



Accessible Canada Act Report

2024

General

Executive Summary

Turner Transport 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. Turner Transport 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.

A summary of initial opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.
- Expanding the range and options for accommodations.
- 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 and 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, policies, new initiatives and on-going services.

Your Input and Feedback

Turner Transport welcomes feedback on our Accessibility Plan from the public, employees and our 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: Troy Beal

Mailing Address: Site 414, Compartment 5, RR #4. Saskatoon, SK. S7K 3J7

Email: info@turnertransport.ca

Phone: (306) 934-8989

Website: <https://turnertransport.ca/>

Statement of Commitment

At Turner Transport 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 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.

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

Not attracting enough applicants from underrepresented populations such as persons with disabilities.

Actions:

- Enhance the career sections on the website and highlight Turner Transport's commitment to inclusion in the workforce.

Barrier #2

Employers/employees may have misconceptions about the capabilities of people with disabilities.

Actions:

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

Barrier #3

Lack of awareness of how to act/communicate/understand people with disabilities in the workplace. This leads to people with disabilities being unable to develop a social connection with other employees.

Actions:

- Provide disability awareness, communication and sensitivity training to employees and managers.

Built Environment

The "built environment" area ensures that workspaces and the work environment are accessible to all.

Barrier #4

Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.

Actions:

- Scan the office and truck yard for barriers to accessibility.
- Determine priority areas and accessibility accommodations. Plan a phased approach for the accommodation implementation.
- For all new site builds, create a policy to take accessibility into consideration.

Information and Communication Technologies (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share or exchange information.

Barrier #5

IT providers may not be well-versed in the accessibility of technological tools and may not know how to assist persons with disabilities in the workplace.

Actions:

- Train IT employees to increase their knowledge and learn how to adapt services.

Barrier #6

The website may not be accessible for people with disabilities (WAG 2.0).

Actions:

- Complete a website audit to determine areas that may not be accessible for persons with disabilities.
- Develop a phased approach to mitigate accessibility issues.

Communication Other Than ICT

This area requires that organizations provide barrier-free access for the public, clients and employees to all the communications that the Company produces for this audience.

Barrier #7

With the nature of the trucking industry, employees can work in remote areas and with limited time and/or access to email communications. Employees without easy email accessibility can miss company communication which can lead to unawareness of policies, processes and benefits which can be related to disability accommodations

Actions:

- Turner Transport will provide company communications in a variety of methods, including meetings, conversations, and postings in areas where employees gather to ensure that important updates are received in a timely manner.

Barrier #8

The Company does not have a consistent process to ensure alternate formats of communication

Actions:

- Identify service providers to create alternate formats, where appropriate and when needed.
- When asked, we commit to providing these alternate formats as soon as possible and within the 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 people with disabilities.

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 #9

Accessibility considerations are not fully embedded in procurement frameworks and tools.

Actions:

- Revise the procurement policy to reinforce that accessibility must be considered when procuring goods and services.

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 from the start.

Barrier #10

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

Transportation

Turner Transport 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.

Consultations

To align with Turner Transport's commitment to make our workplace 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:

- Sent a companywide survey on accessibility matters.
- Conducted 1:1 interviews with people with disabilities so they could share their feedback and ideas.
- Engaged with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility.
 - Organizations we consulted include:
 - SaskAbilities
 - Sarcen Recycling
 - Cosmo Industries
 - Canada Association for Supported Employment
 - Inclusion Canada

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

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.