Accessibility Act Policy

Department owner: Human Resources

GTL Transportation   **Last update: June 1ˢᵗ, 2023**

Overview

GTL Transportation is committed to fostering a culture of inclusivity and accessibility. This commitment is integral to our company culture and is essential for our continued growth and competitiveness as an employer in the trucking sector. We aim to contribute to a barrier-free Canada by developing an accessibility framework that enhances the experience of both our employees and the public we serve, through our services, products, and facilities.

We understand that creating a barrier-free environment takes time, and we are dedicated to the ongoing identification, removal, and prevention of barriers. GTL Transportation will build upon our current efforts by developing 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 cultivating an accessibility-confident culture.

To address gaps in these areas, it is crucial to recognize and understand the needs of individuals with disabilities. Therefore, this plan was developed in consultation with employees who identify as having a disability, through surveys, roundtable discussions, and one-on-one interviews. Additionally, we consulted with external organizations that serve people with disabilities in the development of this plan.

Audience

This policy is applicable to all GTL Transportation employees, including Drivers, Hourly Staff, and Managers.

A summary of initial opportunities include:

• Enhancing Recruitment: Improving our ability to attract individuals with disabilities to jobs within our company and the trucking sector.

• Expanding Accommodations: Increasing the range and options for accommodations, particularly for drivers.

• Providing Accessible Information: Being better prepared to offer information in accessible formats upon request.

• Upgrading IT Knowledge: Enhancing the knowledge of our IT team and utilizing accessibility features in both current and future IT equipment, programs, and systems.

• Implementing Accessibility Reviews: Introducing processes that involve a thorough review through an "accessibility lens" for assessing facilities, procurement procedures, company programs, new initiatives, and ongoing services.

Your Input and Feedback (Recommended Subsection)

GTL Transportation welcomes feedback on our Accessibility Plan from the public, employees, and stakeholders. Your feedback is valuable in helping us identify and remove accessibility barriers and strengthen our commitment to accessibility and inclusion.

If you have any inquiries or feedback, please use one of the contact methods below. We will respond to all feedback promptly. If you need assistance while providing feedback, please let us know, and we will do our best to accommodate your needs.

Contact: Julie Rousseau
Email: jrousseau@cat.ca
Phone: (450) 763-6379

Website: https://www.gtltransportation.com/

Statement of Commitment

At GTL Transportation, we are dedicated to ensuring that our organization and the services we provide are accessible to everyone, including individuals with disabilities. We believe that all Canadians have the right to access our services equally, and everyone who works with us deserves to perform their jobs without encountering barriers.

Reporting Our Plan

As required by the Accessible Canada Act, we will publish an annual status report to measure our progress against our accessibility commitments. Additionally, we will review and update our Accessibility Plan every three years. Both progress reports and updates to our Accessibility Plan will be informed by consultations with individuals with disabilities.

Definition

Accessibility: Refers to the intentional and thoughtful consideration of the needs of individuals with disabilities when designing or modifying products, services, and facilities, ensuring they are accessible and enjoyable for everyone.

Barrier: The Accessible Canada Act defines a barrier as "anything—including physical, architectural, technological, or attitudinal elements, as well as anything related to information or communications, or the result of a policy or practice—that hinders the full and equal participation in society of individuals with an impairment. This includes physical, mental, intellectual, cognitive, learning, communication, or sensory impairments, as well as functional limitations."

Disability: The Accessible Canada Act defines a disability as "any impairment, including physical, mental, intellectual, cognitive, learning, communication, or sensory impairments—or functional limitations—whether permanent, temporary, episodic, or not immediately evident, that, when interacting with a barrier, hinders a person's full and equal participation in society."

Employment

The "employment" area ensures that candidates and employees with disabilities, as well as those who encounter barriers, are supported throughout the entire employment lifecycle.

Barrier #1: Our company faces ongoing competition for employees and is currently not attracting enough applicants from underrepresented populations, including persons with disabilities.

Actions:

• Enhance the careers section of our website to improve visibility for Canadians with disabilities regarding the various job opportunities available in the trucking sector. This enhancement will highlight our commitment to fostering an inclusive workforce and encourage more individuals with disabilities to apply.

• Educate hiring managers on accessibility practices and how to ensure a barrier-free process for hiring, selection, and accommodation.

• Benchmark our current recruitment, selection, and onboarding practices against leading accessibility practices in other trucking companies and across various industries.

Barrier #2: There is a need to deepen our understanding of the diverse accommodation options available for persons with disabilities who are interested in becoming truck drivers.

Actions:

• Develop a framework that assists managers in understanding their responsibilities in the accommodation process and guides them in supporting employees and implementing appropriate workplace adjustments.

• Form a work team: comprising managers, drivers, individuals with disabilities, and a disability accommodation consultant to assess and identify a broader range of accommodation options.

• Management and finance will establish and implement an accommodation budget to cover assistive equipment needs, including lifts, steps, enhanced audio systems, lighting improvements, and other necessary adjustments.

Built Environment

The "Built Environment" area ensures that workspaces and the work environment are accessible to everyone.

Barrier #3: Some areas within the office and truck yard may restrict the mobility of employees and visitors with disabilities.

Actions:

• Automate door openers along the Company's primary pathways.

• Adjust the washroom door to swing outward instead of inward.

• Establish a standing advisory committee of internal stakeholders to provide feedback on proposed design changes to the built environment and to prioritize their implementation.

Barrier #4: Safety signage in our buildings and truck yard is not accessible to individuals with low vision.

Actions:

• Install signs with tactile and Braille text at key locations throughout buildings and truck yards. This will include tactile walking surface indicators to warn of hazards, such as the tops of stairways.

•Enhance the illumination of existing yard signs for safety and direction indicators.

Information and Communication Technologies (ICT)

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

Barrier #5: The current IT team lacks expertise in accessibility technology and is not equipped to effectively assist persons with disabilities in the workplace.

Actions:

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• Train IT employees to enhance their knowledge of accessibility technology and to effectively support persons with disabilities in the workplace.

• Provide and promote end-user training on using accessibility features across all available programs.

• Create and distribute guidance and training documents for persons with disabilities, covering topics such as enlarging screen items, activating the reader in MS Word, and enabling closed captioning in MS Teams.

• Develop accessibility guidance checklists and documents for employees involved in building or procuring information technology.

Barrier #6: Many of the tools and software used in the company have accessibility features that are not being utilized effectively.

 Actions:

• Inventory IT systems to assess their accessibility capabilities.

• Gradually introduce new accessibility functionalities to IT systems.

Barrier #7: The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate fully and meaningfully.

 Actions:

• Review the technology used in common conference, learning, and meeting spaces to ensure it meets high accessibility standards and complies with all legal and policy requirements.

Communication Other Than ICT

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

Barrier #8: The Company lacks a consistent process to ensure that alternate formats of communication are available and provided in a timely manner to employees and other stakeholders.

 Actions:

• Identify service providers and establish contracts or agreements to create alternate formats as needed.

• Prepare standard resources and commonly issued company communications in alternative formats, ensuring they are ready for distribution upon request.

 Commit to providing alternate formats upon request as quickly as possible and within the time frames specified by the Accessible Canada Regulations.

These formats include:

- Large print
- Braille
- Audio form
- Electronic formats compatible with adaptive technology for people with disabilities
- Print

Procurement of Goods, Service and Facilities

The "procuring (buying) goods, services, and facilities" area ensures that accessibility is considered from the outset of the purchasing process.

Barrier #9: GTL Transportation's procurement procedures and practices do not adequately account for accessibility requirements.

Actions:

- Update procurement procedures to include accessibility checks for all goods and services being purchased.

- Incorporate accessibility considerations into procurement templates (e.g., requests for proposals) to ensure they guide the selection of external vendors, products, and services, and confirm that vendors will comply with 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 integrated from the very beginning.

Barrier #10: There is currently no standard approach to ensure that all programs, processes, and services account for accessibility.

Actions:

- Create a consultation forum consisting of employees from various departments (e.g., drivers, mechanics, yard workers, IT, HR, finance, security) to review and provide feedback on all programs, processes, policies, and services. This forum will assess current programs and services and offer input before developing new ones.

- Develop and promote guidelines for applying an accessibility lens when reviewing company policies, programs, and services.

- Create an Accessibility Checklist to ensure that key accessibility considerations are addressed.

• Provide training on the Accessible Canada Act and Accessible Canada Regulations for those responsible for developing programs, processes, and procedures.

Transportation

This area of focus in the Accessible Canada Act pertains to the transportation of people and goods. Vehicles used by organizations and regulated by the federal government must account for operational barriers and provide necessary accommodations for employees operating the vehicles.

Barrier #11: Entering transport trucks and other warehouse vehicles can be challenging for drivers over time due to the height and repetition of the steps, particularly for those with motor-related disabilities.

Actions:

• Budget for and maintain a small inventory of extended tractor steps and/or folding steps to reduce the climbing distance to truck cabs or warehouse vehicles.

• Install swivel seats where applicable to enhance access to truck cabs or warehouse vehicles

Consultations

In alignment with GTL Transportation's commitment to making our workplace environment accessible to all, we developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback and input through several methods:

• Companywide survey.

• Focus groups and one-on-one interviews with employees with disabilities to gather their insights.

• Engagement with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to our buildings, yards, programs, and services. Consulted organizations include:

- Alliance for Equality of Blind Canadians
- Canadian Association of the Deaf
- ABC Disability Consulting Group
- Health Canada, Network for Persons with Disabilities

We will continue to survey employees, including those with disabilities and any working groups established as part of this Accessibility Plan; to measure progress and ensure we achieve the changes outlined.