

Accessibility Plan



May 2024

INTRODUCTION

The Accessible Canada Act is a federal law that was created to find, eliminate and prevent barriers that people with disabilities face daily. Adopted in 2019, the Act's primary goal is to create a Canada that is free of barriers by 2040. To accomplish this, the Act requires that federally regulated private employers with 100+ employees prepare and publish an initial Accessibility Plan by June 1st, 2023. The date assigned to employers with 10 - 99 employees is June 1st, 2024.

The key areas of focus for employers to address in their Accessibility Plan are:

- Employment
- Built environment
- Information and communication technology (ICT)
- Communication, other than information and communication technology
- Procuring goods, services and facilities
- Designing and delivering programs and services
- Transportation

GENERAL

Executive Summary

Pioneer Transport Inc. is committed to building a culture of inclusivity and accessibility to make Canada but more specifically our workplace barrier-free by or before January 1, 2040.

We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support our employees and the public we serve to ensure that they have the best experience possible.

McConnell transport is dedicated to the ongoing identification, removal, and prevention of barriers. We will build on our current efforts through the development of this 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.

This plan was developed in consultation with employees, colleagues and the public who identify as having a disability.

A summary of initial opportunities include:

- 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 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, new initiatives and on-going services.

Feedback Process & Contact Information

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

Contact: Mckenzie McConnell

Mailing address: PO Box 9053 Woodstock, NB E7M 6B5

Telephone: 506-323-9775

Email: mckenziem@pioneertransport.ca

Website: www.pioneertransport.ca

Statement of Commitment

At Pioneer Transport Inc 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 (Recommended Subsection)

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.

ADDRESSING AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT

Below you will find examples of barriers organized into the seven subsections (key areas of focus) required by the Act.

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.
- Provide an opportunity for Applicants to apply via mail, phone, or in person
- Management and finance will determine and implement an accommodation budget to allow for assistive equipment such as lifts, steps, enhanced audio, illumination improvements etc.

Built Environment

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

Barrier #3:

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

Actions:

- Automate door openers in the Company's primary pathways.
- Provide workstations on Level 1 for Employees and Stakeholders who cannot navigate the stairway.
- Establish a standing advisory committee of internal stakeholders to provide feedback on additional proposed design changes to the built environment and assign priority for completion.

Information and Communication Technologies (ICT)

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

Barrier #5:

The current IT structure does not take into consideration accessibility technology.

- Identify needs services to improve interactions with persons with disabilities.
- Upon hire offer IT accessibility tools and training to all employees so they can choose rather than ask for accessibility features.
- 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 who are building or procuring information technology.

Barrier #6:

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

Actions:

- Take an inventory of IT systems used by the company to measure accessibility capabilities.
- Progressively introduce new accessibility functionality to IT systems.

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 #8:

Company communications and websites often provide graphics, graphs, and other media that may not be accessible to those with vision/hearing disabilities.

Actions:

- Create media that is deliverable with closed captioning, voice to text or vice versa

- When websites are updated or created ensure WCAG2.1 compliance

Procurement of Goods, Services and Facilities

Barrier #9:

Not all of McConnell Transport's procurement procedures and practices 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.

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

Transportation

Pioneer Transport Inc. does not coordinate a transportation system, or a fleet of 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 McConnell 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:

- 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.
- We utilized online resources such as Disability New Brunswick, and Health 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."

CONCLUSION

Continuous Improvement is a commitment we have made when making a culture of inclusivity and accessibility a priority.

We recognize that we have areas to improve on when it comes to accessibility but after completing this in-depth review we have many accessibility options in place now that simply were not being offered or utilized.

This plan marks the beginning of our journey to make Canada but more specifically our workplace barrier-free by or before January 1, 2040.