

# White Oak Transport Limited Accessibility Plan

## General

### *Executive Summary*

White Oak Transport Limited is committed to building a workplace culture that is inclusive and accessible. Not only is this imperative in ensuring that our company culture remains intact, but it also ensures that our competitiveness in the trucking sector continues to grow and be fostered. We will contribute to a barrier-free Canada for all of our employees and the public by building an accessibility framework implemented in our facilities, grounds, and services so that all will be covered.

At White Oak Transport, we understand that creating and fostering an environment that is deemed barrier-free takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. White Oak Transport 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 aid our organization and guide us to meet our accessibility targets and build an accessibility-confident culture.

To address gaps in these areas, we understand the importance of meeting and talking to those with disabilities. For that reason, White Oak Transport developed this plan with careful consideration and input for those who recognize themselves as having a disability. We did this via surveys and interviews with employees. In addition, external organizations and experts in the field.

### *Summary of Initial Opportunities*

- Improving the attraction of persons with disabilities to jobs in the trucking sector
- Expanding the options for accommodation for drivers
- Being better prepared to provide information in accessible formats
- Improving our IT equipment to be better accessible
- Initiating a process where there is a more thorough review, and an accessible approach by accessing our facilities, procedures and company programs.

## **Input and Feedback**

White Oak Transport Limited welcomes feedback on our accessibility plan from the public and our employees. Having feedback is greatly valuable to us and it helps break any barriers we do not foresee being an issue, and aids us in creating a truly barrier-free plan.

If you have any feedback or inquiries, please use one of the contact methods below. All feedback will be responded to in a timely manner. If any support is needed in replying please let us know and we will do our best to accommodate any needs you may have.

Contact: Lindsay Sharples - Health & Safety

Mailing Address: 365 Lewis Rd, Stoney Creek ON, L8E 5N4

Email: [info@whiteoaktransport.com](mailto:info@whiteoaktransport.com)

Telephone: 905-643-9500 ext. 240

Website: [www.whiteoaktransport.com](http://www.whiteoaktransport.com)

## **Statement of Commitment**

At White Oak Transport we are committed to making our organization and all the services we provide accessible to all, including those with disabilities. All Canadians have the right to benefit from barrier-free services and the right to work with no barriers present.

## **Reporting Our Plan**

As required by the *Accessible Canada Act*, we will publish a status report yearly that measures our progress against our commitments. Additionally, our plan will be updated and reviewed every 3 years by those in management and consulting with persons with disabilities.

## **Addressing Areas Identified with the *Accessible Canada Act*** ***Employment***

The “employment” area ensures that all prospective employees and current employees with disabilities or those who are faced with barriers are supported throughout their entire employment at White Oak Transport.

### **Barrier 1.**

White Oak continues to face competition in the trucking sector by not attracting enough applicants from underrepresented populations.

#### *Action:*

- Enhance the careers section on our website to increase visibility.
- Educate all our recruiters and hiring managers on how they can facilitate barrier-free hiring, and selection and create accommodations.

### **Barrier 2.**

There is a need to expand our knowledge and understanding of how those with disabilities can be better accommodated in the trucking industry and those who are interested in driving can be accommodated.

#### *Action:*

- Develop a framework that helps our managers and recruiters learn more about what disabilities people are faced with and ways in which they and White Oak Transport can support them.
- Create a team consisting of managers, drivers and persons with disabilities and those needing accommodations to consult and identify options for a wider range of accommodations.
- Consult with financial managers on budget allowances to create and facilitate any accommodations that are needed to support our employees in the workplace.

## ***Building Environment***

The “Built Environment” area ensures that workspaces and work environments are accessible to all.

### **Barrier 3.**

Some spaces in the yard, shop and office could be better suited for those who have mobile disabilities.

#### *Action:*

- Put automated door openers on all primary pathways.
- Work on smoothing out the yard of bumps that may hinder someone who has mobile disabilities from walking across
- Create a committee that advises and provides feedback on all proposed changes and monitor completion status.

#### **Barrier 4.**

Safety Signage and lighting conditions for those with low vision

*Action:*

- Installing safety signage that includes tactile and Braille text in key locations and within our shop and yard to warn of hazards, including stairways.
- Improving the illumination of current safety signage.

#### ***Information and Communication Technologies (ICT)***

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

#### ***Barrier 5.***

Our current technology has many tools that have accessible capabilities that are not being fully utilized to help those who require assistance.

*Action:*

- Take inventory of what our IT systems can do and measure their accessible capability.
- Make employees aware of what the technology is able to do, and what accessibility features it has.
- Educate managers and employees on who to speak to if needing assistance accessing or finding where those accessible features are.

#### ***Communication Other Than ICT***

This area requires that all communication that the company produces must be barrier-free for the public, customers and employees.

#### **Barrier 6.**

White Oak Transport does not have a consistent process to ensure alternate formats of communication issues to employees are provided in a timely manner.

*Action:*

- Identify ways in which alternative formats can be created, and used in a timely manner.
- Prepare standard resources and commonly issued communication in alternative formats that can be distributed upon request.
- When asked, alternative formats will be created as soon as possible and within the time frames listed in the *Accessible Canada Regulations*.
  - Print
  - Large print
  - Braille
  - Audio format
  - Electronic format that is compatible with adaptive technology

### ***Procurement of Goods, Services and Facilities***

The “procuring (buying) goods, services and facilities” ensures that accessibility is considered at the beginning of the buying process.

#### **Barrier 7.**

White Oak Transport could do a better job of looking at if any accessibility requirements are not met before procurement.

#### *Action.*

- Update the procurement procedures to include accessible checks
- Include accessibility considerations when looking into the procurement or proposals by external vendors.
- Inform external vendors during quotation that all goods and services should abide by the *Accessible Canada Act*.

### ***Design and Delivery of Programs and Services***

When designing and delivering the Company’s internal and external programs/services accessibility considerations must be part of the process from the very beginning.

#### **Barrier 8.**

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

#### *Action*

- Develop and promote guidelines on how to apply the accessibility lens when reviewing policies and programs.
- Create an accessibility checklist to help ensure key considerations are being taken into account
- Provide training on the *Accessible Canada Act and Accessible Canada Regulations* for those in key roles.

### ***Transportation:***

White Oak Transport does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the *Accessible Canada Act*. White Oak Transport only transports goods, and therefore transportation is not in the scope of this plan.

### **Consultation**

To align with White Oak Transport Limited's commitment to making our workplace accessible to all, we have developed our Accessibility Plan in consultation with our employees.

We gathered feedback and input from our employees and external organizations in several ways.

- Companywide Surveys
- Focus Groups and 1-1 interviews with employees with disabilities so they can share their feedback

- Engaging with external organizations that support persons with disabilities and seek out their recombination for improving accessibility to White Oak Transport's spaces and yard. Organizations we consulted include
  - Alliance for Equality of Blind Canadians
  - Canadian Association for the Deaf
  - Driver Check Canada

## **Definitions**

### ***Accessibility***

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built/modified so they can be used and enjoyed by persons of all abilities

### ***Barrier***

The *Accessible Canada Act* defines a barrier as “anything – including physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of 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 of a functional limitation”

### ***Disability***

The *Accessible Canada Act* defines a disability as “any impairment, including a 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.