



Accessibility Plan – Progress Report 2025

General

TEAMS TRANSPORT 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 we will do our best to accommodate your needs.

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Employment

The “employment” area ensures 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 qualified applicants from underrepresented populations such as people with disabilities.

Actions:

- Enhance the careers section of 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.
- Educate hiring managers on accessibility and how they can ensure 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.
- **NO current progress reported**
 - **Next Steps:**
 - *Assign internal lead to oversee inclusive recruitment practices.*
 - *Schedule training for hiring managers on inclusive hiring by Q2 2026.*

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 the transportation industry.

Actions:

- 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.
- **NO current progress reported**
 - **NEXT STEPS:** *Develop framework for workplace accommodations*

Built Environment

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

Barrier #3: Access to 2nd floor

Actions:

- Main floor accommodation for workspaces are available to those employees with limited mobility.

Progress: ongoing

▪ NEXT STEPS:

- *Continue main floor workspace accommodations*

Barrier #4: Signage

Accessible parking spots are only marked on the pavement, which can be obscured by ice and snow.

No interior signage is incorporated to help people navigate safely through the building.

Actions:

- Incorporate signs on poles to identify Accessible parking spots.
- Incorporate signage within the building to identify which parts of the building serve what purpose.
- Incorporate signage welcoming service animals.

Progress: in progress

▪ NEXT STEPS:

- *Install signage on poles for accessible parking by Winter 2025.*
- *Complete interior signage updates by Q2 2026.*
- *Ensure all new signage meets tactile and visual accessibility standards.*

Barrier #5: Warehouse

The warehouse area does not have clear demarcation to separate working spaces vs. walking spaces. Wheelchair access enters directly into the working space of warehouse and walkway not clearly defined.

Actions:

- Clearly mark appropriate walking areas with high visibility marking/paint to define use.
- Clearly designate pathway for wheelchair entrance
- Ensure aisles are not impeded and easily accessible.

Progress: in progress

▪ NEXT STEPS:

- *Complete floor demarcations by end of Q4 2025*
- *Conduct walk-through audits quarterly to ensure pathways remain clear*

Barrier #6: Outdoor spaces

The outdoor patio located in the back of the building had no railings to separate people from the vehicle parking.

Employee entrance lacks railings around step/landing. People with mobility devices and able-bodied alike can fall.

Actions:

- Install railings around the patio.
- Install railings around steps at employee entrance

Progress: in progress

▪ NEXT STEPS:

- *Source vendor to install railing around employee patio and employee entrance*
- *Monitor other outdoor areas for additional safety improvements*

Barrier #7: Doors

Currently only the main entry doors are equipped with automatic doors and the length of time provided for entry was insufficient. Door opening buttons are not clearly labeled.

Actions:

- Increase the time the doors remain open.

Progress: Adjustments made to timing

- **NEXT STEPS:**
 - *Continue to monitor automatic door timer settings*

Information and Communication Technologies (ICT)

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

Barrier #8:

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

Actions:

- Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions for persons with disabilities.
- Investigate, deliver, and promote end-user training on using accessibility features on all available programs used within the corporate environment.

Progress: In progress

- **NEXT STEPS**
 - *Schedule IT accessibility training by Q2 2026*
 - *Look to partner with experts in assistive technology to provide practical training*

Barrier #9:

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.
- Investigate available accessibility features within updated phone system and facilitate training.

Progress: In progress

- **NEXT STEPS**
 - *Begin accessibility audit of software and platforms*

Barrier #10:

The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Actions:

- 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.
- Investigate available accessibility features within Microsoft teams platform and facilitate training.

Progress: In progress

NEXT STEPS

- *Look to expand current training of Microsoft TEAMS and other communication tools for accessible configuration.*

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 #11: TEAMS Transport 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:

- Identify service providers and develop contracts and/or agreements to create alternate formats, where appropriate and when needed.
- 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 is compatible with adaptive technology meant to assist people with disabilities.

Progress: In progress

- *Vendors with capabilities to provide alternative formats have been identified.*

NEXT STEPS

- *Train communications team to proactively offer alternate formats.*
- *Develop internal SOPS for obtaining alternate format documents*

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 #12: TEAMS 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.

Progress: In progress

NEXT STEPS

- *Implement procurement policies*

Design and Delivery of Programs and Services

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

Barrier #13: Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Actions:

- Create an Accessibility checklist to help ensure key accessibility considerations are reviewed.
- Develop and promote guidelines on how to apply the accessibility requirements when reviewing company policies, programs, and services.

Progress: In progress

NEXT STEPS

- *Develop and implement an Accessibility Review checklist*

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 operations and provide accommodations to the employee operating the vehicles as needed.

Barrier #14: 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:

- Study the feasibility of budgeting for 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.

Progress: Ongoing

Purchased an inventory of foldable step ladders to be supplied to drivers experiencing mobility issues

NEXT STEPS:

- *Continue testing new step ladder designs for broader use*
- *Collect ongoing feedback from drivers*
- *Explore feasibility of vehicle modifications*

Consultations

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

- Companywide survey.
- Engaging with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company's building space and yards and our programs and services. Organizations we consulted with include:
 - The Manitoba League of Persons with Disabilities

Progress: Consulted with drivers for feedback on various folding/extending step ladders for making entrance into trucks/trailers more accessible.

Conclusion

TEAMS TRANSPORT continues to work toward the vision of an accessible and inclusive workplace. While our progress is still evolving, we remain committed to identifying and removing barriers, ensuring that our practices, policies, and environments are equitable for all.

As we move forward, we aim to not only meet compliance standards under the **Accessible Canada Act** but exceed them by building a culture of inclusion, learning, and accountability.

We thank all employees and partners for their continued input, support, and patience.