

Accessibility Plan – West Arm Truck Lines Ltd.

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General

West Arm Truck Lines Ltd. is a provider of intermodal transportation services in Canada.

As a federally regulated employer, it is our responsibility to provide all employees an inclusive, respectful, and safe workplace, adapted to meet their diverse needs. As such, West Arm Truck Lines Ltd. is committed to ensuring accessibility for all individuals by 2040. It is our goal to raise our knowledge and awareness of challenges faced by people with disabilities and to promote an inclusive work environment. We will do this by identifying and taking steps to eliminate existing barriers, and prevent the creation of additional barriers moving forward.

This Accessibility Plan has been authored with the intention of ensuring compliance with the *Accessible Canada Act*. The document outlines West Arm Truck Lines Ltd.'s roadmap over the next three (3) years. It aims to define current objectives and provide strategies and solutions to address challenges relating to accessibility in the seven (7) key areas outlined below.

Designated Representative and Alternate Formats

For inquiries relating to this plan or to provide additional feedback, please contact the following representative via any of the avenues listed below:

Contact Name: Corporate HR Manager

By Mail or In-Person: Suite 2900, 201 Portage Avenue, Winnipeg, Manitoba, R3B 3K6

By E-Mail: HR@rewc.com

By Phone: +1 (204) 958-5300

As a federally regulated, private-sector organization with an average of one hundred (100) or more employees, West Arm Truck Lines Ltd. is required to provide this document in print, large print, and electronic formats within fifteen (15) days of a request.

West Arm Truck Lines Ltd. is also required to provide braille or audio versions of the plan within forty-five (45) days of a request.

If you require an alternate format of this plan, please contact the designated representative listed in this section. Please make sure to include what format that you need and the manner in which you would like it received.

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: Anything 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. This includes 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.

Disability: Any impairment, including a physical, mental, intellectual, cognitive or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

Areas Described Under Section 5 of the *Accessible Canada Act*

The objectives and commitments described in this section have been designed in recognition of the principles outlined in the *Accessible Canada Act*.

Employment

Accessible ‘employment’ ensures that candidates and employees with disabilities and those that experience barriers are supported throughout the entire employment lifecycle.

Objectives:

- Identifying barriers to recruitment and retention of persons with disabilities,
- Reducing barriers in current employment policies and procedures, and
- Strengthening current accommodation policies and procedures.

2023-2025 Commitments:

1. Review current hiring policies and procedures.
2. Educate managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.
3. Collaborate with employees on strategies to enhance the accommodation policy and processes to ensure all needs are met.

Built Environment

An accessible ‘built environment’ ensures that workspaces and the work environment can be reached, entered, and/or used by all individuals.

Objectives:

- Providing barrier-free workspaces in all locations,
- Ensuring the proper accessibility features are available to accommodate all disabilities, and
- Addressing reported barriers within the built environment.

2023-2025 Commitments:

1. Review building plans and assess current workplaces to identify potential physical barriers to accessibility.
2. Ensure proper signage that advises and directs people to accessibility features.
3. Create a specific reporting mechanism for barriers within the built environment.

Information and Communication Technologies (ICT)

Accessible 'information and communication technologies (ICT)' are various technological tools used to send, store, create, share, or exchange information.

Objectives:

- Making accessibility a priority in the implementation of software, hardware, and improvements to IT infrastructure, and
- Ensuring employees have the proper tools and resources to perform their jobs successfully.

2023-2025 Commitments:

1. Inventory current IT systems to measure accessibility features.
2. Identify training needs relating to accessibility features in current IT systems, software, and hardware.
3. Engage IT to increase their knowledge of adaptive technology and identify potential improvements to increase accessibility features in current IT systems, software, and hardware.

Communication (Non-ICT)

Accessible 'communication (non-ICT)' ensures that West Arm Truck Lines Ltd. provides barrier free access for the public, clients, and employees to all communications that the company produces.

Objectives:

- Ensuring communication from and within the company can be accessed by all employees, vendors, clients, and the public (where applicable), and
- Increasing internal awareness of accessibility.

2023-2025 Commitments:

1. Identify service providers to assist in the creation of alternate formats, where appropriate and when needed.
2. Prepare standard resources and commonly issued company communication in alternate formats, when requested.
3. Develop a communication strategy and identify training needs relating to accessibility in the workplace.

Procurement of Goods, Services, and Facilities

Accessible 'procurement of goods, services, and facilities' ensures that accessibility is considered throughout the buying process.

Objectives:

- Ensuring procurement procedures and practices are modernized and include awareness around accessibility, and
- Preventing the creation of new barriers and/or perpetuating current barriers through procurement activities.

2023-2025 Commitments:

1. Ensure that accessibility and the needs of employees facing barriers are considered when new equipment is purchased.
2. Include accessibility considerations in RFQ, budget, and proposal templates.

Design and Delivery of Programs and Services

Accessible 'design and delivery of programs and services' considers the needs of all individuals and are adapted to ensure accessibility and understanding.

Objectives:

- Ensuring that all programs and services are designed and delivered in a manner that incorporates accessibility considerations, and
- Reviewing current programs and services for any barriers to meeting the diverse needs of all individuals.

2023-2025 Commitments:

1. Review all programs, processes, policies/procedures, and services to ensure that accessibility has been considered.
2. Create an Accessibility Checklist to help ensure key accessibility requirements are considered.
3. Provide training on the *Accessible Canada Act* and *Accessible Canada Regulations* for employees who are responsible for developing and delivering programs, processes, policies, and procedures.

Transportation

Please Note: West Arm Truck Lines 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 included in the scope of this plan.

Consultations

To align with West Arm Truck Lines Ltd.'s commitment to make our workplace environment accessible to all, we have developed this plan in consultation with our employees, including those with disabilities.

All employees were invited to participate in a company-wide Accessibility Survey featuring focused questions relating to each area defined in Section 5 of the *Accessible Canada Act*, current programming, policies and processes, and their own individual experience relating to accessibility within the workplace.

These surveys were conducted anonymously, with the option to provide contact information for additional consultation, if desired.

We will continue to survey employees, including those with disabilities, and any working groups that have been developed as a part of this Accessibility Plan, to measure progress and ensure that we realize the objectives and commitments outlined in this plan. We have also provided mechanisms for employees to give and receive additional feedback over the next three (3) years as we take continued action to address accessibility within the workplace.

We have also consulted and utilized the data and resources provided by industry organizations such as Trucking HR Canada and engaged an independent Human Resources consultant in the development of this plan to ensure the adoption of best practices as they relate to the transportation and logistics industry specifically.

Record Keeping

West Arm Truck Lines Ltd. is required to keep copies of accessibility plans for a period of seven (7) years from the date on which that version was required to be published.

Electronic versions of the accessibility plans will be available on our public web platform via the following link:

<https://overlandwest.ca/forms/AccessibilityPlan-WestArmTruckLinesLtd.pdf>

Physical versions of the accessibility plans will be posted and available to the public at the following location(s):

Employee Board by Driver Dispatch and Dock Office 285031 Wrangler Way Rocky View County, AB	Employee Board in Lunchroom 204a Walker Crescent Acheson, AB T7X 5A4	Employee Board in Front Office Unit 2, 180 Royer Way Fort McMurray, AB
Employee Board in Dispatch/Driver Area in Front Office 9020-92 Street Grande Prairie, AB T8V 7P5	Driver Board in Dispatch Area 1077 Columbia Road Castlegar, BC V1N 4K5	Driver Board in Dispatch Area 1201 Cobham Avenue West Cranbrook, BC V1C 6T3
Employee Board in Office 10415 Alder Crescent Fort St John, BC V0C 1H0	Employee Board in Dispatch 513 Sarcee Street West Kamloops, BC V2H 0E3	Employee Board in Lunchroom 2170 Matrix Crescent Kelowna, BC V1V 0C1
Employee Board in Warehouse 9088 Penn Road Prince George, BC V2N 5T6	Employee Board in Lunchroom 2816 Kalum Street Terrace, BC V8G 2M6	Driver Board in Front of Dispatch 11398 Bridgeview Drive Surrey, BC V3R 0C2
Driver Board in Dispatch Area 11 Burns Road Whitehorse, YT Y1A 4Z3	Employee Board in Driver/Dispatch Office 172 Enterprise Drive Yellowknife, NT X1A 0E9	

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Accessibility Survey - West Arm Truck Lines Ltd.

Introduction

As we navigate the new requirements for federally regulated employers under the *Accessible Canada Act*, it is the duty of West Arm Truck Lines Ltd. to engage the workforce in a consultative process regarding potential barriers to accessibility within our workplace and practices.

Use the QR code below to access the survey on your mobile device. This will be used to gauge where we currently stand and barriers that need to be addressed as they relate to ensuring accessibility for all Canadians.

If there are any questions that you do not feel comfortable answering, please feel free to select 'No Answer.'

This survey is being conducted anonymously, to ensure the privacy of those who wish to remain so. However, if you would like additional feedback or the chance to discuss any recommendations further, there is a space at the end of the survey to include your name and indicate the type of communication you would like to receive, if any. **This is entirely optional.** If you do not include your name, your responses will remain anonymous.

Please note that an independent third-party will be compiling the responses received from this survey and distributing the results to West Arm Truck Lines Ltd.. If you answer a question by mistake, or would like to rescind any of your responses, please do not hesitate to reach out to info@mindsformatter.com. West Arm Truck LinesLtd. will be given full access to all survey results as of December 31st, 2023 so please note that any requests to rescind responses must be made before December 1st, 2023 to ensure that they are removed from the data sample.

A requirement of the program under the *Accessible Canada Act* is that data received during the consultative period must be kept on file for a period of seven (7) years.

