



Accessible Canada Act Progress Report

2025

1. General

Turner Transport Ltd. welcomes feedback on our Accessibility Plan and Progress Reports from employees, customers, and members of the public. Your input plays an important role in helping us identify and remove accessibility barriers while strengthening our ongoing commitment to inclusion and accessibility.

If you have questions or would like to share feedback, please contact us using one of the methods listed below. We will acknowledge receipt of your feedback and respond in a timely manner. Feedback can be submitted anonymously or with your name and contact information, depending on your preference.

Contact Person: Troy Beal

- Send us mail at: Site 414, Compartment 5, RR #4. Saskatoon, SK. S7K 3J7
- Send us an email at: info@turnertransport.ca
- Call us at: 1-306-934-8989
- Submit a form on our website at: <https://turnertransport.ca/>

If you require support while providing feedback, let us know and we will do our best to accommodate your needs.

When requested, we will provide a copy of our accessibility plan, progress reports, or description of our feedback process in one of these alternate formats:

- Print
- Large print
- Braille
- Audio format

For print and large print, we will send you the document within 15 days. For Braille and audio formats, we will send them to you within 45 days.

2. The Areas of Our Accessibility Plan

Employment

Turner Transport is dedicated to fostering an inclusive workplace where individuals with disabilities are supported at every stage of their employment journey. Our goal is to provide meaningful employment opportunities, create a bias-free work environment, and cultivate a workplace culture where individuals with disabilities feel connected and empowered.

Progress:

- Hiring staff have completed accessibility training to help identify and remove barriers in the hiring and accommodation process, ensuring fair access for candidates with disabilities.
- Management staff has completed inclusion training from EARN, focused on disability awareness, respectful communication, and building a more inclusive workplace culture.

Build Environment

Turner Transport is committed to building an accessible work environment where all employees and visitors, including those with disabilities, can move through and use our spaces safely, comfortably, and without barriers.

Progress:

- An internal accessibility build policy has been implemented to ensure all future site builds and renovations at Turner Transport are planned with accessibility in mind.
- A site scan has been completed to identify potential accessibility issues, and remediation measures have been identified.
- Additional signage has also been put up to ensure that persons who experience disabilities can appropriately navigate the site and access key areas safely and independently.

Information and Communication Technologies (ICT)

We are committed to ensuring that information and communication technologies are accessible to everyone, including persons with disabilities. To support this, we are

enhancing training for our digital vendors and reviewing our digital tools to identify and address accessibility barriers.

Progress:

- We have completed an accessibility audit for the Turner Transportation public website. Potential accessibility issues have been flagged and documented.
- We have developed a remediation plan to address the identified issues, with deadlines for completion prior to June 2026.

Communication Other Than ICT

We are continually working to make our communications more accessible for individuals with disabilities, including the public, our clients, and our employees. We have developed strategies for providing information in alternative formats and expanding the channels we use to share important updates.

Progress:

- We have introduced multiple communication touchpoints, such as meetings, emails, direct conversations, and postings in common areas to help ensure important company updates are shared clearly and received.
- We have identified strategies and service providers to deliver alternate formats, such as large print, braille, audio, and accessible digital formats.

Procurement of Goods, Services and Facilities

We re-evaluated and updated our procurement procedures and policies to ensure we consider accessibility throughout the purchasing process.

Progress:

- We have drafted and implemented a revised procurement policy and process that ensures accessibility and inclusion are considered when purchasing goods and services.

Design and Delivery of Programs and Services

We have updated our internal processes to ensure accessibility considerations are embedded into the design of new programs and services from the early planning stages.

Progress:

- We have developed a standard process and accessibility checklist to ensure all programs and services—from physical services to digital platforms—are designed to be inclusive and accessible from the start.

Transportation

As part of the transportation and logistics industry, we are committed to meeting accessibility requirements when using our vehicles to transport goods.

Progress:

- We identified an opportunity to conduct a survey specifically for truck drivers, including those with disabilities, to obtain feedback on the barriers they encounter when transporting goods.
- Feedback is still ongoing. Once the survey window is closed, a list of action items will be developed for 2025/2026.

3. Consultations

To support Turner Transport's commitment to an accessible workplace, we developed our progress report in consultation with individuals with disabilities and those who work closely with them. Our goal was to understand client and the public's experiences interacting with Turner Transport as well as understanding the current employee experience when it comes to accessibility. We wanted to understand the challenges or barriers that exist for individuals with disabilities.

We gathered feedback and input from our employees and members of the public in the following ways:

- Company-wide Surveys
- 1:1 Interview Consultations
- Requesting feedback on the Turner Transport Website

What we consulted on: We engaged participants to provide input on their experiences interacting and working with Turner Transport, as well as their perspectives on our accessibility report from 2024. The consultation focused on

identifying participants' current accessibility needs, understanding any barriers they have encountered when interacting with the organization, and gathering recommendations for improvements. Participants were also invited to share general feedback or ideas to help enhance accessibility across all aspects of Turner Transport's operations.

When we consulted: To ensure continuous feedback, we conducted surveys in 2024 and 2025 and held several 1:1 meetings throughout April 2025.

Who was consulted: We sought feedback from employees with disabilities as well as individuals with disabilities outside of our organization.

How we consulted: We invited employees and persons with disabilities to provide feedback through our website, an online survey, written email, and virtual or in-person 1:1 meetings if requested.

Questions Asked:

- Does the report reflect your lived experiences with accessibility barriers?
- Are there any important accessibility challenges you've encountered personally that aren't mentioned in the report?
- Do you have any additional or alternative solutions you would recommend beyond what's already on our list?
- Do you feel the report focuses on the right priorities when it comes to accessibility?
- Was any part of the report confusing, overly technical, or hard to understand?
- Are there any additional items you recommend we add, remove, or emphasize more in this report?
- As an employee, what types of accommodations do you need to perform your job effectively? (e.g., flexible working hours, assistive technology, modified workspace)
- Do you have any recommendations on how Turner Transport could improve the organization's policies and practices regarding disability inclusion and accommodation?
- Are there any specific initiatives or programs you would like to see implemented to support employees with disabilities?

What we learned from our consultations:

- Advancing accessibility and inclusion by identifying and implementing best practices across the organization.

- Increasing awareness of accessibility, including non-visible disabilities, while promoting the organization's accessibility initiatives.
- Leveraging technology, tools, and website enhancements to improve accessibility for all users.

Feedback:

In the past year, we received the following comments via our feedback process:

- One employee emphasized the need to ensure all pathways to emergency exits are clear to maintain accessibility and safety.
- One individual recommended exploring training programs specifically designed to enhance understanding of how to support individuals with neurodiverse disabilities.
- One respondent recommended adding more emphasis on neurodiversity and invisible disabilities in the report's content and priorities.

All feedback received has been tracked and considered as we identify future actions for improving accessibility at Turner Transport LTD.

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.