

Accessibility Plan

Department: Human Resources

Warren Gibson Limited

Updated on June 1, 2026

General Information:

Executive Summary:

Warren Gibson Ltd 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 in these areas, it is important to recognize and understand the needs of those with disabilities. 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. In addition, external organizations that serve people with disabilities were consulted in the development of this plan.

Audience:

This policy applies to all Warren Gibson Limited employees, including drivers, hourly staff and managers

Initial Opportunities remain the same as when the plan was first developed:

- 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.

Your Opinion and Feedback:

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: aphilibert@cat.ca
Telephone: (705) 435-4342 ext 7238

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.

Reporting on our Plan:

As required by the Accessible Canada Act, we will continue to 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.

Definitions:

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.

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.”

Disability:

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.”

Barriers:

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:

- We continue to 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.
- We have taken steps to educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.

Progress since Initial Plan: Our website has our plan posted to entice new employees with disabilities to our organization. Hiring managers are educated on understanding barriers and partnering with Human Resources personnel on accommodation and removing barriers

New Actions: Update job postings to include accessibility statement for employees to confirm that accommodations are available upon request for candidates

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:

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

Progress since Initial Plan: Steps have been taken to identify and provide solutions for our drivers. Ex: decrease climbing into the cab, additional grab handles can be provided to enter and exit the vehicle with less strain.

Other considerations for staff that have been made available include, ergonomic peripheral equipment and devices such as mice, keyboards, adjustable desks, monitors and adjustable mounts so monitors can be placed as needed.

Warren Gibson Limited has a return to work program that considers limitations and provides modified work tasks and/or hours when needed to ensure employees are able to return and continue working while requiring accommodation. The same accommodations are available to person's with disabilities should they be required to obtain employment.

Built Environment

The “built environment” area ensures that workspaces and the work environment are accessible for all. “Information and communication technologies” are various technological tools used to send, store, create, share or exchange information.

Barrier #3:

The current IT team is being provided the information required to be well versed in accessibility technology and know how to assist persons with disabilities in the workplace.

Actions:

- IT is able to 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.)

Progress since Initial Plan: The IT team are able to provide assistance with setting up functions to employees including: Read aloud through Microsoft and LOGMEIN program which allows employees to remotely connect to company servers and access documents when not able to work on site or have mobility limitations.

New Actions: development of tools and guidance documents to promote and provide training to end users requiring instruction on accessing accessibility functions that are available

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.

Ongoing Actions: As IT systems have had changes and updates, a review of systems and accessibility functionality will be required to determine necessary adjustments to ensure accessibility.

Barrier #5:

The company continues to take a consistent approach to evaluate and ensure alternate formats of communication that are issued to employees and other stakeholders are available and provided in a timely manner.

Actions:

- 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
 - Audio format
 - An electronic format that's compatible with adaptive technology meant to help with disabilities.

Progress since Initial Plan: When requested modifications can be made to document size, font, etc... closed captioning can also be provided through training systems i.e Terranova. Our website is updated with the following improvements:

- Mobile responsiveness: zoom in on content, use of larger text settings, navigation to assistive devices.
- Better Visual Hierarchy: Large headings, clearer spacing, organized sections and stringer contrast between text and background
 - This improves readability for users with low vision, dyslexia and cognitive disabilities
- Modern Navigation Structure: consistent menus, clickable buttons with labels, logical page flow and easier keyboard navigation
- Better screen reader compatibility: semantic HTML, heading structure (H1, H2, H3), alt text support and accessible forms. These help screen readers interpret content correctly.

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 Ltd’s 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.

Progress since Initial Plan: Purchased items for employee use are considered and can be tailored to specific employee requirements where needed. Ex: ergonomic considerations for purchase of office tools and furniture

Ongoing Actions Warren Gibson Limited continues to review procurement processes for opportunities of improvement in relation to accessibility for templates and vendor submissions.

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:

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

Pending Actions: as outlined in previous barriers, there is a need to develop and implement a team of various stakeholders across the organization to ensure that all aspects of business operations are considered and identified for accessibility improvements. Training will be provided to the team to ensure there is an understanding of the accessibility lens.

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

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.

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

Employment and Social Development Canada: Guidance on Accessibility Plans

<https://www.canada.ca/en/employment-social-development/programs/accessible-canadaregulations-guidance/accessibility-plans.html>