



# **WORKPLACE ACCESSIBILITY PLAN**

Original Policy Date of Issue: May 30, 2023

Reviewed: May 30, 2023

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## 1.0 Executive Summary:



Warren Gibson Limited is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Warren Gibson Ltd will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

To address gaps, it is important to recognize and understand the needs of those with disabilities.

Warren Gibson Limited is reinforced by ongoing work in support of equity, diversity and inclusion. Legislation such as the Canada Labour Code, Employment Equity Act as well as the Human Rights Act, Canadian Charter of Rights and Freedoms.

For this reason, this plan was developed in consultation with employees who identify as having a disability via employee surveys, roundtable discussions and 1-1 interviews

## 2.0 Summary of Initial Opportunities:



Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.

Expanding the range and options for accommodation, especially for drivers.

Being better prepared to provide information in accessible formats when requested.

Improving the knowledge of our IT team and leveraging the capabilities of accessibility features in current and future IT equipment, programs, systems.

Initiating processes where there is a more thorough review and a “through an accessibility lens” approach to the assessment of facilities, procurement procedures, company programs, new initiatives and on-going services.

## 3.0 Definitions:




The following definitions apply in this Act.

**Accessibility Commissioner** means the member of the Canadian Human Rights Commission that is appointed under subsection 26(1) of the Canadian Human Rights Act and that is referred to in that Act as the “Accessibility

**barrier** means anything — that prevents a person with a disability from fully participating in all aspects of society because of his or her disability

**disability** under AODA, disability includes a range of conditions, some of which are visible and some of which are not visible. Conditions may have been present from birth, have been caused by an accident, or have developed over time. Disabilities include: visual hearing, physical, intellectual, learning and mental health disabilities

## 4.0 Input and Feed Back:


 Warren Gibson Ltd welcomes feedback on our Accessibility Plan from the public, employees and the stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Contact: Human Resources  
Mailing Address: 206 Church St,  
Alliston ON L9R 1T9


Email: [vpearson@warrengibson.com](mailto:vpearson@warrengibson.com)  
Telephone: (705) 435-4342 ext. 7265

## 5.0 Statement of Commitment:


 At Warren Gibson Ltd we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

We will continue to improve and strive to reduce barriers and understand this can be done best with open mind and investigation.

## 6.0 Reporting Our Plan:

 As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

## 7.0 Employment:

 The “employment” area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Barrier #1:

Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.

Actions:

Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in the trucking sector, highlighting our commitment to their inclusion in our workforce.

Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.

Barrier #2:

There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in becoming truck drivers.

Actions:

Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments.

Develop a work team consisting of managers, drivers, persons with disabilities and a disability accommodation consultant to assess and identify options for a wider range and variety of potential accommodations.

Management and finance will determine and implement an accommodation budget to allow for assistive equipment such as lifts, steps, enhanced audio, illumination improvements etc.

## 8.0 Built Environment:



The “built environment” area ensures that workspaces and the work environment are accessible for all. Warren Gibson is a trucking transportation and logistics sector. Transportation of goods and services rather than passengers. “Information and communication technologies” are various technological tools used to send, store, create, share or exchange information.

Barrier #3:

The current IT team may not be well versed in accessibility technology and does not know how to assist persons with disabilities in the workplace.

Actions:

Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.

Deliver and promote end-user training on using accessibility features on all available programs.

Develop and promote guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.)

Develop accessibility guidance checklists and documents for employees that are building or procuring information technology.

Barrier #4:

Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.

Actions:

Have IT take inventory of IT systems used by the company to measure accessibility capabilities

Progressively introduce new accessibility functionality to IT systems.

Barrier #5:

The company does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.

Actions:

Identify service providers and develop contracts or agreements to create alternate formats, where appropriate and when needed.

Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request.

When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations:

Print

Large print

Braille (keyboards)

Audio format

An electronic format that’s compatible with adaptive technology meant to help with disabilities.

## 9.0 Procurement of Goods, Services and Facilities:



The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

Barrier #6:


Warren Gibson Limited procurement procedures and practices do not take into consideration accessibility requirements.

Actions:

Update the procurement procedures to include accessibility checks when buying goods and services.

Include accessibility considerations into procurement templates (e.g. requests for proposals) so that they inform the selection of external vendors, products and services and confirms that they will abide by the requirements of the Accessible Canada Act.

## 10. Design and Delivery of Programs and Services:

 When designing and delivering the Company's internal and external programs and services, accessibility considerations must be part of the process right from the very start.

Barrier #7:

Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Actions:


Leverage the mandatory requirement to consult with persons with disabilities by creating a forum consisting of employees from various departments including drivers, mechanics, yard workers, IT, HR, finance, security etc.) to review and provide feedback on all programs, processes, policies and services. This forum will review current programs and services and then will provide input prior to the development of future programs and services.

Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.

Create an Accessibility Checklist to help ensure key accessibility considerations are considered.

Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

## 11. Transportation:

 Warren Gibson Ltd does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act. This means that standards for transportation are not in the scope of this plan.

NOTE: Transportation for this purpose refers to the transportation of people not goods (for example, buses or airplanes).

Consultations

To align with Warren Gibson Limited commitment to make our environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback and input from our team members and external organizations in several ways:

Companywide survey

Focus groups and 1-1 interviews with employees with disabilities so they can share their feedback and ideas

Engaging with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company's building space and yards and our programs and services. Organizations we may consult include:

Alliance for Equality of Blind Canadians


Canadian Association of the Deaf

ABC Disability Consulting Group


Health Canada, Network for persons with disabilities

We will continue to survey employees, including those with disabilities and any working groups that have been developed as part of the Accessibility Plan, to measure progress and ensure that we realize the changes we have set out to achieve.


## 12. Accessibility:

 Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.


## 13. Barrier:

 The Accessible Canada Act defines a barrier as "anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."


## 14. Acknowledgment:

-  The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation— whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

## 15. Training:

-  Training can be reviewed, awareness implemented. Create a specific organizational training plan dedicated to accessibility. This can be provided internally to staff and will cover topics such as, communicating with persons with disabilities, identifying disabilities and eliminating barriers.

## 16. Resources:

-  For more information and guidance on the Accessible Canada Act and creating an Accessibility Plan:  
Employment and Social Development Canada: Summary of the Accessible Canada Act  
<https://www.canada.ca/en/employment-social-development/programs/accessible-peopledisabilities/act-summary.html>  
Employment and Social Development Canada: Summary of the Accessible Canada Regulations  
<https://www.canada.ca/en/employment-social-development/programs/accessible-canada/regulations-summary-act.html>  
Employment and Social Development Canada: Sample Accessibility Plan Template  
[https://www.canada.ca/content/dam/esdc-edsc/documents/programs/accessiblecanada/accessible-canada-regulations-guidance/GuidanceOnACR-Template\\_ENG.pdf](https://www.canada.ca/content/dam/esdc-edsc/documents/programs/accessiblecanada/accessible-canada-regulations-guidance/GuidanceOnACR-Template_ENG.pdf)  
Employment and Social Development Canada: Guidance on Accessibility Plans <https://www.canada.ca/en/employment-social-development/programs/accessible-canadaregulations-guidance/accessibility-plans.html>  
104-720 Belfast Road  
Ottawa ON K1G 0Z5