

# CHALLENGER MOTOR FREIGHT INC.

## 2023-2025 ACCESSIBILITY PLAN

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### GENERAL

Challenger Motor Freight is committed to promoting a culture of inclusivity and accessibility as an integral part of our company values. We believe that providing access to all is crucial not only for the growth and competitiveness of our organization in the transportation sector but also for contributing to a barrier-free Canada for everyone. To achieve this, we are developing an accessibility framework that will improve the experience of both our employees and the public with our services, products, and facilities.

We acknowledge that creating a barrier-free environment takes time, and therefore, we are dedicated to ongoing efforts to identify, remove, and prevent barriers. Our initial Accessibility Plan, developed in compliance with the *Accessible Canada Act*, will serve as a guide to meet our accessibility commitments and build an accessibility-confident culture.

We recognize the importance of understanding the needs of those with disabilities, and for this reason, we have involved employees who identify as having a disability in the development of our plan through an anonymous company-wide survey designed for employees with disabilities and allies alike, as well as 1:1 interviews with employees who self-identify as being a person with a disability(s).

This accessibility plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

Challenger Motor Freight values the input of the public, stakeholders, and employees regarding our Accessibility Plan. Your feedback is crucial to our efforts in promoting accessibility and inclusivity. Please utilize one of the contact methods below to provide your inquiry or feedback. We will promptly respond to all feedback received. If you require assistance while submitting your feedback, please inform us, and we will strive to accommodate your requirements.

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## 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 all.

**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.”

## **ADDRESSING AREAS IDENTIFIED IN THE *ACCESSIBLE CANADA ACT***

In line with the *Accessible Canada Act*, we have diligently identified barriers within our organization that hinder accessibility in the 7 key areas outlined in Section 5 of the ACA. With a firm belief in the importance of equal access and participation, we are determined to take proactive measures to address these barriers and ensure an inclusive experience for everyone.

### 1. Employment

**Barrier 1:** We have identified a barrier within our organization regarding the underrepresentation of disabled employees in our workforce.

Despite our commitment to inclusivity, we recognize the need to proactively address this disparity and create equal employment opportunities for individuals with disabilities.

- We will educate hiring managers on accessible and barrier free recruiting.
- We will use language that encourages and welcomes individuals with disabilities to apply to our jobs, emphasizing our commitment to providing equal opportunities and reasonable accommodations throughout the hiring process - this statement of commitment will be listed at the top of all job postings.
- We will provide a clear point of contact within our organization, ensuring that applicants with disabilities can easily request accommodations during the application and interview stages. This contact person will be knowledgeable about accessibility and prepared to address individual needs.
- We will encourage hiring managers to conduct remote interviews as a standard practice. This approach will offer increased flexibility and accessibility, allowing candidates to engage in the hiring process from the comfort of their preferred location.

**Barrier 2:** Recognizing the importance of transparency and clarity, we understand the need to improve our communication practices to ensure that individuals are fully aware of the diverse range and variety of accommodations available to them.

To address this barrier, we are taking proactive measures to enhance our communication efforts, ensuring that individuals with disabilities have comprehensive information regarding accommodation options and the process involved.

- We will conduct a thorough assessment of our current accommodation process, examining each step to identify areas for improvement. This evaluation will involve gathering feedback from employees, disability advocates, and relevant stakeholders, enabling us to gain insights into potential gaps or challenges.
- We will develop comprehensive guidelines and documentation that clearly outline the accommodation process, including the necessary forms, timelines, and responsibilities of all parties involved. This resource will serve as a valuable reference for employees, managers, and HR personnel, ensuring consistency and clarity throughout the accommodation process.
- We will revamp our welcome packages to incorporate a dedicated section on accommodation. This will include clear and concise information about our commitment to providing reasonable

accommodations, our accommodation policies, the process for requesting accommodations, and the available resources to support employees throughout their accommodation journey.

## 2. Built Environment

**Barrier 3:** A significant barrier identified within our head office is the limited accessibility to the elevator, which poses challenges for some employees.

We recognize the importance of creating an inclusive and accessible built environment that enables all individuals to navigate our facilities without limitations. To address this barrier effectively, we are taking substantial actions to enhance accessibility within our head office.

- We will grant access to the elevator to those who wish to utilize it, regardless of their mobility or specific needs.
- We will implement a clear communication strategy to inform all employees about the availability of elevator access and the accommodation process. This will ensure that employees are aware of the resources available to them.

**Barrier 4:** We have identified the absence of automatic doors in our accessibility washrooms. This limitation hinders the ease of access for individuals with disabilities, impacting their independence and overall experience.

Recognizing the importance of creating fully inclusive spaces, we are committed to addressing this barrier and enhancing accessibility in our washroom facilities.

- We will conduct a comprehensive accessibility review of our washroom facilities, specifically focusing on accessibility washrooms. This review will assess the current state of accessibility features, including the absence of automatic doors.
- We will prioritize the installation of automatic doors in our accessibility washrooms. Automatic doors provide a seamless and independent experience for individuals with disabilities, allowing them to enter and exit the washrooms without the need for physical assistance. This improvement will enhance privacy, convenience, and dignity for all users.
- We will display clear signage indicating the presence of automatic doors in the accessibility washrooms. This will provide a visual cue to individuals with disabilities, indicating that the washrooms are fully equipped to meet their needs.
- We will implement a regular maintenance and accessibility check program once the automatic doors are installed.

## 3. Information and Communication Technologies (ICT)

**Barrier 5:** There is limited accessibility expertise within our IT team, which hinders their ability to effectively assist persons with disabilities in the workplace.

Acknowledging the importance of a knowledgeable and responsive IT team, we are dedicated to addressing this barrier and expanding our accessibility technology proficiency.

- We will provide comprehensive accessibility training and education sessions to our IT team members. These sessions will cover various aspects of accessibility technology, including assistive devices, adaptive software, and accessibility best practices.

**Barrier 6:** We have identified the underutilization of accessibility capabilities in the tools and software we employ.

Despite the availability of these features, their potential to foster inclusivity remains largely untapped. Recognizing the importance of leveraging technology to empower all individuals, we are dedicated to addressing this barrier and maximizing the accessibility potential of our tools and software.

- We will establish a set of accessibility evaluation criteria that every potential technology purchase must meet. These criteria will be aligned with industry-recognized accessibility standards, such as WCAG 2.1 (Web Content Accessibility Guidelines), and will encompass various aspects, including usability, compatibility with assistive technologies, keyboard accessibility, visual design, and content clarity.
- We will require prospective vendors to provide detailed accessibility documentation for their products. This documentation should outline the specific accessibility features and functionalities of the technology.
- We will conduct thorough accessibility testing and verification of potential technology purchases.
- We will implement a system for ongoing monitoring and evaluation of the accessibility of the technology we acquire. This will include periodic reviews, user feedback mechanisms, and regular assessments to ensure continued compliance with accessibility standards.

#### 4. Communication Other Than ICT

**Barrier 7:** Our organization lacks a standardized process to ensure timely availability of alternate communication formats for employees and stakeholders.

We are committed to correcting this gap by implementing a system that guarantees accessible communication options when needed.

- We will identify suitable service providers and establish contracts or agreements with them.
- We will develop thorough procedures to standardize the process of providing alternate formats of communication. These procedures will outline clear guidelines for identifying the need for alternate formats, initiating requests, and ensuring timely delivery.
- We are committed to the continuous evaluation and improvement of our alternate format communication processes. This involves soliciting feedback from employees and stakeholders, conducting periodic audits to assess compliance with accessibility standards, and staying on top of emerging technologies and best practices.

**Barrier 8:** We have identified an absence of plain language within communications.

This limitation hinders accessibility and comprehension for individuals with varying literacy levels, cognitive disabilities, or those whose first language is not the primary language used in our communications.

- We will conduct thorough research and analysis to gain a deep understanding of plain language principles and best practices.
- We will develop plain language guidelines tailored to our organization's communication needs. These guidelines will provide clear instructions on how to simplify language, structure information, and ensure clarity and accessibility in our written and verbal communications.
- We will provide targeted training and education to our communication teams and relevant stakeholders. This training will focus on raising awareness of the importance of plain language, building skills in plain language writing, and fostering a culture of clear and accessible communication.
- We will conduct a review of our existing communications to identify opportunities for incorporating plain language.

## 5. Procurement of Goods, Services and Facilities

We have not identified any barriers in our procurement practices that hinder accessibility.

We will continue to review and refine our procurement policies to reinforce the requirement that accessibility must be considered when procuring goods and services. By proactively integrating accessibility requirements into our procurement policies and guidelines, we further strengthen our commitment to creating an inclusive and accessible environment.

## 6. Design and Delivery of Programs and Services

**Barrier 9:** We lack a standardized measure to assess the accessibility of our internal and external programs, events, and engagements.

We aim to provide a consistent framework for evaluating the accessibility of our initiatives, ensuring that individuals of all abilities can fully participate and benefit from our offerings.

- We will develop an accessibility checklist. This will serve as a practical tool to guide our evaluation process, ensuring that we consistently assess key accessibility considerations.
- We will regularly review and revise the accessibility checklist.
- We will train those who develop programs, processes, and procedures on the *Accessible Canada Act* and its regulations to promote inclusivity and compliance.

## 7. Transportation

**Barrier 10:** The process of entering a transport truck can become problematic for drivers due to the repetitive nature and height of the steps involved.

This poses a particular challenge for individuals with motor-related disabilities, as it can restrict their ability to perform their job duties effectively.

- We will provide and install extended tractor steps/folding steps, where applicable, to reduce the climbing distance when getting into truck cabs.
- We will install swivel seats, where applicable, to improve access to truck cabs.

## CONSULTATIONS

In line with Challenger's dedication to creating an inclusive workplace, we have collaboratively developed our Accessibility Plan through extensive consultation with our employees, including those with disabilities and allies. This ensures that their valuable perspectives and insights are incorporated into our efforts to make our workplace environment accessible to all.

We gathered feedback and input from our team members in 2 different ways:

- **Anonymous Company-Wide Survey:** We distributed an extensive survey to all employees, encouraging individuals with disabilities and allies to participate. The survey covered various aspects of accessibility and received responses from 350 participants. This allowed us to gather diverse perspectives and valuable insights on accessibility barriers and potential solutions within our organization.
- **1:1 Interviews:** We reached out to our employees who have self-identified as individuals with disabilities and conducted personalized interviews with those who volunteered to share their lived experiences working at our organization. Through these meaningful exchanges, we are better equipped to develop targeted strategies and initiatives that address the specific needs of our employees with disabilities.

To track our progress and ensure the successful implementation of the changes outlined in our Accessibility Plan, we will maintain an ongoing survey initiative. This initiative will encompass all employees.

In addition, to promote accessibility awareness and encourage feedback, members of our HR and leadership team will include a link to the Accessibility Plan and the feedback form in their email signatures. This ensures that all employees have convenient access to the plan and can easily provide input and suggestions to further enhance accessibility within our organization.