



Accessibility Plan Progress Report:

2024

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Intent

Tenold Transportation Ltd. (the “**Company**”) is committed to providing a barrier-free environment for all stakeholders, including customers, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the Company, or use the Company’s services.

The Company will work to identify and remove barriers, and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment, and transportation at the Company. This plan outlines the Company’s Accessibility Plan and strategy for identifying, removing, and preventing these barriers.

The Company is part of a network of wholly-owned companies and limited partnerships that are subsidiaries of Mullen Group Ltd. (“**Mullen Group**”). Mullen Group’s corporate office (“**Corporate Office**”) provides the Company certain services and will assist with the development and implementation of the Accessibility Plan on an ongoing basis.

General:

This information is provided for the purposes of providing feedback and for requesting alternative formats of the plan and/or feedback process.

Feedback Process and Contact Information

The Company welcomes feedback regarding the manner in which it is implementing its Accessibility Plan and any barriers encountered by persons with disabilities. Persons who provide formal feedback will receive acknowledgement of their feedback in the same manner in which it was received, unless feedback is submitted anonymously. The Company is committed to reviewing the feedback received in good faith and taking steps to address barriers identified in this feedback.

Business: Tenold Transportation Ltd.

Head Office Address: 30691 Simpson Road, Abbotsford, BC V2T 6C7

Mailing Address: PMB# 248, #102-3240 Mt Lehman Road, Abbotsford, BC V4X 2M9

Office Phone Number: 604-881-7822

Email Address: hr@tenold.com

Feedback can be submitted in person, by mail, by telephone and by email to the following individuals:

Human Resources Contact:

Name: Victoria Thoutenhoofd

Position: Director of Human Resources

Phone: 604-881-7808

Email: vthoutenhoofd@tenold.com or hr@tenold.com

Company Contact:

Name: Ben Thomson

Position: President

Phone: 604-881-7812

Email: ben@tenold.com

Feedback can be provided anonymously, if desired, and will remain 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. Any feedback received will be reviewed with the Company's Business Unit Leader and provided to Corporate Office. Consideration will be given to the feedback upon review by the representative collecting feedback, the Company's Business Unit Leader and Corporate Office and a response or summary will be included in the next progress report.

Any changes to the Accessibility Plan or the feedback process are published as soon as reasonably 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.

Alternative Formats

The Accessibility Plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

You can request alternative formats of the Accessibility Plan by contacting:

Name: Victoria Thoutenhoofd

Position: Director of Human Resources

Phone: 604-881-7808

Email: vthoutenhoofd@tenold.com or hr@tenold.com

Mailing Address: PMB# 248, #102-3240 Mt Lehman Road, Abbotsford, BC V4X 2M9

The Accessibility Plan will be made available as soon as feasible. In the instance of a request for the plan in a Braille or audio format, it will be provided 45 days after the day the request was received. Requests for other formats will be provided within 15 days after the day the request was received.

Executive Summary:

Tenold Transportation Ltd. strives to be an organization that is accessible to all. We are a company that accommodates to the point of undue hardship.

Some notable areas that we are accessible as an organization are in the areas of recruitment and employment. In the recruitment process we ensure that we are accessible to all and that everyone is welcome to apply. Any accommodations an applicant needs will be given to them to the point of undue hardship. Regarding employment, we have a robust Employee Guide that has many policies designed with accommodation, inclusivity and being an Employer of Choice in mind.

Some areas that we could grow in are accessibility to the built environment and vetting our vendors.

As a company we are committed to continuing to grow in our understanding of accessibility and to continuously adapt to ensure that we are always accessible to all. We will be reviewing our Accessibility Plan on an annual basis to see if there is anything that we need to update or improve on. We will also provide updates on the current barriers and where we are at with the current action plans and the status of them.

Accessibility Statement:

At Tenold Transportation Ltd. we are committed to being a company that is accessible to all people and to provide a service to our clients that is as accessible as possible to all. At Tenold Transportation Ltd. we strive to be an inclusive workplace. We are actively working to improve ourselves as an organization and to improve our accessibility and the experience for staff, stakeholders, clients, and visitors.

This Accessibility Plan is in accordance with the Accessible Canada Act.

Our Mission Statement is “Our product is service – we do not take for granted the trust our customers and partners bestow on us to exceed expectations in service and value every day. Our strength is our people – through diversity of culture, gender, religion, age and experience, we empower our people to provide a unique and qualified perspective, dedicated to continuous improvement. Our focus is Employer of Choice – without compromise to safety, we remain steadfast in our commitment to ethical business practices, mutual respect, social responsibility, and environmental stewardship, while investing in our people and the communities we serve.”

Our Environmental Commitment is “Tenold is committed to minimizing negative impact on the environment through the use of leading technologies, educated choices, and innovative thinking. We seek to create a culture of environmental stewardship by planting seeds of knowledge and caring within the Tenold family. We will demonstrate through our choices and actions that environmental prosperity and our own prosperity are found on the same path. These same choices produce sound and profitable business decisions.”

Glossary:

The following section will address words or expressions that are found in this Accessibility Plan and provide definitions for them. If further clarification is needed, please connect with one of the Accessibility Plan Company contacts.

Accessibility: refers to the design of products, devices, services, or environments for people who experience disabilities.

Accessibility Plan: this Accessibility Plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers. The Accessibility Plan was prepared and published by June 1, 2023, and will be updated every three years following that, or sooner if necessary.

Accommodate: to provide with something desire, needed, or suited.

Barrier: 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 a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Confidential: intended to be kept secret.

Continuous: is determined to be uninterrupted or not to have ceased.

Disability: any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Discrimination: the unjust or prejudicial treatment of different categories of people, especially on the ground of ethnicity, age, sex, or disability.

Diverse: including or involving people form a range of different social and ethnic backgrounds and of different genders, sexual orientations etc.

Employer of Choice: someone whom workers choose to work for when presented with other employment choices. This choice is a conscious decision made when joining an organization and when deciding to stay with that organization.

Ergonomic: relating to or designed for efficiency and comfort in the working environment.

Goals: refer to a commitment to improve or excel to meet an established target. Goals should be written down, specific, realistic, measurable and have a time frame.

Gossip: casual or unconstrained conversation or reports about other people, typically involving details that are not confirmed as being true.

Human Resources Department: is the Human Resources Department of the Company which oversees people related activities including payroll, benefits, and Human Resource strategies.

Inclusive: the act of including someone or something as part of a group, list, etc., or a person or thing that is included.

Interpret: translate orally or into sign language the words or a person speaking a different language.

IT Department: is the Information Technologies Department of the Company which is charged with establishing, monitoring, and maintaining information technologies systems and services.

Nepotism: the practice among those with power or influence of favoring relatives, friends, or associates, especially by giving them jobs.

Orientation: when newly hired employees are welcomed to their new workplace and introduced to their job, company, work environment, and colleagues. This usually happens during their first few days of employment. Orientation programs generally include a tour of the workplace.

Pre-trip Inspection: involves the driver performing a thorough check of their vehicle, making sure each part is working as required.

Probation: a trial period so that the employer can decide if they want to keep you in the job.

Recruitment: the action of finding new people to join an organization or support a cause.

Safety Department: is the Safety Department of the Company which deals with all aspects of safety and safety training.

Vetting: make a careful and critical examination of something.

Viability: ability to work successfully.

If there are words that need further definition when reading them, please reach out to the Human Resources Department for clarity.

General

Employment:

The Company understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. The Company reviews its practices and procedures to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities. Where necessary, accommodations are made during the recruitment and selection stages, and throughout the employment lifecycle. Technological and systemic barriers may exist for employee orientation and training, as such, training and development programs provided by the Company should be reviewed to consider an employee's barriers and abilities. Systemic barriers can be identified with respect to conventions associated with the hiring process.

- The Company will review current job application processes for persons with disabilities who experience barriers and evaluate potential alternatives.
-

- Review corporate policies, with the support of Corporate Office, that pertain to accommodations for employees and candidates with disabilities and make plans to remove any barriers that are discovered.
- Train those responsible for hiring on the barriers that may exist in the hiring, selection, and accommodation process, with support from Corporate Office.
- Review human resource policies for improvements with respect to inclusion and accessibility, with support from Corporate Office.
- Provide online learning on accessibility and inclusiveness to employees.
- Offer training on unconscious bias to human resources employees to improve awareness of accessibility issues.
- Review potential opportunities, where suitable, for establishing mentorship for employees of the Company that are persons with disabilities.

Progress Report 2024: Employment:

At Tenold Transportation Ltd. we strive to be an employer of choice and to provide the best employment experience possible. The ways that we do that are through our recruitment process, interview process, orientation process, probation period, and our policies. Some of the policies that we have in our Employee Guide that are notable regarding Tenold's Accessibility Plan are Employee Consultation and Reporting Procedure, Employment Equity, and Accommodation.

Recruitment:

The Company is committed to abide by all the laws pertaining to fair employment practices. The Company abides by a non-discriminatory practice of hiring or transferring, any qualified applicant without regard to race, color, religion, national or ethnic origin, age, gender, gender identity or expression, genetic characteristics, sexual orientation, disability, marital status, family status and pardoned convictions.

The Company will offer equal opportunities for employment and advancement to all qualified applicants and employees. All reasonable efforts will be made to fill vacancies from within the Company, however, the Company policy is to fill the positions with the best-qualified individual.

Employees will be considered for promotion in terms of present performance, specialized background, education, experience, and potential. Seniority will only be a factor when two or more applicants possess equal qualifications. If the employee is interested in transferring to a new position in another department or Business Unit, they are to advise their Team Leader.

Interview:

When interviewing we always ensure that there are at least two people represented from the Company to ensure that there is no unintentional bias. We also ensure that we take notes and check references to ensure there is documentation of every hiring decision. Physically we try to set the interview up in such a way that is accessible to all. If someone needs additional accommodations for the interview, then we try our best to accommodate.

Orientation:

Our company orientation helps to assist new hires in providing them the tools and foundation to succeed in their role. Our Orientation Policy is the following:

All employees and contractors will be provided with a Company orientation within the first two weeks of employment at the Company. Orientation will be scheduled by the Human Resources Department and the Team Leader.

The Company Orientation will consist of the following:

- Human Resources Orientation
- Information Technology Orientation
- Safety Orientation
- Job Specific Training

If an employee changes roles internally they will be provided any further orientation or training required for their new role.

During the orientation process we make accommodations needed to help ensure that the new hire has the most valuable orientation process. An example of one of the accommodations we made during the orientation process was to allow a new hire to have their child join them while they were orientating as they wanted them to help translate the training for them.

Probation:

Upon being hired, employees will complete a 3-month probationary period. The probationary period is a time for the Company to assess the fit of the employee within the position and the Company. For the employee to pass the probationary period, a probationary review will be completed.

If it is determined that the employee is not a fit for continued employment the employee will not be entitled to pay in lieu of notice if the employment relationship ends within three months of employment.

During the probationary period and throughout the employee's employment we ensure that we provide accommodation and support to help every staff be as successful in their role as possible.

Employee Consultation and Reporting Procedure:

The Company endorses an open-door practice that encourages employees to discuss any concerns they may have with those people who can and will decide what to do about it. In most instances, that means raising concerns with the Team Leader or the Human Resources Department.

Reporting procedures have been developed to assist when individuals are uncomfortable with addressing concerns with their Team Leader.

If an accommodation is needed, then staff can reach out to their supervisor, or the Human Resources Department and we will see what we can do as a Company.

Employment Equity:

Canada is a place of increasing diversity with people of different ethnicity, sexual orientation, physical abilities, lifestyles, values, and personal interests, living, learning, and working together. Understanding

and valuing this diversity in our employees, customers, suppliers, and shareholders and reflecting it in our workplace are key to the Company's success.

The primary purpose of employment equity is to ensure that employees and job applicants – particularly women; aboriginal people; individuals with disabilities and members of visible minorities – are provided with opportunities for employment and advancements consistent with their proven skills and abilities. The intent is to identify and remove any systemic or unintentional discriminatory practices contained within the Company's employment practices and procedures.

Our Company is committed to maintaining a workplace where the terms and conditions of employment are equitable, non-discriminatory, and free from barriers. We are committed to building a skilled and balanced workforce where opportunities are provided on the basis of merit and where all employees have the opportunity to reach their full potential and contribute positively toward our goals.

The Company continues to ensure that our workforce is one that is representative of the available skilled and qualified labor pool available in our region.

All employees play a role in achieving employment equity. With all the employee's support and help, we will demonstrate leadership in our industry by creating a workplace climate in which employees advance, achieve and contribute regardless of race, color, religion, national or ethnic origin, age, gender, gender identity or expression, genetic characteristics, sexual orientation, disability, marital status, family status and pardoned convictions.

The Company's employment equity objectives are to:

- Raise awareness, understanding and appreciation of the diversity that characterizes our employees, customers, suppliers, and shareholders.
- Help ensure fairness to all employees (present and future) while making the best use of all available and qualified resources.
- Review our human resources policies and practices to ensure that they are free from discriminating words and actions.
- Make accommodations to prevent undue hardship for all employees.
- Work at removing physical and attitudinal barriers.
- Monitor our progress toward an equitable workplace.

Accommodation:

a.) Definition & Commitment

The Company recognizes the diversity of its workforce and is committed to ensuring that all employees can effectively and efficiently use their skills and experience to contribute to the Company's performance and service. This includes the opportunity to participate, without discrimination, in both work-related and other activities conducted within a work context.

Accommodation is the responsibility of all individuals and Team Leaders of the Company. The Company will establish and maintain an effective system (including policies, practices, and procedures) to ensure an inclusive workplace and provide workplace accommodation short of undue hardship. Factors that may contribute to undue hardship include unsupportable cost (that would affect the viability of the Company), substantial disruption of operations and health and safety concerns.

The Company will provide in a timely and effective way, accommodation specific to an individual's needs including (but not limited to) workstation access and adjustments, hiring practices, work procedure adjustments, facilities, aids or equipment and reassignment. All requests for accommodation will be kept confidential and will comply with all requirements of the PIPEDA legislation to protect personal information.

b.) Eligibility

The standard applies to all current employees as well as employees at the point of hire. Individuals being contacted for job interviews will be accommodated if required to attend the interview. A requirement for accommodation will not be used when evaluating the merits of candidates. Inquiries about the need for accommodation necessary to perform the work should be made only after a job offer has been made to the candidate.

c.) Responsibilities

Employee Responsibility

The responsibility for requesting accommodation rests with the individual requiring accommodation. The employee should also explain the sorts of accommodation they require to their Team Leader.

All employees may request accommodation needs by making an appointment with their Team Leader. Requests are required to be written on a Notification of Need for Accommodation Form and all requests are kept strictly confidential. Employees may be requested to provide supporting medical documents for accommodation needs.

If the accommodation request is denied, the reasons will be clearly communicated to the employee. The employee may request a second opinion by submitting a request for appeal form through the Human Resources Department. If not satisfied, the individual may file a complaint with the Canadian Human Rights Commission.

Employer Responsibility

Team Leaders are expected to assess each employee's request to determine whether or not, with the proper accommodation, the employee would be able to perform the essential duties of the position. Once a request for accommodation is received, the Team Leader will thoroughly review the request and complete a report on the outcome of accommodation request form. If no undue hardship to the Company would result, the accommodation request will be approved.

The completed report and accommodation form is to be supplied to the Human Resources Department to be kept in the employee's confidential file.

Barrier #1:

Currently it is a challenge to find qualified applicants and due to the competitive nature in the market to attract applicants. As such we are not attracting applicants from underrepresented populations such as persons with disabilities. Also due to the nature of some of our positions, they are not desirable for persons with disabilities due the physical nature of the role.

- **Actions:** Updating our careers section on our website to be more user friendly and to reflect that we are an inclusive employer. Ensuring each job ad has something about accessibility and inclusion on it.
- **Timelines:** Updating the website happened during quarter one of 2024. Job ads are ongoing whenever there is a new opening.
- **Roles and Responsibilities:** It is the responsibility of the IT department to work on keeping the website up to date and accessible. It is the responsibility of the HR department to supply content for the careers page and to keep job ads up to date.
- **Determining and Tracking Intended Outcomes:** If we are receiving more applicants that are diverse and have potential barriers to employment, we will know that our advertising as an inclusive employer is successful.

Barrier #2:

Currently all our policies are only in English and in written formats. We do have quite a few staff that English is their second language. As a result of this there could be a barrier to employees understanding company policies.

- **Actions:** When there is an employee that is not understanding a policy or a form, we can get it translated for them in the language that they are most comfortable with. If needed we can also work on getting the policies or procedures to the individual either in braille, audio version or verbally so that they can know what the policies and procedures are.
- **Timelines:** On an as needed basis.
- **Roles and Responsibilities:** This will be the responsibility of the HR Department and the Safety Department to ensure that all staff are understanding the policies and if they are not then it is their responsibility to develop an action plan to ensure that the staff member is accommodated.
- **Determining and Tracking Intended Outcomes:** By asking the staff member questions we will be able to determine whether the accommodation helped, and they understand the policies.

The Built Environment:

The Company wishes to improve its publicly accessible facilities with a goal of working towards making such facilities free of physical barriers, in order to promote a space of inclusivity. Physical barriers may exist in the Company's offices and facilities, that can be improved upon.

- With support from Corporate Office, the Company will evaluate its offices and facilities to assess the need for further accessibility features.
 - The Company will review and update, as necessary, its emergency and disaster response plans to account for employees, and visitors with disabilities.
 - Evaluate facilities to verify that smoke, fire and other emergency alarms have visual and auditory signals and assess if improvements are required.
 - Review Company workspaces, and customer facing facility areas to identify any physical barriers, by the end of 2025 and plan improvements.
-

Progress Report 2024: The Built Environment

Tenold Transportation Ltd.'s "built environment" consists of two environments, one environment is the vehicles' used by the drivers and the other environment is the office building, warehouse, or terminal that employees are working out of.

Tenold Transportation drivers are owner operators who are deemed contractors and use their own vehicle and equipment. Owner operators are responsible for their own maintenance, design, and accessibility of their vehicles. The role of driver unfortunately is not very conducive for a person with physical disabilities due to the physical nature of the job. Some challenges would be entering and exiting the vehicle as the vehicles are all raised and three points of contact due to the height of the cab is required to safely enter and exit the vehicle. Due to the nature of the types of loads we transport as a company a flat-deck strap down is required. Drivers are responsible to secure their own loads which can be a physical and timely process. The drivers are also required to do a pre-trip inspection where they must be able to look over the vehicle at all angles including underneath the vehicle and the engine which is raised. Some of our drivers need to transport the loads manually, hand bombing materials therefore, the ability to be able to push, pull and carry heavy items is required. Any accommodations or accessibility needed would be the responsibility of the owner operator as they are contractors.

Tenold Transportation Ltd.'s office buildings are designed with accessibility in mind. The head office is entirely on one floor, so it is accessible to all. The office building also has wide hallways and are wheelchair accessible. The bathrooms also have stalls and sinks that are wheelchair accessible. For office positions, we have more flexibility due to the nature of the jobs to ensure that the "built environment" is accessible for all. We provide staff with sit/stand desks if required as well as ergonomic keyboards and mice. We try to ensure that all staff's workstations are tailored to them and are ergonomic. If a staff has a changing need in terms of accessibility, then we will work with them to support them if possible. In our Emergency Response plan, it addresses emergency egress for those that need accommodations in event of an emergency. Tenold's terminals are unable to be accessible to all due to the nature of being warehouses with boxes, shelves, forklifts, gravel yard for storage etc. While we will make every effort to have our head office accessible, the terminals are not feasible to be accessible to all because the jobs at the terminals are not accessible to all and the built environment would be too challenging to adjust to individual's needs.

Barrier #1:

The vehicles are not able to be made accessible to those with physical disabilities.

- **Actions:** Unfortunately, due to the nature of the work, making the vehicles more accessible is not possible and it would also be the responsibility of the owner operator to adapt their vehicle to their own personal needs.
 - **Timelines:** N/A
 - **Roles and Responsibilities:** N/A
 - **Determining and Tracking Intended Outcomes:** N/A
-

Barrier #2:

Total accessibility to the new Abbotsford building is a challenge as it is an old building.

- **Actions:** We have to build a ramp at our new facility as well as provide accessible parking on pavement in order to make the building accessible to all. There will also need to be signage for the accessible parking and entrance.
We also need to update the fire alarms to ensure that the emergency egress is accessible for all. In the bathrooms we need to do some work to make them more accessible. We need to move the towel dispenser, soap dispenser and door pulls to be more accessible. We also need to add another grab bar in the accessible stall. We may also need to adjust the doors in the bathrooms to be wider and lighter so that all can access them.
- **Timelines:** Ensure the new Abbotsford office is accessible by the next progress report. As well as review on an ongoing basis the accessibility of the building depending on the needs of the individuals that work at the Company.
- **Roles and Responsibilities:** The President and Director of HR will ensure that this gets completed and follow up with the correct trades to ensure that the work gets completed.
- **Determining and Tracking Intended Outcomes:** If everyone one can access the building then we will be successful in completing the above action plan.

Information and Communication Technologies (ICT):

Software with accessibility functionality is already utilized by the Company; however, the Company recognizes that systemic barriers exist within technology and presumptions made about its use. The Company wishes to remove barriers and improve accessibility for employees with disabilities, by making such technology more accessible.

- Add accessibility as an evaluation metric when acquiring or developing new software or technology, with support from Corporate Office.
- Review website content for any minor barriers, including assessing the following:
 - Text contrast;
 - Text size;
 - Navigation and compatibility with screen readers; and
 - Clear formatting.
- Provide guidance and support on the accessibility features of utilized software with existing accessibility features.

Progress Report 2024: Information and Communication Technologies (ICT)

The main information and communication technologies that Tenold Transportation uses is our company website, Outlook, Microsoft Teams, ADP, Workhub, Truckmate, Business Connect and Synergize. With all the technologies we use, our IT Department will assist staff and provide them with one-on-one training if necessary and any accommodations needed.

Website:

Tenold uses our company website as a communication tool to Stakeholders and Clients.

Outlook:

Outlook is used for all email communication within the Company. Outlook is also used as a scheduling tool for staff. Upon hire all employees who work in the office are set up with a company email address through Outlook. Our IT department provides regular training sessions on how to use better use Outlook.

Microsoft Teams:

Microsoft Teams is used for video meetings between our different terminals. The chat function is also used for internal communication between staff.

ADP:

ADP is the Human Resources Information System that we use. This system is one where staff can enter in their timecards, see their pay stubs, tax forms, and vacation balances. ADP also has a homepage where important company information is posted for staff to access.

Upon hire, staff are set up with an ADP account and are provided support on how to login and use ADP. Both the IT and HR Department are available if staff have any trouble or questions in accessing or using ADP.

The HR Department will also provide documentation directly to staff that have challenges with accessing their ADP portal. The HR Department is available to help with any accommodations needed. One example of an accommodation that was done was an individual was having a hard time accessing information on ADP and so HR printed off the information for the individual as well as gave them a tutorial on how to use it.

Workhub:

Workhub is a Safety Training website that the Company uses as a platform to host and track training. Every new staff and contractor are provided with a log in to Workhub and is assigned specialized training based on their position within the organization. Workhub has different accessibility options for those that need it.

Truckmate:

As we are a transportation company, we use Truckmate which is an industry specific software that helps to manage our business and to dispatch drivers and to track product for customers. Upon being hired employees are provided with job specific training on Truckmate. As a company we are always looking at new software's to see if there are other ones that provide a better service. When reviewing transportation software's, we have been keeping accessibility in mind.

Business Connect:

Business Connect is an app that we use on our mobile phones to connect us to our work phone. This app uses wifi to make phone calls, video calls and allows us the ability to talk on teams. We do our best as a company to accommodate. One of the accommodations that has been done in the past is buying a special headset to connect to Business Connect to help with audio and ergonomics.

Synergize:

Synergize is a cloud-based document management app. As a company it helps us to be paperless and to get documents from our drivers without them having to come to one of our offices. Staff are provided training on how to use Synergize upon being hired. Accommodations are provided if needed.

Barrier #1:

All of these technologies that we use require that users are able to use a computer and be tech savvy. This could be an accessible barrier to some individuals. As a lot of the technologies that we use are industry specific there are not a lot of options in terms of different technologies we could use that are more accessible to all.

- **Actions:** Providing more training on our different platforms to ensure that all users are confident in the technologies used within Tenold. We can provide some how-to training videos as well as one-on-one training and support. When looking at new technologies we can look at them from an accessible standpoint to see what option is the most accessible to all.
 - **Timelines:** We will work on a training video library as needed. We will also provide one on one training and support whenever needed. Reviewing technologies will be an ongoing project.
 - **Roles and Responsibilities:** HR, Safety and IT will come up with training videos for their corresponding technologies. They will also be the ones to provide the one-on-one support as needed. It will be IT's role to review new technologies from an accessible standpoint.
 - **Determining and Tracking Intended Outcomes:** If staff become more comfortable with our technologies, we will know that our training has been valuable and efficient. If we find technological options that provide more accessibility to all then we will have achieved the intended outcome.
-

Communication:

The Company acknowledges that content and medium are both important in providing accessible communication to its customers, employees, job applicants, suppliers, and any visitors that access the premises. Communication barriers exist in the content and format of online information, in-person interactions and meetings and presentations. One of the Company's goals is to work towards providing more accessible communications.

- Provide training on accessibility and barriers for employees who work on communications, including information on potential different communication styles.
- Evaluate website, social media posts, meetings and presentation conventions and practices to create a plan to address barriers to accessibility if discovered, including assessing the following:
 - Adding alternative text for images;
 - Using high contrast font; and
 - Providing transcripts of audio and video posts, where appropriate.
- Review virtual meeting practices for accessibility, including the provision of presentations and real time transcripts, and considering alternative means of communication.
- Review orientation processes and resources for new employees for improvements to accessibility, with the support of Corporate Office.

Progress Report 2024: Communication Other Than ICT

In this section the Company will address the communication that is not related to Information and Communication Technologies.

Tenold Transportation values communication and always tries to communicate in the clearest way possible. Some of the ways that Tenold communicates is through the following mediums:

- verbal face-face communication
- over the phone communication
- verbal communication via Teams video chat
- written communication via Teams chat
- written communication via email
- written communication via letters
- written and visual communication via social media
- written and visual communication via website

We can provide communication in audio files or braille. We can also provide communication in larger font print if needed.

Barrier #1:

Most of our official communication is done in one format, writing so this could be a barrier to individuals.

- **Actions:** We can create documents and communication in staff's needed format to make communication more accessible. This would be supplying electronic copies that are compatible with adaptive technology, enlarged print, given to them verbally, audio format, and braille.
-

- **Timelines:** The goal would be on an as needed basis.
- **Roles and Responsibilities:** The Safety Department will be responsible for adapting any Safety posters, policies and communication. The Human Resources Department will be responsible for adapting any HR policies or communication and supplying them in a different format of documentation.
- **Determining and Tracking Intended Outcomes:** Having staff clearly understanding communication and feeling that we have worked with their individual communication needs would be the intended outcome.

Barrier #2:

We currently have not had a need for any different forms/types of communication so it would be good to get a company lined up so that if it was needed the process can be performed in a timely manner.

- **Actions:** Research companies that provide audio files and documents in braille.
- **Timelines:** Have this research completed by the 2025 Progress Report.
- **Roles and Responsibilities:** The HR Department will be responsible for conducting research.
- **Determining and Tracking Intended Outcomes:** If we find a company for each of the terminal locations then we will have reached our intended outcome.

The Procurement of Goods, Services and Facilities:

Procurement practices have the potential to be subject to unconscious bias and systemic barriers. It is the Company's goal to consider accessibility in its procurement processes, where possible.

- Review procurement practices and improve, where reasonable and applicable, to consider accessibility in the purchase of goods, services and the use or purchase of facilities.

Progress Report 2024: Procurement of Goods, Services and Facilities

Currently Tenold Transportation Ltd. does not purchase many good, services or facilities. The goods that we typically purchase are trucks, vehicle parts, gas, office equipment, coffee, and food. The services that we typically procure are mechanical services, cleaning services, landscape services, coffee refill services and pest control services. We do not regularly purchase facilities but when we do, we typically buy the facility as is and then renovate it to suit the Company's needs. This allows us to renovate the building with accessibility in mind. In most cases the Mullen Group is the one purchasing or leasing the property, not the business unit.

Barrier #1:

Currently Tenold Transportation's procurement procedures do not take accessibility requirements into consideration due to most of them being industry specific and not having a lot of options.

- **Actions:** In future we should vet any vendors we use to ensure that they have Accessibility Plans in place and are following the Accessible Canada Act.
 - **Timelines:** As needed.
 - **Roles and Responsibilities:** The responsibility of whoever is looking at the service.
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- **Determining and Tracking Intended Outcomes:** If a company does not have an Accessibility Plan, then we should choose to do business with another company that does have an Accessibility Plan and is following the Accessible Canada Act.

The Design and Delivery of Programs and Services:

The Company's primary customers are other businesses, and as such, evaluating the design and delivery of programs and services to the public is not applicable. The Company considers the design and delivery of programs and services as it might apply to its employees and customers.

- Review the accessibility of design and delivery of programs and services with respect to employees and customers with disabilities.

Progress Report 2024: Design and Delivery of Programs and Services

Currently we design and deliver our policies and programs with all staff in mind. The programs we have put in place are with every employee in mind. Some of these programs are the Employee and Family Assistance Program, Lifeworks, and our Benefits Program. We also have a Social Committee where we try to honor and celebrate diversity.

The services we provide to customers, we always try to adapt our service to meet the needs of our customers and to provide the best service possible. We are a company that has a mindset of continuous improvement so we are always look at how we can better design and deliver our programs and services.

Barriers #1:

In the past we have not always thought about accessibility in a larger picture, only in terms of the current staff and their accessibility challenges.

- **Actions:** Going forward accessibility needs to be considered from a big picture in every aspect of the company.
- **Timelines:** This should occur anytime we change or create a program, service, or policy.
- **Roles and Responsibilities:** The Executive Team is responsible for this as they are the team that would be making these changes.
- **Determining and Tracking Intended Outcomes:** If we become known as a company that is diverse, inclusive, and accessible we will see more hires who do have barriers to employment and staff that are happier and feel that they work for a great company.

Transportation:

The Company's business may provide transportation, logistics services, and/or specialized and industrial services, it does not provide passenger transportation services. As such, barriers to the public and passenger-based services are not considered. The Company's focus is on continually evaluating potential barriers that exist for employees and candidates. Such barriers might include, physical barriers, like ramps, curbs, vehicle and equipment design or lack of vehicle and equipment adaptability. The Company will

work towards reducing barriers for employees with disabilities to the extent reasonable, pursuant to applicable occupational health and safety legislation, and other relevant legislation.

- Assess the accommodations available for vehicles and equipment that would be compliant with the Company's occupational health and safety, and other relevant legislative, contractual and other obligations for opportunities for safe implementation.

Progress Report 2024: Transportation

All owner operator or company vehicles are used solely for the purpose of transporting customer's goods to and from a location. No vehicles are used for the purpose of transporting people. As of this progress report we are also currently not using any company vehicles for providing services to customers, all the vehicles being used are owner operator's vehicles and because it is their own vehicle, they would be responsible for the accessibility of their own vehicles.

Currently Tenold Transportation does not transport any of the staff. Every staff is responsible for getting to and from work on their own. If a staff needs any adaptations to their personal vehicle to make it more accessible, it would be the staff's responsibility to do so.

As a result of this, the standards for transportation are not required to be a scope in this plan. Subsequently, there are no barriers to accessibility when it comes to Transportation at Tenold.

Barrier # 1:

There are no barriers in this current section due to Tenold Transportation not transporting people but goods.

- **Actions:** N/A
- **Timelines:** N/A
- **Roles and Responsibilities:** N/A
- **Determining and Tracking Intended Outcomes:** N/A

Budget and Resource Allocation:

We work with each employee to ensure that their workstation is set up to meet their needs. This means that if they require an ergonomic chair, a different keyboard or mouse or a sit/stand desk that we provide them with that and cover the cost. If there is a special requirement that a new hire or current staff have then we will help accommodate them until the point of undue hardship.

At each of our different buildings, we will budget funds to ensure that the building is accessible to all.

We also cover the cost of accessibility training to key staff to ensure that we are continually expanding our knowledge in the area of accessibility and staying up to date.

Training:

Tenold Transportation invests in training for all staff. Each staff upon hire completes a lengthy orientation. The orientation focuses on Information Technology Training, Safety Training, Human Resources Training and Job Specific Training. When a staff changes to a new position they are also

provided Job Specific Training. All training can be adapted to meet the needs of the staff and to ensure that the training is valuable for them.

All our Executive and Management team complete the Personal Information Protection Act Training so that they know how to handle staff's personal information.

We also have a Business Management Course through the Southern Alberta Institute of Technology that we provide staff to complete that helps them to grow as leaders.

Our Human Resources Department and Information Technologies Department will also be participating in training through Accessibility Services Canada.

If training is required in a different format, then we will work at adapting it to be accessible for all.

Consultation:

The Company understands that collaborating with persons with disabilities is an important factor in developing an Accessibility Plan. Mullen Group consulted with the Foothills Advocacy in Motion Society ("FAIM") on behalf of its federally regulated subsidiaries in the development of this Accessibility Plan (the "Consultation"). The Consultation process was two-fold and included:

- a) a review completed by FAIM of a draft of the Accessibility Plan; and
- b) several in person conversations with persons with disabilities facilitated by FAIM.

The first facet of the Consultation consisted of FAIM reviewing and providing feedback on a draft of the Accessibility Plan, prior to the in-person portion of the Consultation. The second facet of the Consultation included in-person discussions that were facilitated by a staff member of FAIM. These discussions posed questions and asked for input regarding the barriers faced by persons with disabilities, including, physical, attitudinal, technological and communication barriers. These conversations also asked for input on recommendations for improving policies and procedures to support persons with disabilities, and for recommendations on the inclusiveness and accessibility of events and activities.

Progress Report 2024: Consultations and Feedback Submitted and Considered:

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

We gathered feedback and input from employees by conducting one on one meetings with employees with disabilities. Based on the feedback provided by some of the staff and their changing needs we are making some changes to the built environment. We are thankful for the wisdom and guidance of our staff who live with disabilities who helped to create this plan.

The Government of Canada's website was also consulted to ensure that as a company we are compliant with the Accessible Canada Act.

<https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance/accessibility-plans/template.html#h2.1>

<https://truckinghr.com/wp-content/uploads/2023/04/AccCanadaAct.E.5.pdf>

Progress Reports

The Company prepares, publishes, and submits a progress report to the Accessibility Commissioner regarding the implementation of the Accessibility Plan each year the plan is not required to be updated. This report follows a similar structure to the Accessibility Plan and includes feedback and contact information, information about the consultations completed for the development of the plan, and any good faith feedback received on the Accessibility Plan. The report addresses how the consultations and feedback were taken into consideration during the process. Progress reports can be made available upon request and are available in all accessible formats the Accessibility Plan is available in.

Document Retention

The Company keeps detailed records of the creation, implementation, and updating of the Accessibility Plan and progress reports. The Accessibility Plan and feedback process are retained (<https://tenold.com/accessibility/> and at our Head Office) for seven years from the publication date. Any feedback provided to the company is retained for seven years from the date it is received. Where necessary, names and personal information of individuals and employees who participated in the feedback process are redacted to ensure confidentiality and privacy. The Company will not retain contact information for any anonymously provided feedback.
