenant and work with our landlord partners to create barrier-free travel. We are committed to identifying and addressing barriers that may prevent passengers with disabilities from accessing the airline's facilities and services.

Early 2025, we opened our brand-new terminal building in Winnipeg. This terminal is barrier-free and has been vetted by advocacy partners and goes beyond the City of Winnipeg accessibility by-laws. The terminal includes accessible bathrooms, inclusive seating for passengers using wheelchairs, and interior and exterior doors that are entirely accessible without barriers.

Future state progress:

- Will continue to work with our partners across the network to implement visual paging where necessary and where applicable infrastructure exists.
- Passenger boarding ramps in all stations we travel to. Ongoing through to 2029. The current state includes Winnipeg, Thompson, Cross Lake, Garden Hill, Norway House and St. Theresa Point. An additional four units are expected to be in operation by July of 2026.
- Accessibility Committee researching innovations that support barrier-free experience in-flight. Ongoing through 2026.
- Passenger lanyards to assist staff in identifying those with hidden disabilities to ensure passenger needs and services are appropriately offered to our passengers. The program has been sourced, implementation to come in fall of 2025 pending registration.

Provisions of CTA accessibility-related regulations

We are committed to ensuring removing barriers and advancing accessibility for Canadians, as Perimeter Aviation LP continues to take part in the CTA's Accessibility Advisory Committee as a Transportation Service Provider.

Perimeter Aviation LP is committed to the advancement of accessibility based on the requirements set forth in the following:

- Part VII of the Air Transportation Regulations (ATR)
- Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)

We will continue to participate in the Canadian Transportation Agency Small Airlines working group and enforce this through our policies and Accessibility Plan.

Feedback Received

Since the feedback form has been published in 2022, the company very few submissions regarding accessibility barriers.

An example of the feedback given was related to the access of braille safety features cards on board our aircraft and access to larger wheelchairs. This feedback allowed us to order replacement equipment of our mobility equipment at each base and action any applicable repairs that were required.

Perimeter Aviation will continue to leverage feedback from our customers to remove any accessibility barriers that may exist.

Consultations

This Progress Report was created by consulting with our Perimeter Aviation Accessibility Committee which consists of the following members:

- Members of Advocacy groups (Manitoba Possible and Jordan's Principle)
- An Elder Passenger who experiences barriers and lives in one of the communities we serve.
- Employees who experience barriers
- Nursing professional
- Corporate Trainer
- Director, Marketing & Communications

- VP of Human Resources
- VP of Commercial Services

Each member received a digital copy of the progress report to provide feedback between May 1st and May 31st, 2025.

General inquiries related to accessibility initiatives have been consulted by committee members and members of the traveling public since the release of the Accessibility Plan.