



Hunter Express LTD- Accessibility Plan 2023

General:

Hunter Express Ltd is committed to building a culture of inclusivity and accessibility, as well as treating everyone in a way which allows them to maintain their independence and dignity. Open access to all is imperative to our growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility plan that will support and ensure our employees and the public have the best experience possible with our services and facilities. We believe in equitable opportunities for everyone.

The creation of a barrier-free environment takes time; we are committed to meeting our obligations to identifying, preventing, and removing barriers for people with disabilities. Hunter Express Ltd will build on our current efforts through the development of our Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments.

To address deficiencies in these areas, it is important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees as well as external organizations that serve people with disabilities.

Our Accessibility Plan meets the Accessible Canada Act requirements and outlines how Hunter Express LTD is meeting our responsibility to identify, prevent and remove barriers for persons with disabilities.

Contact Information:

We welcome all feedback from our employees as well as from members of the public about accessibility at Hunter Express Ltd and about this plan. Feedback can be submitted anonymously. We are committed to reviewing the feedback and to addressing any and all barriers identified.

The feedback we receive is collected, reviewed, and kept by our HR Business Partners, David Doubilet (HR Generalist) and Latoya Smith (HR Director)

You can provide feedback or request an alternate format of the Accessibility Plan in the following ways:

Mailing Address:

Hunter Express LTD.
Attn: Accessibility Feedback
1940 Steeles Ave. E
Brampton ON, L6T 1A7

Telephone Number:

905-791-3090 X 130

Email Address:

Email us your accessibility feedback, request alternate formats, and ask accessibility questions:

ddoubilet@hunterexpress.ca

Employment:

Hunter Express Ltd is committed to driving a sustainable and proactive culture of equity, diversity, and inclusion. We want to ensure candidates and employees with disabilities, or experience barriers, are supported throughout the entire employment lifecycle.

Barrier:

Our company faces competition for employees as well as is not attracting enough applicants from underrepresented populations including individuals with disabilities.

Actions:

Enhance our career pages as well as job advertisements/postings to increase visibility as well as highlight our commitment to inclusion by incorporating inclusive language and reducing the stigma often associated with accommodation requests.

Educate the recruiters and hiring managers on accessibility as well as ensuring a hiring, selection, and accommodation process which is barrier free.

Analyze our competitors' commitment to accessible practices, and utilize this information as benchmark to improve our own recruitment, selection, as well onboarding practices.

Provide alternative ways to apply for individuals with disabilities who require accommodation.

Barrier:

Expand our understanding of the accommodation options available to individuals with disabilities interested in joining the transportation/trucking industry.

Actions:

Assist managers to understand their responsibility in the accommodation process, guide them on how they can support their employees, as well as implement suitable adjustments to the workplace.

Identify and access options to provide a wider range as well as variety of potential accommodation options we can provide employees.

Barrier:

Employees previously did not have information for who to contact directly to discuss accommodations for a disability.

Action:

Expand the company's outreach and accommodation procedures to allow employees with disabilities a platform where they are comfortable to utilize to seek accommodation or removal of barriers.

The Built Environment:

Hunter Express Ltd is committed to providing workspaces and a work environment which is accessible for all. We want to ensure employees, clients, and visitors to our facilities are supported and have the ability to move around in a barrier-free and accessible environment.

Barrier:

The main entrance to our building required employees, clients, visitors, and potential candidates to climb a set of stairs to enter the building.

Action:

The main entrance was recently renovated to remove the steps required to enter the building and was leveled off to ensure anyone will be able to access the building barrier free.

Barrier:

Main entrance doors do not have automated buttons to open for individuals with disabilities

Actions:

Inquire about installing an automated door opening system.

Information and Communication Technologies (ICT):

Hunter Express Ltd is committed to utilize software and tools which provide accessibility capabilities to prevent barriers for employees with disabilities. We strive to make sure the technologies we utilize are accessible for everyone while also recognizing that improvements can always be made.

Barrier:

Software and tools utilized by the company have accessibility capabilities; however, they are not being used in an accessible manner when needed.

Actions:

Inventory the software and tools utilized by the company to measure their accessibility capabilities.

Introduce new accessibility functions and software to raise employee awareness.

Barriers:

The company is not well versed in accessible technology.

Actions:

Train IT employees to increase their accessibility knowledge.

Provide training and develop training documents on utilizing accessibility features on the company programs and software.

Communication, Other Than ICT:

Hunter Express Ltd understands that everyone should receive accessible, efficient, as well as equal access to barrier-free information. The organization strives to ensure individuals are provided barrier free access for the public, clients, as well as employees to all the communications which Hunter Express Ltd produces for these audiences.

Barrier:

Hunter Express Ltd does not have a consistent process to ensure alternate formats of communications of issues are available as well as provided to employees, clients, and the public in an efficient manner.

Actions:

Prepare alternative formats for commonly issued communications as well as resources to allow them to be readily available upon request.

Identify service providers who can develop communications in alternative formats, where appropriate or when needed.

The Procurement of Goods, Services, and Facilities:

Hunter Express Ltd is committed to ensure that accessibility is considered when procuring goods, services, as well as facilities. We will ensure to identify and remove potential barriers individuals with disabilities may confront when interacting with the goods, services, and facilities we procure.

Barrier:

Hunter Express Ltd.'s procurement practices as well as procedures do not take into consideration of accessibility requirements.

Actions:

Update the procurement procedures to include accessibility verification when procuring goods, services, as well as facilities.

Improve the process and procedures to evaluate accessibility requirements in the procurement process

Consult with individuals with disabilities to discuss their needs when procuring items/facilities for the business

Barrier:

Suppliers and vendors may not be aware of accessible requirements and regulations.

Actions:

Include accessibility considerations in procurement templates to ensure they inform external products, vendors, as well as services and confirm they will abide by the requirements of the Accessible Canada Act.

The Design and Delivery of Programs and Services:

Hunter Express Ltd is committed to the consideration of accessibility requirements and potential barriers when designing and delivering the company's internal and external programs as well as services from the beginning.

Barrier:

There is no standard approach to ensure all processes, programs, as well as services have taken accessibility into consideration.

Actions:

Develop and promote guidelines on how to consider accessibility when reviewing company policies, programs, as well as services.

Create an accessibility checklist/template to ensure accessibility was considered when designing and implementing company processes, programs, and services.

Train individuals on the Accessible Canada Act and Accessible Canada Regulations whose role is responsible for the development of the company's programs, processes, and procedures.

Barrier:

Employees with disabilities are not always included/consulted in the planning, design, as well as delivery of new programs, services, and technologies at Hunter Express Ltd.

Actions:

Have individuals with disabilities review and provide feedback when developing programs, processes, policies, and services.

Have individuals with disabilities be apart of the development/creation of new programs, services, and technologies.

Barrier:

Employee awareness about accessibility programs, technologies, and services that are available for employees.

Actions:

Publish and submit the company accessibility plan to allow employees to be aware of the programs in place.

Transportation:

Hunter Express Ltd does not coordinate a public transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act. This means that standards for transportation are not in the scope of this plan.

Note: Transportation under the Accessible Canada Act refers to the transportation of people not goods

Barrier:

Hunter Express Ltd has not identified barriers under this focus are of the Accessible Canada Act.

Consultations:

Employees as well as members of the management team were consulted through a survey to discuss current and potential barriers at Hunter Express Ltd prior to the development of the accessibility plan. The survey allowed employees the opportunity to discuss potential/current barriers at Hunter Express Ltd they have witnessed/experienced as well as provide a platform for employees to discuss their disabilities with us to discover potential accommodations which can be implemented.

Additionally, employees are encouraged to contact us by email, phone, or virtual/in-person meetings at any time to discuss any barriers they have experienced or can potentially experience which could prevent their ability to work. These consultations are important to uncover any specific barriers which have developed or previously existed during the development of the accessibility plan, and we can now take action to remove these barriers to make Hunter Express an inclusive, accessible, as well as barrier-free environment.

External organizations were additionally consulted during the development of the accessibility plan to find out more solutions towards the elimination as well as prevention of barriers in which Hunter Express Ltd can implement to ensure a barrier-free, accessible, and inclusive environment for all individuals. Each organization was contacted by phone or email to find out more information as well as for consultation. Additionally, the organizations' advocacy and suggestion pages were utilized to further our understanding on aspects to be aware of when attempting to create a barrier-free and inclusive environment. The organizations were able to provide us with different technologies that can be implemented, literary resources, as well as programs whom specialize in hiring individuals with disabilities.

The organizations contacted include the following:

- Canadian Hard of Hearing Association
- Alliance of Equality for Blind Canadians
- Ontario Disability Coalition