



**NIEUPORT**  
AVIATION

**2026**

# ACCESSIBILITY REPORT

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# Introduction

## Improving Accessibility Across the Passenger Journey

At Nieuport, we believe that everyone deserves to move through the airport with comfort, confidence, and dignity. Accessibility is an important part of how we create elevated experiences and ensure our airport serves the diverse needs of the communities we connect.

This progress update shares how we are working to remove barriers across the passenger journey—from how information is shared, to how services are delivered, to how our spaces respond to needs and abilities. It reflects both the steps we have already taken and the improvements we are continuing to make under our Accessibility Plan.

Accessibility is an ongoing effort. By listening to passengers, employees, and partners, we continue to learn where improvements matter most and how we can better support safe, seamless, and inclusive travel experiences for everyone.



**Nieuport acknowledges the importance of ease, convenience, and inclusivity, and we strive to create an accessible, barrier-free experience for all.**

# Note from the COO



**Eve Wiggins**  
Chief Operating Officer

## Expectations that have been successfully achieved

Over the first two years of our Accessibility Plan, we have focused on building a strong foundation, concentrating on the areas we can directly influence and putting the right policies, processes, and practices in place. This groundwork has been essential in moving us from intention to action, and in creating consistency across how accessibility is considered throughout the organization.

That work is now showing up in real, tangible ways for the people who travel through and work at Billy Bishop Toronto City Airport. We launched the Hidden Disabilities Sunflower Program, bringing meaningful support to passengers with invisible disabilities.

We achieved full WCAG 2 Level AA compliance on our website, including our shuttle tracker. We introduced the Airport Ambassadors volunteer program. We added accessible seating to baggage claim areas, and improved shuttle bus signage and bilingual information. These are not small steps.

As we move into the final year of our three-year plan, our attention shifts to what comes next. Ongoing terminal development and investment will continue to embed accessibility into how we design spaces deliver services and operate day to day. We are on track across all seven areas of the plan, and we are proud of the progress our team has made. We remain committed to being in service to our community.

# Employment

Great journeys start with the people who support them. Our goal is to create a workplace where employees feel supported, included, and confident. When employees have the right tools, clarity, and support, they are better able to respond to different needs and deliver the smooth, respectful experiences passengers expect.

## What we've achieved so far

We've taken important steps to better understand where barriers may exist in the employee experience. By reviewing policies, listening to employee feedback, and consulting internally, we've identified opportunities to improve how accommodations are requested and supported, how training is delivered, and how accessibility is reflected in recruitment. This work directly supports the commitments outlined in our Accessibility Plan and strengthens the foundation for inclusivity and equity.

## What we've completed

- Established clear accommodation processes and a designated accessibility lead.
- Embedded accessibility and disability awareness into employee and manager training.
- Maintained annual employee engagement and self-identification surveys.
- Ensured accessibility training is completed by employees and contractors.
- Updated job postings to clearly communicate accommodation availability.



# Information and Communication Technologies (ICT)

Access to clear, reliable information helps travelers feel calm, prepared, and in control of their journey. Our aim is to ensure digital tools across the terminal are easy to use and accessible for employees and passengers with different needs, abilities, and preferences.

## What we've achieved so far

We've improved several passenger-facing technologies to make information easier to see, hear, and understand. This includes placing select flight information screens at more accessible heights, increasing text size, introducing voice-to-text announcements, and enabling closed captioning in lounge areas. These improvements reflect passenger feedback and support more independent navigation through the terminal.

## What we've completed

- Completed third-party WCAG 2.0 Level AA testing of our website.
- Remediated identified accessibility gaps.
- Made the shuttle tracker WCAG-compliant.
- Centralized accessibility feedback through our website.
- Explored hearing loops and live closed captioning and will continue to review all longer-term technology investments in the terminal with accessibility improvements as a pillar.



# Communication (Other Than ICT)

Not every moment of a journey is digital. Clear signage, intuitive wayfinding, and helpful in-person interactions all play a role in helping passengers move through the terminal with confidence. Our goal is to make communication throughout the airport easy to follow and consistent at every step.



## What we've achieved so far

Working with airport partners, we've reviewed communication touchpoints across the terminal to identify opportunities to reduce confusion and improve clarity. Improvements to routes, signage, and coordination between service providers help create a more predictable and welcoming experience for passengers.

## What we've completed

- Formalized accessible communication procedures.
- Publicly shared accessibility information and terminal features.
- Promoted the Hidden Disabilities Sunflower Program.
- Recognize disability and neurodiversity awareness dates within the team, in our in terminal screens and through our social media activities.

# Procurement of Goods, Services, and Facilities

The choices we make behind the scenes shape how accessible and comfortable the terminal feels. Our goal is to consider accessibility when selecting goods, services, and facility improvements, so new investments support positive experiences for all passengers.



## What we've achieved so far

Accessibility considerations are increasingly part of procurement discussions and planning with partners. This helps ensure that services, equipment, and facilities support a wide range of passenger needs and align with our broader accessibility commitments.

## What we've completed

- Embedded accessibility and DEI requirements in procurement contracts.
- Developed an accessibility checklist for relevant purchases.
- Continued to provide supplier accommodations upon request.

# Design and Delivery of Programs and Services

## What we're working toward

A smooth airport experience depends on how well services work together. Our goal is to ensure programs and services across the terminal are coordinated, accessible, and easy to navigate—especially for passengers who need additional support.

## What we've achieved so far

We continue working closely with service providers such as airlines, retail operators, and service providers to improve service coordination and accessibility. These efforts help ensure assistance is delivered in a timely, respectful, and consistent way throughout the passenger journey.

## What we've completed

- Integrated accessibility checks into daily and monthly terminal inspections.
- Launched the Hidden Disabilities Sunflower Program.
- Centralized accessibility feedback among terminal partners.
- Expanded post security pet relief facilities.
- Launched the Airport Ambassador volunteer program.



# Transportation

Accessibility doesn't start or end at the terminal doors. Our goal is to help ensure passengers can get to and from the airport safely, comfortably, and with confidence.

## What we've achieved so far

Together with our shuttle bus provider, we've reviewed user touchpoints to identify barriers and improve transitions throughout the journey. This work supports smoother movement from arrival to departure and back again.



## What we've completed

- Improved shuttle bus stop signage and visibility.
- Added audio announcements on shuttle buses.
- Updated procedures for temporary shuttle relocation support.

# Built Environment

As an aviation infrastructure partner, we see everyday how the physical terminal environment plays a big role in how passengers feel as they travel. Our goal is to create spaces that are comfortable, easy to navigate, elevated, and welcoming for everyone.

## What we've achieved so far

We've made ongoing improvements to seating, layouts, and circulation areas based on accessibility reviews and feedback. These updates support clearer pathways, greater comfort, and more independent movement throughout the terminal.

## What we've completed

- Added accessible seating in baggage claim areas.
- Improved emergency procedures and contingency planning.
- Added mat insets to improve safety during inclement weather.
- Maintained accessible seating, signage, and tactile elements.



# About Nieuport Aviation and its Partners

Understanding Nieuport and Billy Bishop Toronto City Airport, Our Partners and Stakeholders, and Division of Responsibilities

## Nieuport Aviation

Nieuport, as the owner and operator of the Billy Bishop Toronto City Airport passenger terminal, is the Terminal Operator and, in that function, pursuant to agreement with Toronto Port Authority the following services fall under the purview of the Terminal Operator:



car rental facility;



financial services;



retail stores;



restaurants and bars;



space for airlines;



facilities and services for the use of passengers; and



if required by the Landlord, office space for the Landlord pursuant to the terms of the Terminal Agreement.



Nieuport works in collaboration with various organizations and stakeholders to ensure a seamless and enjoyable experience for passengers at the airport. Nieuport also maintains a range of seating options throughout the terminal (including seating provided by its concessions), including accommodations for mobility aids and alternative options for persons with disabilities.

The collaborative effort amongst the airport's community includes the following:

## Toronto Port Authority (TPA)

Toronto Port Authority is the owner and operator of Billy Bishop Toronto City Airport, operating as a vital partner with Nieuport in providing accessibility at the Airport. As part of our partnership, TPA is responsible for:

- Providing accessibility support from the mainland drop off-area curb into the mainland buildings. There is designated accessibility parking available on the mainland side close to the accessible entrance; and
- Providing accessible routes to and from the island via the ferry (pedestrian and vehicle) and the tunnel (pedestrian only).

## Stolport

Stolport is the operator of car parking, for the airport. Stolport is responsible for:

- Providing an online service to reserve a parking spot in advance of a passenger's travel experience; and
- Providing easy, convenient, and accessible parking outside the terminal.

## Airline Partners

Passengers can arrange accessibility-related assistance for their upcoming trip by contacting their respective airline prior to departure. Airlines operating out of the terminal assume responsibility for:

- Providing aid to passengers traveling through the terminal to and from connecting flights, including storing and retrieving mobility aids at the beginning and end of each flight; and
- Delivering comprehensive accessibility assistance to passengers with disabilities throughout their journey including at the terminal mainland from curb to gate (e.g., wheelchair service, passenger escort service, baggage assistance, etc.). This service is also offered to passengers disembarking from their flight.

## **Retail Partners**

Passengers at the terminal are treated to an array of cuisine, beverages, and Canadian keepsakes. Collaborating with industry-leading partners such as Swissport, SSP, Avolta, Hertz, Booster Juice and others, the terminal offers an extensive range of options to cater to passenger's preference and experience. Our retail partners assume responsibility for delivering an accessible environment for passengers awaiting their flights that is inclusive of fresh food, beverage, and retail shopping options. Pattison Outdoor, also provides advertising content.

## **Canadian Air Transport Security Authority (CATSA)**

The Canadian Air Transport Security Authority (CATSA) oversees and takes responsibilities for the security screening of all passengers, and their baggage. As part of their duties, CATSA assumes responsibility for managing and carrying out the screening process for all passengers and employees at the terminal, including aiding individuals with disabilities as needed.

## **Canadian Border Services Agency (CBSA)**

The Canadian Border Services Agency (CBSA) is responsible for overseeing the flow of legitimate trade and travel to and from Canada. In support of this responsibility, they enforce over 100 different acts and regulations and provide integrated border services including border control, immigration enforcement, and customs services.



# Provisions of CTA accessibility-related regulations:

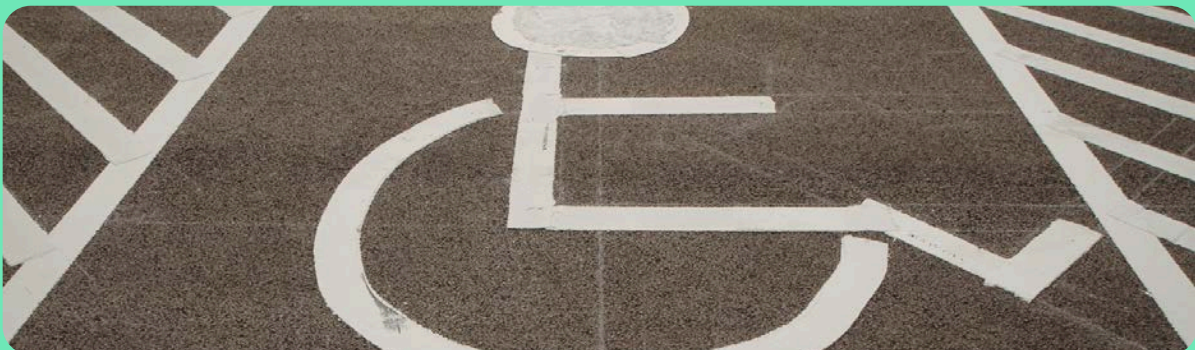
As the owner and operator of the Billy Bishop Toronto City Airport Passenger Terminal, Nieuport is a transportation service provider (TSP) within Canada's federal transportation network. Nieuport is therefore required to comply with the following accessibility legislation:

**Accessible  
Canada Act (ACA)**

**Accessible  
Transportation  
Planning and  
Reporting Regulations  
(ATPRR)**

**Accessible Transportation for Persons with Disabilities  
Regulations (ATPDR) o Part 1 o Part 4**

- Division 1
- Division 2



# Feedback Process:

Over the last year, Nieuport has received, managed, and addressed accessibility feedback related to our terminal operations. Specifically, this feedback involved suggestions for improving the accessibility of the queuing system for domestic screening, which our terminal operations team has implemented, and to increase the clarity and size of signage for departures, which we have incorporated into the planning for our long-term signage upgrade project. We share any additional feedback received that relates to the responsibilities of our partners with them and we direct the individual who provided the feedback to the responsible party. We continue to track and respond to feedback as we receive it, incorporating the voices of our employees, passengers, and partners on an ongoing basis on our accessibility journey.

## Consultations

In the development of this progress report, Nieuport consulted with multiple groups to gather diverse perspectives on the actions we have taken to advance accessibility at the terminal.



## Consultations with Employees

Nieuport performed consultations with leaders throughout our organization to understand the progress that we have made over the last year across all 7 accessibility areas: 1) Employment, (2) The Built Environment, (3) Information Communication Technology (ICT), (4) Communication, other than ICT, (5) Procurement, (6) Service Design and Delivery, and (7) Transportation. We will continue to engage with our leaders to drive accessibility progress.

Nieuport similarly consulted our Diversity, Equity, and Inclusion (DEI) Committee to gather feedback on the progress made over the last year, including key strengths and any additional barriers identified. We will continue to regularly engage our DEI Committee to ensure our accessibility initiatives are effective and in alignment with our DEI strategy.

Consultations with an external subject matter advisor Nieuport consulted Deloitte Canada's Accessibility Advisory team to provide industry expertise in the implementation of the actions in our 3-year Accessibility Plan. These consultations helped us operationalize our commitments in a manner that aligns with leading industry practices.



## **General Progress Made**

On June 1st of 2024, Nieuport Infrastructure Partners (“Nieuport” or “we”) published our inaugural 3-year Accessibility Plan, an important milestone on our journey to improve the accessibility of the Billy Bishop Toronto City Airport (YTZ) passenger terminal (“the terminal”) for all. This Progress Report is published in accordance with the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations. It provides an update on actions committed to in Nieuport’s 2024–2027 Accessibility Plan and reflects progress as of June 1, 2026

Next years report will cover the rest of our Plan commitments and our progress regarding our next Accessibility Plan across all seven accessibility focus areas. Nieuport is dedicated to continuing to address barriers within the terminal and learning from our employees, passengers, and partners on our journey to become accessible for all.

## **Feedback Process**

You can provide accessibility feedback to our Accessibility Coordinator including feedback on our Accessibility Plan and Progress Report via any one of the options below:

- Email: [accessible@nieuport.com](mailto:accessible@nieuport.com)
- Phone: 647-826-6933
- Mail: 1 Island Airport, P.O. Box 2-7, Toronto, ON, M5V 1A

## **Alternate formats**

You can request an alternate version of our accessibility feedback process, Accessibility Plan and Progress Reports through the email address, phone numbers or mailing addresses provided above. Alternate formats available include:

- Print
- Large print (larger and clearer font)
- Braille (a system of raised dots that persons who are blind or visually impaired can feel with their fingertips)
- Audio (a recording of someone reading the text out loud)
- Electronic formats that are compatible with adaptive technology



## Our Contact Details



647-826-6900



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[www.nieuport.com](http://www.nieuport.com)