

# Leduc Truck Service Ltd.

## Accessibility Plan

### General

Leduc Truck Service is committed to ensuring equal access and participation for people with disabilities. We are committed to meeting the needs of people with disabilities by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Canadian accessibility laws.

### Feedback Process

Our goal at Leduc Truck Service Ltd. is to ensure we are meeting the highest standard of accessibility possible in our organization. Your feedback is important and necessary for us to meet that standard. Your feedback will be used to improve our overall accessibility. Feedback can be provided anonymously, if desired, and will remain 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. To give feedback or with any questions or suggestions regarding the accessibility of our company please contact:

Human Resources  
Phone: 780-986-8484  
Email: [anita@leductruckservice.com](mailto:anita@leductruckservice.com)  
Mailing Address: 6117-46 A Street, Leduc AB

The Accessibility Plan is available in large print or alternate formats upon request through the above.

### Identified Areas in the Accessible Canada ACT

#### Employment

Leduc Truck Service Ltd. is committed to providing our employees with a barrier-free environment so that everyone has what they need to do their best work. Our objective has always been to enhance recruitment, retention, training, advancement, job satisfaction and support for all employees including those with disabilities. The Company reviews its practices and procedures to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities. Where necessary, accommodations are made during the recruitment and selection stages, and throughout the employment lifecycle.

Barrier: Technological and systemic barriers may exist for employee orientation and training.

Action: Training and development programs provided by the Company should be reviewed to consider an employee's barriers and abilities.

#### The Built Environment

Leduc Truck Service Ltd. has made many building accommodations for accessibility. Doorways and hallways are built to code. The employee lunchroom and washroom is wheelchair accessible. The Company wishes to improve its publicly accessible facilities with a goal of working towards making such facilities free of physical barriers, in order to promote a space of inclusivity. Physical barriers may exist in the Company's offices and facilities that can be improved upon.

Identified barriers to accessibility are:

1. Visible signage for designated handicap parking area.
2. Signage on lunchroom bathroom door to indicate that it is an accessible space.
3. Maintenance of outdoor environment to access entry point.
4. The emergency response plan does not make accommodation for those with disabilities.

Action is currently underway for the maintenance of the entry points. Appropriate signage is being looked into for implementation. The Company will review and update, as necessary, its emergency and disaster response plans to account for employees, and visitors with disabilities.

## Information and Communication Technologies (ICT)

Employees use ICT to engage in their work via computers and tablets.

Identified barriers to accessibility are:

1. Assuming that employees have the knowledge or experience with the devices or software

Action: Provide instruction and training to ensure employee success.

2. Ensuring that devices are compatible with users who may have disability needs.

Action: Ask employee at intake if there are special requirements they may need in order to complete the required task successfully.

## Communication, other than ICT

Our goal is to ensure that employees have the knowledge they need to do their work. Communication and accessibility supports provided to our employees include:

1. Documents
2. Memos and forms
3. Handouts or discussions at meetings
4. Policies and guidelines
5. On the job training/ mentorship

Upon request, Leduc Truck Service will provide or arrange for accessible formats and communication supports for employees, applicants, or persons accessing the company's goods or services. The company will consult with the individual to determine the specific barrier and the best way to provide support. Such accessible formats and communication support are conversion-ready and will be provided in a timely manner and at no additional cost.

Barrier: Not having assistance when filling out onboarding forms or reading documents.

Action: Ensure that assistance is given

## The Procurement of Goods, Services and Facilities

Barrier:

Procurement practices have the potential to be subject to unconscious bias and systemic barriers. It is the Company's goal to consider accessibility in its procurement processes, where possible.

Post from Reddit: *"Door knobs that twist to open rather than push down, which means folks who can't grasp things can't use the door."*

Action:

Review procurement practices and improve, where reasonable and applicable, to consider accessibility in the purchase of goods, services and the use or purchase of facilities.

## The Design and Delivery of Programs and Services

Our primary customers are other businesses, and as such, evaluating the design and delivery of programs and services to the public is not applicable. The Company considers the design and delivery of programs and services as it might apply to its employees and customers.

Leduc Truck Service Ltd. strives to ensure accessibility needs for all employees are met. Some examples of how we strive to achieve this are through discussion, plain language documents, and appropriate signage where needed.

*“Guidance and instruction could be improved.”*

Identified barrier:

1. The assumption that an employee can read and comprehend the documentation provided.

Action: Review the documentation with employees at onboarding. Have the onboarding personnel ask questions to ensure understanding. Encourage new hires to express need for accommodation.

2. The assumption that an employee “should” know how to do a task.

Action: Ensure managers are giving employees instruction on all tasks when they are first assigned to an employee. This gives the opportunity for the employee to succeed.

## Transportation

Leduc Truck Service’s business is transporting goods. We do not provide passenger transportation services. As such, barriers to the public and passenger-based services are not considered. Our focus is on continually evaluating potential barriers that exist for employees and candidates. Such barriers might include, physical barriers, like ramps, curbs, vehicle and equipment design or lack of vehicle and equipment adaptability. Leduc Truck Service will work towards reducing barriers for employees with disabilities to the extent reasonable, pursuant to applicable occupational health and safety legislation, and other relevant legislation.

Action: Assess the accommodations available for vehicles and equipment that would be compliant with the Company’s occupational health and safety, and other relevant legislative, contractual and other obligations for opportunities for safe implementation.

## Consultation

To align Leduc Truck Service’s commitment to make our workplace accessible to all, information for our plan was gathered via questionnaire to employees and stakeholders involved, including those with disabilities, Canadian Human Rights Commission website (<https://www.accessibilitychrc.ca/en/barriers-and-disabilities>) and online forums in which people with disabilities discuss barriers they face every day.

We will continue to receive feedback with the goal of improving the workplace to support persons with disabilities.