

The Accessible Canada Act

Travelers Transportation Services Accessibility Progress Report 2024

GENERAL

Summary

Travelers Transportation Services is committed to fostering an accessible, inclusive, and barrier-free environment for all individuals, including customers, employees, and the general public. This report serves as the one-year update to our initial Accessibility Report, first published on June 1, 2024. It highlights the progress made over the past 12 months in implementing and improving accessibility across our services and operations.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers.

Input and Feedback

Travelers Transportation Services welcomes feedback on our Accessibility Plan and from anyone associated with the business. This feedback is valuable to help break down accessibility barriers and build on our commitment to accessibility. If you have an inquiry wish to provide feedback or would like to request a copy of the Accessibility plan, progress reports in an alternate format, please use one of the contact methods below. We will respond to all feedback and requests in a timely manner. If you require support while providing feedback, let us know and we will do our best to accommodate your needs.

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Statement of Commitment

The Organization is committed to ensuring our organization and the services we provide are accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers. Our Accessibility journey will be developed by consultation with persons with disabilities.

Reporting our Plan

As required by the accessible Canada Act, we will publish a progress report every year that measures our progress against our commitments. We will review and update our Accessibility Plan every three years.

Addressing Areas Identified in the Accessible Canada Act (ACA)

EMPLOYMENT - *The “employment” area ensures that candidates and employees who experience barriers are supported throughout the entire employment lifecycle.*

Barrier #1: *Not enough information for individuals applying to our job ads on equal opportunity and accommodation during the hiring process.*

Actions: Statement added to job ads that encourage and welcomes individuals with disabilities to apply to our jobs, emphasizing commitment to providing equal opportunities and reasonable accommodation throughout the hiring process.

Progress:

- Efforts have been made to ensure active job postings across our recruitment platforms include a standardized accessibility statement.
- HR templates were updated to permanently embed inclusive language in all job advertisements
- Positive feedback received from applicants acknowledging our inclusive hiring message.

Barrier #2: *We understand the need to improve our communication practices in addition to initial accessibility training to ensure that individuals are fully aware and reminded of the diverse range and variety of accommodations available to them.*

Actions: Enhanced communication efforts, ensuring that individuals continue to be reminded and provided with information regarding accommodation options and the process involved on an ongoing basis (not just onboarding).

Progress:

- Launched quarterly accessibility and inclusion bulletin starting September 2024, including reminders about accommodations.
- Initial training has been given to some managers as to how to respond to requests for accommodation during the recruitment and interview process.
- Updated training and guidance to managers to support team discussions about accommodation.
- Reinforced message through all-staff meetings and internal memos throughout the year.

THE BUILT ENVIRONMENT - *The “built” environment area ensures that workspaces and the work environment are accessible for all.*

Barrier #3: *We have identified entrance barriers – there are 2 steps coming into the front entrance and 2 steps at a side entrance.*

Action: We have authorized two other entrances by the shop and at the back of the building for those that experience the stairs as a barrier. We will continue to assess whether these are adequate on an ongoing basis and if needed we will find alternate space in the building that can accommodate a permanent or temporary restriction.

Progress:

- The alternative entrances were officially marked and communicated to all staff by signage and internal memo
- Staff have been informed on how to assist or direct individuals to these accessible entrances when needed
- Both entrances were inspected and cleared for safety and winter access (salted, cleared of snow regularly)
- Monthly assessments to ensure these entrances remain unobstructed, safe and functional year-round.
- Discussions are ongoing with Facilities Management regarding the feasibility of a ramp or alternate entrance modification if use of the current alternatives becomes impractical.

Barrier #4: *Lack of accessibility features such as push buttons in meeting rooms and washrooms.*

Action: Install universally accessible push buttons in meeting spaces and washrooms to enhance inclusivity and accommodate individuals with diverse needs

Progress:

- Conversations regarding a budget for potential modifications are ongoing
- Pushbutton openers have not yet been installed as there is no immediate need for them
- Our next facilities audit in July 2025 will identify additional locations where pushbuttons may be beneficial, with a phased installation plan scheduled to begin Q4 2025.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) - *“Information and Communication Technologies” are various technological tools used to send, store, create, share, or exchange information.*

Barrier #5: Not having accessible formats and communication support for employees, applicants or individuals utilizing ICT when accessing company services

Progress:

- Upon request, the company will provide or arrange for accessible formats and communication support for employees, applicants, or people utilizing information and communication technologies when accessing services

- We will use our feedback process to assist us in improving information and communication technologies usage within the company.

COMMUNICATION OTHER THAN ICT - *This area requires that organizations provide barrier free access for the public, clients, and employees to all the communications that the Company produces for this audience.*

Barrier #6: *We do not have a consistent process to ensure alternate formats of communication are available.*

Action: Review external website social media video content and identify ways to improve accessibility through alt text and closed captioning and develop process to identify and create accessible options when developing web-based content.

Progress:

- Content accessibility checklist was developed to guide staff when creating or publishing social media content
- Closed captioning was added to all video content produced after January 2025, including training and recruitment materials
- An internal working group established to assess ongoing accessibility needs and ensure compliance with evolving best practices
- Content creators will receive updated training on accessible content standards (ie, alt text writing, video captioning tools)

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES - *The “procuring (buying) goods, services, and facilities” area ensures that accessibility is considered at the beginning of the buying process.*

Barrier #7: Not all vendors or suppliers engaged by the company may meet accessibility standards or provide accessible services/products, which may limit the company’s ability to ensure fully inclusive experience for clients and employees.

Actions:

- Our standard process to place orders is Online through email, however, we offer the following alternative options:
Telephone
In person
Fax is also available

Progress:

- Staff handling procurement and customer service requests have been trained in how to support individuals using alternative communication methods
- Ensure accessibility needs are considered when purchasing software, equipment, and food items

- Review vendors' accessibility capabilities to ensure they can deliver goods and/or services consistent with our current accessibility needs
- No complaints or accessibility-related issues have been reported with respect to ordering methods.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

***Barrier #8:** We do not currently have a standard approach for ensuring all programs, processes, and services have taken accessibility into consideration.*

Actions: Develop and promote guidelines on how to apply accessibility lens when reviewing company policies, programs, and services. Create accessibility checklists to help ensure key accessibility considerations are made.

Progress:

- Further education throughout the organization on the Accessibility Act, the Accessibility Plan and Progress reports are being developed.
- This includes creating standardized reports, feedback forms, consultation reporting documents and checklists that will be used to identify and address areas where accommodation is required.
- A review of all procedures, reports and processes is scheduled to be completed within Q2 2025.

***Barrier #9:** Although no employees have come forward with accessibility issues to our trucks, we have not done a thorough audit of potential barriers entering our trucks.*

Action: Reaching out to our company drivers to inquire about any potential barriers they may be experiencing but have not communicated with us. Highlight using our feedback process to assist with this. Create an environment where drivers feel comfortable bringing concerns forward when accessing our trucking equipment.

Progress:

- In November 2024, an anonymous survey was distributed to all drivers asking about any challenges or barriers they may face when accessing or opening company trucks.
- The survey was accompanied by a message from leadership reinforcing the importance of accessibility and the company's commitment to listening without judgement
- No accessibility related issues were reported in the first round of responses, and the initiative helped build awareness
- Managers were briefed in January 2025 on how to proactively engage with drivers and encourage ongoing open communication about equipment related barriers
- Accessibility considerations will be added to the regular truck inspection and driver feedback checklist as of mid-2025
- A follow-up survey is scheduled for mid-2025 to continue monitoring and ensure emerging issues are identified early

CONSULTATIONS

Travelers Transportation Services recognizes that people with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the Accessible Canada Act:

The company is committed to ensuring that people with disabilities are involved in all decision-making regarding its policies, programs, practices, and delivery service. Although no employees came forward, we will continue to encourage staff on an ongoing basis to participate through our onboarding and training efforts.

Progress:

- Information on accessibility consultations and the company's inclusive decision-making commitment was added to onboarding materials for all new hires
- Accessibility and inclusion are emphasized during annual training refreshers to ensure all employees are reminded of their role and the company's commitment to accessibility
- An anonymous suggestion box was introduced to allow employees to provide feedback or raise concerns comfortably
- In quarterly all staff meetings, a standing agenda item now highlights accessibility initiatives and encourages open dialogue
- HR has reported increased general engagement with inclusion topics, although no direct accessibility consultations requests have been received yet

FEEDBACK

Progress: At the time of completion of this progress report, no feedback has been received regarding the posted Accessibility Act Plan.

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 – 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 anything 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.