

ACCESSIBILITY PLAN FOR PEARSON TRANSPORT LTD.

GENERAL

Prepared on June 1, 2024, by: Erika Pearson, Accessibility Coordinator

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ACCESSIBILITY COMMITMENT

Pearson Transport Ltd. 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 public we serve 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. Pearson Transport Ltd. 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.

EMPLOYMENT

Pearson Transport Ltd aims to ensure that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Barrier #1:

Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.

Actions:

- Add a careers section to our 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 workforce.
- Offer staff training on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.
- Benchmark current recruitment, selection and onboarding practices against leading accessibility practices in other trucking companies and different industries.

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 becoming truck drivers and/or members of our operating staff.

Actions:

- Create awareness and education to help managers understand their responsibilities in supporting their employees and implementing suitable workplace adjustments.
- Develop a work team consisting of managers, drivers, persons with disabilities to assess and identify options for a wider range and variety of potential accommodations.
- Management and finance will determine and implement an accommodation budget to allow for assistive equipment such as lifts, steps, enhanced audio, illumination improvements etc.

BUILT ENVIRONMENT

The "built environment" area ensures that workspaces and the work environment are accessible for all.

Barrier #3:

Some spaces within the office may limit the mobility of employees and visitors with disabilities.

Actions:

- Communicate with internal stakeholders to provide feedback on additional proposed design changes to the built environment and assign priority for completion.

Barrier #4:

Safety signage in our building is not accessible for people with low vision.

Actions:

- Install signs with tactile and Braille text in key locations throughout building. This includes tactile walking surface indicators to warn of hazards.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share or exchange information.

Barrier #5:

The current team is not well versed in accessibility technology and does not know how to assist persons with disabilities in the workplace.

Actions:

- Train staff to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.
- Provide guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.).

Barrier #6:

Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.

Actions:

- Take an inventory of IT systems used by the company to measure accessibility capabilities.
- Progressively introduce new accessibility functionality to IT systems.

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 #7:

Pearson Transport Ltd 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.

Actions:

- Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request.
- When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations: print, large print, braille, audio format, an electronic format that's compatible with adaptive technology meant to help people with disabilities.

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 #8:

Pearson Transport's procurement procedures and practices do not take into consideration accessibility requirements.

Actions:

- Update the procurement procedures to include accessibility checks when buying goods and services.
- Include accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services and confirms that they will abide by the requirements of the Accessible Canada Act.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

When designing and delivering our internal and external programs and services, accessibility considerations must be part of the process right from the very start.

Barrier #9:

Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Actions:

- Create and utilize an Accessibility Checklist to help ensure key accessibility considerations are considered.
- Consult with staff and all persons with disabilities including drivers, IT, HR, accounting and operations to review and provide feedback on all programs, processes, policies and services. This will support a review of current programs and services.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

TRANSPORTATION

This area of focus in the Accessible Canada Act covers the transport of people and goods. Vehicles that are used by organizations and regulated by the federal government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

Barrier #10:

Pearson Transport Ltd is currently limited in the options that it provides for employees that experience challenges and concerns with driving during dawn, dusk, or nighttime driving.

Actions:

- For long haul trucking, if possible, implement a two-driver arrangement so that nighttime driving can be done by the second driver.
- Hire a casual company long haul driver to support drivers when needed.

Barrier #11:

Entering a transport truck and other warehouse 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.

Actions:

- 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.

CONSULTATIONS

To align with Pearson Transport Ltd.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees.

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

- Companywide survey.
- Access resources provided from external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to our building space. Organizations we have consulted include Alliance for Equality of Blind Canadians, Canadian Association of the Deaf, ABC Disability Consulting Group, Health Canada, Network for persons with disabilities

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

Pearson Transport Ltd
Progress Report on Accessibility Implementation
Effective Date: June 1, 2025

1. Introduction

Pearson Transport Ltd is committed to fostering an inclusive and accessible environment for all individuals, including customers, employees, and other stakeholders. This progress report provides an update on the implementation of our Accessibility Plan, including actions taken, feedback received, and steps taken to address concerns, in compliance with the Accessible Canada Act.

2. Objectives of the Accessibility Plan

Our Accessibility Plan outlines key commitments in the following areas:

- Ensuring our services, facilities, and communications are accessible
- Providing clear feedback mechanisms for accessibility concerns
- Addressing accessibility barriers proactively
- Continuously improving accessibility initiatives through stakeholder engagement

3. Summary of Implementation Progress

Since the launch of our Accessibility Plan, Pearson Transport Ltd has taken the following steps to improve accessibility:

- Established a formal Feedback Process for Accessibility, effective June 1, 2024.
- Developed multiple feedback submission channels (online, email, phone, mail, in-person).
- Ensured timely acknowledgment and review of feedback by our Accessibility Coordinator.
- Began the implementation to address the most common areas of concern that were communicated and collected from those that volunteered to complete our accessibility survey.

4. Feedback Process and Summary of Feedback Received

4.1 Methods of Feedback Submission

Feedback on accessibility has been collected through:

- Emails sent to erika@pearsontransport.ca

4.2 Summary of Feedback Received

Between June 1, 2024, and May 30, 2025, Pearson Transport Ltd received 5 accessibility-related feedback submissions. Key themes include:

- Physical accessibility of office and vehicle facilities
- Ease of communication and availability of accessible formats
- Need for staff training on disability inclusion

5. Actions Taken in Response to Feedback

Pearson Transport Ltd has responded to the feedback received in the following ways:

- **Facility Improvements:** Researched and downloaded the Accessible Flat Rate Information Sheet 2024-25 to better understand suggested recommendations for best accessibility and funding opportunities should our office require better accessible doors for better wheelchair accessibility.
- **Service Enhancements:** Updated our website with accessibility-friendly navigation features.
- **Staff Training:** Provided videos and other resources via email.
- **Policy Updates:** Reviewed and adjusted internal procedures to better accommodate accessibility requests.

6. Challenges and Areas for Improvement

While progress has been made, Pearson Transport Ltd has encountered the following challenges:

- Limited resources for immediate facility upgrades
- Need for further staff training on accessibility best practices
- Enhancing digital accessibility compliance on our website

To address these challenges, we plan to:

- Seek additional funding opportunities for accessibility improvements
- Develop an ongoing accessibility training program
- Work with web developers to enhance digital accessibility compliance

7. Future Commitments and Next Steps

Moving forward, Pearson Transport Ltd is committed to:

- Continuing to monitor and respond to accessibility feedback promptly
- Conducting annual accessibility audits to identify and address barriers
- Expanding accessibility training for all employees and stakeholders
- Updating our Accessibility Plan with new strategies based on stakeholder input

8. Conclusion

Pearson Transport Ltd remains dedicated to improving accessibility and fostering an inclusive environment for all. We acknowledge the valuable feedback received and will continue to use it to drive meaningful improvements in our workplace.

For any questions regarding this report or to submit additional feedback, please contact:

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