



# **TRANSIT LOGISTICS SOLUTIONS INC.**

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**Challenger Group of Companies**

## **Accessibility Year 2 Progress Report 2025**



## INTRODUCTION

As part of our ongoing commitment to fostering a barrier-free and inclusive workplace, Transit Logistics Solutions Inc. (TLS) is pleased to present the Year 2 Accessibility Progress Report. This report outlines our progress toward the commitments identified in our 2023–2025 Accessibility Plan and aligns with the *Accessible Canada Act* (ACA).

We have taken steps over the past year to enhance our workplace accessibility by reviewing internal systems, improving training, and strengthening accommodations processes. Additionally, we continue to align our approach with industry best practices by working closely with Challenger Motor Freight Inc. and participating in cross-company accessibility initiatives.

## GENERAL

TLS remains committed to building a culture of inclusivity and accessibility. We recognize that accessibility is not only a reflection of our values, but also a key component of our growth and competitiveness within the trucking and logistics industry. Our goal is to contribute to a barrier-free Canada by fostering a workplace and service environment where everyone - employees, customers, and the public - can participate fully and equitably.

Creating a barrier-free organization is an ongoing journey. Our efforts are guided by our multi-year Accessibility Plan, developed in accordance with the *Accessible Canada Act*. Since the plan's creation in 2023, we have continued to identify, remove, and prevent barriers by listening to our employees, assessing our internal systems, and embedding accessibility into daily practices.

The development of the original plan was informed by consultations with employees who identify as having a disability. Feedback was gathered through employee surveys and external review to better understand the lived experiences of individuals within our organization. These insights helped us define the following priority areas:

- Enhancing the recruitment and attraction of persons with disabilities into the company and industry.
- Expanding accommodation options, particularly for front-line and driver positions.
- Strengthening our ability to provide information in alternate formats when requested.
- Increasing accessibility knowledge within our IT teams and leveraging available features in existing and future technology.
- Embedding accessibility reviews into decisions around facilities, procurement, internal programs, and services.

TLS continues to welcome feedback on our Accessibility Plan and progress reports from employees, the public, and other stakeholders. Feedback helps us identify new opportunities for improvement and reinforces our commitment to creating an inclusive and accessible organization.

For feedback or questions, please contact:

**Alex Mocevic, HR Business Partner**

**Email:** [accessibility@challenger.com](mailto:accessibility@challenger.com)

**Phone:** 519-653-9770 x 2357

**Mail:** 1790 Provincial Rd, Windsor, ON, N8W 5W3



Employees can provide feedback anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with.

Alternate formats of this report or any Accessibility Plan/Progress Report are available by contacting: [accessibility@challenger.com](mailto:accessibility@challenger.com) or 519-653-9770 x 2357.

TLS will provide alternate formats as soon as possible. We commit to providing them within these timelines:

- **Print:** 15 days
- **Large print** (larger text): 15 days
- **Braille** (a system of raised dots that people who are blind or with low vision can read with their fingers): 45 days
- **Audio** (a recording of someone reading the text out loud): 45 days

## 1. EMPLOYMENT

**Barriers:** Inaccessible job postings, inconsistent accommodation procedures, and lack of training for hiring managers.

**Actions:**

- Review all job postings for inclusive language and essential requirements.
- Provide accessibility and barrier-free recruitment training to managers.
- Expand accommodation options, particularly for drivers.
- Incorporate disability and accessibility content into the Code of Conduct.
- Review and update accommodation resources.

**Progress:**

- Job postings were reviewed and updated across the HR team to reflect inclusive language.
- Mandatory Diversity, Equity, Inclusion and Belonging (DEIB) training was added to all new hire bundles through our online training platform.
- Mandatory training on accessibility, accommodation, and barrier-free recruitment was assigned to all people leaders within the organization.
- Disability-specific job board research was completed and approved by leadership. We will now begin posting all vacancies to these job boards.
- Swivel seats and ladder accommodations were communicated to TLS HR Business Partners and made available through the accommodation process.
- The Accommodation Process Guide was finalized and added to the new hire bundle.
- The Code of Conduct is currently under review, with accessibility language to be added.
- The review of LOA policies for episodic disabilities is ongoing.

## 2. BUILT ENVIRONMENT

**Barriers:** Lack of accessible signage and inconsistent accessibility considerations during leasing.

**Actions:**

- Ensure safety signage in truck yards and buildings is legible for individuals with vision impairments.



- Improve accessibility considerations during lease decisions.
- Maintain accessible parking spaces.

**Progress:**

- No concerns were identified regarding low-visibility signage; TLS will continue to monitor signage locations in yards and buildings.
- TLS office locations were reviewed to ensure designated accessible parking remains available and properly used. The misuse of designated accessible parking was addressed in early 2025.
- Future leasing decisions will incorporate accessibility checklists.

### 3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

**Barriers:** Inconsistent accessibility training for IT staff and lack of procurement standards.

**Actions:**

- Provide training for IT staff on accessibility features and tools.
- Establish accessibility criteria for new technology purchases.

**Progress:**

- We are currently researching training options for IT team members.
- We are currently researching accessibility criteria to inform future IT procurement decisions, including reviewing best practices and standards from external sources.

### 4. COMMUNICATIONS OTHER THAN ICT

**Barrier:** No formal process for requesting alternate formats.

**Actions:**

- Develop a process for requesting alternate document formats.
- Update communication policies (e.g., Code of Conduct) to include accessibility.

**Progress:**

- Requests can be made through [accessibility@challenger.com](mailto:accessibility@challenger.com). Internal communications are in development.
- Alternate formats will be provided within ACA timelines.
- The Code of Conduct remains under review and will explicitly reference accessibility and inclusion once finalized.

### 5. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

**Barrier:** Accessibility not consistently integrated into procurement practices.

**Actions:**

- Update procurement templates and procedures to include accessibility requirements.

**Progress:**

- An Accessibility Checklist to be used for office and technology purchases is currently being developed, which will be utilized in the next reporting cycle.



## 6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

**Barrier:** No standardized accessibility review of programs and services.

**Actions:**

- Create an Accessibility Checklist for project and program design.
- Assign ACA-related training to leaders and program developers.

**Progress:**

- ACA and accommodation training was assigned to all managers with direct reports.
- An Accessibility Checklist is in development and will be implemented for all future TLS initiatives.

## 7. TRANSPORTATION

**Barrier:** Difficulty for drivers in entering transport trucks due to repetitive and high steps.

**Actions:**

- Promote availability of ergonomic truck modifications through the accommodation process.
- We will install swivel seats, where applicable, to improve access to truck cabs.

**Progress:**

- We have identified and vetted a vendor for both the extended tractor steps and swivel seats, with approval from our Director of Maintenance. We now have a reliable source for procurement and installation, ensuring that the necessary modifications can be made promptly and efficiently.
- Drivers who require these modifications can access them through the established accommodation process, which is communicated during onboarding and through ongoing HR support.

## CONSULTATIONS

In line with TLS's commitment to creating an inclusive and accessible workplace, we have made progress informed by direct feedback from employees and expert partners. This progress report reflects the insights gathered through consultations and reviews to ensure it meaningfully addresses barriers and outlines actionable next steps.

We gathered feedback and input in two key ways:

- **Anonymous Company-Wide Survey:** A company-wide accessibility survey was re-distributed to all TLS employees, inviting participation from individuals with disabilities and their allies. The survey covered various dimensions of accessibility in the workplace, allowing us to gather a range of perspectives and better understand where gaps and opportunities for improvement still exist.
- **External Review – KW AccessAbility:** KW AccessAbility, a third-party organization specializing in accessibility, conducted a review of TLS's Accessibility Plan, Year 1 Progress Report, and this Year 2 Progress Report. Their expert feedback has been instrumental in validating our progress to date and identifying areas for continued improvement as we move into the final year of our 2023–2025 Accessibility Plan.

## FEEDBACK

The feedback received provided valuable insights into the current state of accessibility within our organization. We received feedback from employees, including those with disabilities and their allies, which has been crucial for identifying existing barriers and areas for improvement.



## **Survey Results**

The results of this year's accessibility survey indicate a strongly positive employee experience with accessibility at TLS. While response volume was limited, all respondents reported no physical barriers in the workplace, no issues with online tools or systems, and no experiences of being treated differently because of a disability.

One respondent noted that access to additional tools or support — such as larger monitors or assistive technologies — could improve their productivity. We will continue to offer such accommodations through our existing processes. Another respondent emphasized the importance of keeping policies up to date with legal requirements, which aligns with our current practice of regularly reviewing our Accessibility Plan and associated procedures.

While the feedback was largely positive, a few respondents indicated that they were either unaware of accessibility policies or felt the company could be doing more, but did not provide additional context or suggestions. Additionally, no respondents reported having spoken with anyone at work about accessibility or disability-related topics. This highlights the need to continue promoting open dialogue around accessibility and inclusion, and to foster a culture where employees feel safe and supported in discussing their needs and experiences. We remain committed to fostering an environment where employees feel safe, supported, and empowered to share their experiences and request accommodations without hesitation.

We will continue to build psychological safety, normalize conversations about disability, and increase visibility of the supports available, particularly through awareness initiatives and leadership training.

## **KW AccessAbility**

In addition to internal feedback, TLS benefited from an external accessibility review conducted by KW AccessAbility. This expert evaluation focused on the content and structure of our Accessibility Plan and both progress reports. The review offered a third-party perspective on our current strategies and highlighted opportunities to enhance alignment with best practices under the Accessible Canada Act.

The review of this year's progress report conducted by KW AccessAbility found the following:

They noted that the reports were comprehensive, clearly structured, and demonstrated meaningful progress aligned with the Accessible Canada Act. The consultant indicated there were relatively few recommendations for improving the documentation itself, recognizing that our plan already outlines clear commitments and tracks well against our stated goals. Their feedback affirmed that our approach is both thoughtful and action-oriented, providing a solid foundation as we move into the final year of the plan.