



**Trappers Transport Ltd
Progress Report
Accessibility Plan
June 1, 2025**

Accessibility Plan

General

The Accessible Canada Act

The Accessible Canada Act is a federal law that require all federal regulated companies, and agencies with 100+ employees to prepare plan and progress reports in finding, eliminate, and prevent barriers to accessibility including persons with disabilities. Adopted in 2019, the Act's primary goal is to create a Canada that is free of barriers by 2040.

Accessibility Statement

Trappers Transport Ltd. ("Trappers" or "the Company") is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

Accessibility Strategy

Trappers accessibility strategy contains details of the company's policies, practices, and services that aligns with the focus areas stated in the Accessible Canada Act. The Company's goal is to adopt a proactive approach in relation to the identification and removal of barriers across our services and offerings to our customers and employees. The strategy's guiding pillars are:

- Creating and promoting a diverse and inclusive workforce culture of equity and inclusion that values all our employees, visitors, and customers.
- Building accessible barrier free spaces
- Adopting the "Nothing without us" principle in the Accessibility Act

Contact Information

The company welcomes any feedback from the general public. Any feedback or questions regarding this plan or requests for copies of the accessibility plan in an alternative format can be addressed to the following designated company representative:

Marnalyn Javier, Payroll Manager
204-697-7646 ext 7644
payinfo@trapperstransport.com

Mailing:
1300 Redonda Street
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Feedback can be provided anonymously if desired.

Accessibility Commitment

- Trappers Transport Ltd. remains fully committed to providing a barrier-free environment consistent with the Accessible Canada Act.
- Communication channels remain open for feedback and requests regarding accessibility.
- The company continues promoting a diverse and inclusive workforce and works proactively to identify and remove barriers across all operations.

Employment

The Company faces challenges in attracting and retaining applicants from underrepresented populations, including people with disabilities, partly due to limited outreach to disability employment organizations, a fast-paced work environment that may not accommodate diverse needs, and a lack of accessible job descriptions and flexible work arrangements.

Actions Taken

- Created mentorship and support programs specifically designed to enhance retention and career development for employees with disabilities.

Progress

- Flexible work arrangements such as remote work and flexible hours have been introduced in several departments, with positive feedback from employees appreciating the increased accommodation of diverse needs.
- Inclusion and equity commitments are now prominently featured in all hiring advertisements, leading to a noticeable increase in applications from diverse candidates.
- Training for hiring and recruiting managers has been completed, resulting in improved understanding and application of barrier-free recruitment and accommodation practices.
- The review of recruitment, selection, and onboarding processes is complete, and updated procedures aligning with leading accessibility standards are being implemented across the company.
- The company has begun transitioning hiring and onboarding documents from paper-based formats to digital soft copies. This change improves accessibility for applicants and new hires by allowing for screen-reader compatibility, easier remote access, and simplified document completion. It also supports a more inclusive and efficient onboarding process.

The Built Environment

Some areas within the office and truck yard present physical accessibility challenges for employees, customers, and visitors with mobility limitations. Additionally, there is a lack of adequate identification, directional, informational, and regulatory signage throughout the premises.

Actions Taken

- Assessed physical access points and identified priority areas for improvement, including the installation or repair of automatic door openers.
- Reviewed signage needs across all facilities and developed a signage improvement plan to enhance visibility and navigation.
- Conducted an accessibility audit of all building signage with input from employees and visitors with disabilities to identify gaps in visibility, language, and format.

Progress

- Automatic door openers have been installed at main building entrances, significantly improving ease of access.
- Initial feedback from employees and visitors has indicated improved accessibility in modified areas, and further site evaluations are planned to assess remaining accessibility needs.

Information and Communication Technologies (ICT)

There is currently a limited level of accessibility awareness and technical expertise within the IT team, which may impact the company's ability to effectively support assistive technologies and ensure that digital platforms are accessible for all users.

Actions Taken

- Conducted an internal review of digital platforms and tools (including intranet, communication systems, and employee portals) to identify accessibility issues.
- Initiated planning for the integration of assistive technologies to better support employees and visitors with disabilities.
- The transition from Qtracs to the ISAAC system is underway, with accessibility considerations guiding implementation to support drivers with diverse needs and improve communication levels.
- Recruitment and HR documentation processes have been digitized to reduce reliance on manual paperwork. Employment forms, policies, and onboarding materials are now provided in accessible digital formats, and remote accessibility through secure internal systems

Progress

- Several internal systems, including the payroll portal and training dashboard, have undergone accessibility adjustments—such as larger font settings, improved navigation for screen reader users, and removal of flashing or distracting elements.

Communication Other Than ICT

The company does not currently have a consistent process in place to ensure that important communications—such as printed documents, internal notices, and external materials—are available in alternative formats (e.g., large print, plain language, Braille, or audio).

Actions Taken

- Identified commonly used communication materials that may require alternative formats, such as policy documents, onboarding forms, and public notices.

Progress

- Standard templates for frequently used documents (e.g., employee handbooks, job postings, safety notices) have been created in large print and plain language versions.

Procurement of Goods, Services and Facilities

Accessibility considerations have not been consistently integrated into the company's procurement processes. Current purchasing procedures do not require vendors or service providers to meet accessibility standards, which may result in acquiring goods or services that create or maintain barriers for people with disabilities.

Actions Taken

- Created standardized language for vendor contracts and RFPs that outlines the company's accessibility expectations.

Progress

- The procurement policy is currently under revision, with proposed updates including mandatory accessibility checks for all new purchases; the updated policy is expected to be finalized and implemented in the year.

Design and delivery of programs and services

The company currently lacks a standardized approach to ensure that accessibility is considered during the planning, development, and implementation of programs, processes, and services. As a result, accessibility may be overlooked or inconsistently applied across departments.

Actions Taken

- Developed an accessibility checklist to be used during the creation or revision of any company program, policy, or service.
- Consulted with employees and stakeholders, including individuals with disabilities, to gather feedback on current service barriers and opportunities for improvement.

Progress

- Feedback gathered from employee consultations has led to specific improvements in how onboarding and training programs are structured to support various needs.

- Operational processes, including the submission of PODs and related delivery documentation, have been digitized through ISAAC and integrated into the data repository. This improves the accessibility of workflows and supports more consistent, barrier-free communication between drivers and administrative teams.

Transportation

There is currently no standardized approach for ensuring that team members who require assistive equipment can access it easily and consistently across the company's transportation operations. This may create barriers for employees with disabilities in physically demanding roles or those who require equipment support.

Actions Taken

- Initiated a review of job functions across transportation roles to identify where assistive equipment may be needed.
- Researched various types of assistive devices relevant to the transportation sector, including ergonomic tools, vehicle access aids, and lifting supports.
- Engaged safety and health professionals to assess the suitability of potential equipment and provide guidance on integration.

Progress

- A preliminary list of recommended assistive equipment has been developed, including ergonomic seating options, step assists, and portable ramps.
- A draft accessibility checklist has been completed and is currently being tested in select departments to evaluate its usability and effectiveness.

Information Management and Accessibility

Trappers Transport Ltd. is proud to be **Records and Information Management (RPM) certified**, demonstrating our commitment to organized, secure, and accessible document handling across all areas of the business.

This certification supports our accessibility efforts by:

- Ensuring that all key documents, including onboarding forms, internal policies, training content, and public-facing materials—are consistently managed and available in accessible digital formats
- Strengthening our internal systems for tracking, storing, and retrieving accessibility-related data, including feedback, progress updates, and compliance documentation.
- Enhancing the security and accessibility of sensitive information shared across departments through digital systems that support remote access and inclusive formats.

By aligning strong records management with inclusive practices, Trappers continues to reduce barriers and deliver a more accessible and efficient workplace.

Consultation with people with disabilities

Trappers recognizes that persons with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the *Accessible Canada Act*:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they can and want to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination persons face.
- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

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

- Employee Outreach
- Employee Interviews

We will continue to survey employees, including those with disabilities, and reach out to any working groups that have been developed as part of this Accessibility Plan, to measure progress and ensure that we realize the changes we've set out to achieve.

Glossary

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 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 a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Date: 05/30/2025