

# Accessibility Plan Progress Report

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CARON TRANSPORTATION SYSTEMS



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APPROVED BY:

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DATE SIGNED

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## 1. EXECUTIVE SUMMARY

Caron Transportation Systems is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the customers we serve to have the best experience possible with our services, products and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Caron Transportation Systems will build on our current efforts through the development of our initial Accessibility Plan as required under the *Accessible Canada Act*. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

We will continue to comply with the Accessible Canada Act, and identify, remove, and prevent barriers in areas including:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than information and communication technologies
- Procurement of goods, services, and facilities
- Design and delivery of programs and services
- Transportation

This progress report has been prepared to meet our obligations under the Accessible Canada Act.

## 2. YOUR INPUT AND FEEDBACK

Caron Transportation Systems welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback, let us know and will do our best to accommodate your needs.

CONTACT: HRC (Human Resources Confidential)  
MAILING ADDRESS: 301 Streambank Avenue, Sherwood Park, AB T8H 1N1  
EMAIL: [HRC@carontransport.ca](mailto:HRC@carontransport.ca)  
PHONE: 780-449-6688  
WEBSITE: [www.carontransport.ca](http://www.carontransport.ca)

Employees can provide feedback anonymously if desired. 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.

The feedback process is published in conformance with all applicable legislation. Any changes to the accessibility plan or the feedback process are published as soon as possible and notice of any changes are reported to the accessibility commissioner.

The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

### 3. FEEDBACK & CONSULTATIONS

Caron Transportation Systems received limited feedback in 2024. We are exploring ideas and opportunities to encourage further input and feedback on our accessibility plan and accessibility within the workplace.

While developing and implementing our accessibility plan, in addition to consulting with our employees, including those with disabilities, we engaged with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company's building space and yards, as well as our programs and services.

Organizations include:

- Canadian Transportation Agency/ Accessible transportation - Consultations | Canadian Transportation Agency ([otc-cta.gc.ca](http://otc-cta.gc.ca))
- Canadian Association of the Deaf - Transportation and Travel - Canadian Association of the Deaf ([cad.ca](http://cad.ca))
- Rick Hansen Foundation - Accessibility matters | Rick Hansen Foundation
- Health Canada, Network for persons with disabilities

## 4. AREAS OF FOCUS

The table below, identifies the areas described under Section 5 of the Act and the progress made in removing or mitigating the barriers identified in our Accessibility Plan. Caron Transportation Systems will continue to address these barriers and remains committed to accessibility.

Barrier	Action	Progress
<b>Employment</b>		
<p>Barrier #1: Our company continues to face competition for employees and is currently not attracting enough applicants from under-represented populations such as persons with disabilities.</p>	<ul style="list-style-type: none"> <li>• Enhance our careers section of website to increase visibility to Canadians with disabilities of the various jobs available in the trucking sector, highlighting our commitment to their inclusion in our workplace.</li> <li>• Educate hiring managers on accessibility and how they can ensure a barrier-free hiring selection and accommodation process.</li> <li>• Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices in other trucking companies and different industries.</li> </ul>	<ul style="list-style-type: none"> <li>• Partnered with an applicant tracking system that adheres to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, regularly tests and upgrades the platform for accessibility, and provides tools such as keyboard navigation, screen reader compatibility, and enhanced contrast options to support the diverse needs of users.</li> <li>• Accessibility and accommodation training is provided to employees involved in the hiring process. This effort will remain ongoing as the accessibility and accommodation landscape evolves.</li> <li>• Ongoing effort to benchmark recruitment practices.             <ul style="list-style-type: none"> <li>○ Reviewed comparable employers on the Equi'Vision Employment Equity</li> </ul> </li> </ul>

		<p>Tool to benchmark our employment demographics.</p> <ul style="list-style-type: none"><li>○ Ongoing research and related to leading accessibility practices in the industry.</li><li>○ Attending learning events as available related to accessibility in recruitment.</li><li>● Reviewed job ads and updated layouts for easier candidate reading/understanding</li></ul>
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Barrier	Action	Progress
<b>Employment</b>		
<p>Barrier #2: There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in working in our transportation industry as drivers, dispatches, the trades, administration, and others.</p>	<ul style="list-style-type: none"> <li>• Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments.</li> <li>• Develop a work team consisting of managers, drivers, persons with disabilities and a disability accommodation consultant to assess and identify options for a wider range and variety of potential accommodations.</li> <li>• Where reasonable, management and finance will determine and implement an accommodation budget to allow for assistive equipment such as lifts, steps, enhanced audio, and illumination improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Following training on accessibility and accommodation, continued process guidance and guides for managers supporting their employees and implementing suitable workplace adjustments.</li> <li>• Management and finance have implemented funds available to allow for assistive equipment. In 2024, the organization began the process of securing quotes and in Q1 2025, a chair lift was installed for equal access to second floor</li> <li>• Management and finance continue to allocate funds for implementation of assistive equipment including but not limited to:               <ul style="list-style-type: none"> <li>○ Chair lift</li> <li>○ Sit/stand desk toppers</li> <li>○ Ergonomic furniture in office spaces</li> <li>○ Improved lighting in yards and parking lots</li> <li>○ Step assistance for trucks</li> </ul> </li> </ul>

Barrier	Action	Progress
<b>Built Environment</b>		
Barrier# 3: Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.	<ul style="list-style-type: none"> <li>• Automate door openers in the Company's primary pathways.</li> <li>• Establish a standing advisory committee of internal stakeholders to provide feedback on additional proposed design changes to the built environment and assign priority for completion.</li> </ul>	<ul style="list-style-type: none"> <li>• The organization continues to investigate automating door openers or similar devices in the company's primary pathways. Where possible, we ensure that entryways within our building are accessible and that we provide adequately spaced pathways for employees to move around.</li> <li>• Our executive team works with our Employment Equity, Policy, and Joint Health and Safety committees for feedback on additional proposed design changes and they assign priority for completion.</li> </ul>
Barrier# 4: Safety signage in our buildings and truck yards are not accessible for people with low vision.	<ul style="list-style-type: none"> <li>• Improve illumination of current yard signs regarding safety and direction indicators</li> </ul>	<ul style="list-style-type: none"> <li>• New yard signs have been installed that take into consideration persons with low vision.</li> </ul>

Barrier	Action	Progress
<b>Information and Communication Technologies (ICT)</b>		
<p>Barrier #5: The current IT team has not been given the mandate to become familiar with accessibility technology and therefore has not determined how to assist persons with disabilities in the workplace.</p>	<ul style="list-style-type: none"> <li>• Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.</li> <li>• Deliver and promote end-user training on using accessibility features on all programs.</li> <li>• Develop and promote guidance and training documents for persons with disabilities.</li> <li>• Develop accessibility guidance checklists and documents for employees that are building or procuring information technology.</li> </ul>	<ul style="list-style-type: none"> <li>• IT employees continue to familiarize themselves with and test available adaptive services in our current systems.</li> <li>• As a part of new hire training IT gives one-on-one meetings for new employees setting up their workstation to ensure that employees are set up properly and understand how to utilize their workstations.</li> <li>• On a weekly basis, the IT department sends out a short learning email that shows employees how to set up options and availability to make using their workstation better. Past topics have included icon sizes, contrast, setting up different kinds of shortcuts in our programs to allow for less data entry of commonly used keystrokes.</li> </ul>
<p>Barrier #6: Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.</p>	<ul style="list-style-type: none"> <li>• Take an inventory of IT systems used by the company to measure accessibility capabilities</li> <li>• Progressively introduce new accessibility functions to IT systems.</li> </ul>	<ul style="list-style-type: none"> <li>• The organization is currently undergoing an in depth, multi-year system review with anticipated system migrations. As a part of the review/migration, accessibility functions will be considered.</li> </ul>

Barrier	Action	Progress
		<ul style="list-style-type: none"> <li>• The organization is implementing a new HRIS/Payroll/Time &amp; Attendance system. Considerations for accessibility were taken in choosing the system such as:               <ul style="list-style-type: none"> <li>○ WCAG 2.1 AA</li> <li>○ Content accessible by including text alternatives such as images and icons</li> <li>○ Content preserved when format changes</li> <li>○ Higher contrast between text and background</li> <li>○ Accessible only using keyboard controls</li> <li>○ Predictable order and navigable in sequential order</li> <li>○ All links can be determined by text link alone</li> <li>○ Content and language accurately determined</li> <li>○ Assistive technologies can interact and</li> </ul> </li> </ul>

Barrier	Action	Progress
		<p>identify complex elements such as buttons on menus and pages.</p>
<p>Barrier #7: The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of factors and attendees to participate meaningfully.</p>	<ul style="list-style-type: none"> <li>• Review the technology used in common conference, learning, and meeting spaces to ensure that it meets a high level of accessibility and respects all legal and policy requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• The organization moved system providers for our virtual meeting platform. The new platform better meets potential accessibility needs.</li> </ul>
<b>Communication Other Than ICT</b>		
<p>Barrier #8: The company does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.</p>	<ul style="list-style-type: none"> <li>• Identify service providers and develop contracts or agreements to create alternate formats where appropriate and when needed.</li> <li>• Prepare standard resources and commonly used company communication in alternative formats for distribution upon request.</li> <li>• When asked, we commit to providing these alternate formats as soon as possible and within Accessible Canada Regulations timeframes:               <ul style="list-style-type: none"> <li>○ print</li> <li>○ large print</li> <li>○ braille</li> <li>○ audio format</li> <li>○ electronic format</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The organization identified a list of various service providers to create alternate formats where appropriate and when needed.</li> </ul>

Barrier	Action	Progress
	compatible with adaptive technology meant to help people with disabilities.	

<b>Procurement of Goods, Services, and Facilities</b>		
<p>Barrier #9: Caron Transportation Systems' procurement procedures and practices do not take into consideration accessibility requirements.</p>	<ul style="list-style-type: none"> <li>Update the procurement procedures to include accessibility checks when buying goods and services.</li> </ul>	<ul style="list-style-type: none"> <li>As a part of our multi-year system review and potential implementation, all procedures are being reviewed and adjusted.</li> <li>When choosing a new HRIS system for implementation, the organization ensured that accessibility was a consideration in choosing the platform we have partnered with.</li> </ul>
<b>Design and Delivery of Programs and Services</b>		
<p>Barrier #10: Currently, there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.</p>	<ul style="list-style-type: none"> <li>Leverage mandatory requirement to consult with persons with disabilities by creating a forum of employees from various departments to review and provide feedback on all programs, processes, policies, and services. This forum will review current programs and services and will provide future input prior to the development of future programs and services.</li> <li>Develop and promote guidelines on applying the accessibility lens when reviewing company policies, programs and services.</li> <li>Create an Accessibility</li> </ul>	<ul style="list-style-type: none"> <li>Currently, the organization consults with our Employment Equity, Policy, and Joint Health &amp; Safety committees to review and provide feedback for current and future programs and services.</li> <li>Development will commence on guidelines for applying the accessibility lens. Currently, this has been addressed through accommodation training.</li> <li>We have begun gathering requirements for a checklist.</li> <li>Currently reviewing options for ACA and ACR training for employees in</li> </ul>

	<p>Checklist to help ensure accessibility considerations are considered.</p> <ul style="list-style-type: none"> <li>• Provide training on the Accessible Canada Act and Accessible Canada Regulations for roles that develop programs, processes, and procedures.</li> </ul>	<p>roles that develop processes and procedures.</p>
<b>Transportation</b>		
<p>Barrier #11: Caron Transportation Systems are currently limited in the options that it provides for employees that experience challenges and concerns with driving during dawn, dusk, or nighttime driving.</p>	<ul style="list-style-type: none"> <li>• Work with customers to identify and consider implementing “winter schedules” that will shift and/or shorten driving hours to align with dusk and dawn hours.</li> </ul>	<ul style="list-style-type: none"> <li>• We are continually seeking opportunities to work with our customers to implement “winter schedules”. Given the nature of the job and duties, there are barriers outside of our control in reducing this barrier. The organization remains committed to finding ways to minimize this barrier.</li> </ul>
<p>Barrier #12: Entering a transport truck and other fleet vehicles often poses a problem for drivers over time due to the repetition and height of the steps. For people with motor-related disabilities, requiring them to get into a cab can prohibit them from doing their job.</p>	<ul style="list-style-type: none"> <li>• Budget for and carry a small inventory of extended tractor steps and/or folding steps which can reduce the climbing distance to get into the truck cabs or warehouse vehicles.</li> <li>• Where applicable, install a swivel seat to improve access to truck cabs or warehouse vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>• Funds are budgeted to purchase extended tractor steps and/or folding steps to reduce climbing.</li> <li>• The organization has funds available to, where applicable, purchase a swivel seat to improve access to truck cabs or warehouse</li> </ul>