



Hunter Express Ltd- Accessibility Progress Report 2024

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 as well as evolving 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 and Progress Report as required under the Accessible Canada Act. This Accessibility Progress Report will guide our organization in continuing to meet 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 report was developed in consultation and feedback with employees as well as external organizations that serve people with disabilities.

Our Accessibility Progress Report 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.

Our 2023 accessibility plan can be found in its entirety under the Company Resources section on our company website:

[Company Resources - Hunters Express Ltd. \(hunterexpress.ca\)](https://hunterexpress.ca)

[1702498139Hunter Express LTD- Accessibility Plan.pdf](#)

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 our Accessibility plan/progress reports. Feedback can include but is not limited to potential barriers you have encountered as well as feedback on the organization's implementation of the Accessibility 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 retained by our HR Business Partners, David Doubilet (HR Generalist) and Latoya Smith (HR Director).

You can provide feedback or request a copy or 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:

ddoublet@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.

In an effort to prevent discouragement from applicants with disabilities from applying for positions, we have begun to utilize Indeed's accommodation options. Particularly, we utilized the software's ability to notify us of candidates who require accommodation for the positions which utilize the skill test feature.

Our additional goals to improve the accessibility of Employment has a timeline for late 2024 and early 2025. We have no update on our progress on these goals at this time.

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.

The front entrance was renovated in late 2023, which removed the steps required to enter the building and was leveled off to ensure employees, customers/clients, and visitors are able to access the building barrier free. Additionally, LED lighting was added to the walk way to assist with individuals who have vision impairment, particularly individuals who have their vision impacted at night or early morning.

Our additional goals to improve the accessibility of the built environment has a timeline for late 2024 and early 2025. We have no update on our progress on these goals at this time.

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.

Our goals to improve the accessibility of Information and Communication Technologies (ICT) has a timeline for late 2024 and early 2025. We have no update on our progress on these goals at this time.

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.

External organizations who focus on accessibility were utilized to assist in the conversion of the organization's Accessibility Plan into accessible formats, including large-print and audio. The information and research committed on accessible formats for documents and communications will additionally be useful and utilized for all future communications sent out by the organization.

Our additional goals to improve the accessibility of Communication, other than ICT has a timeline for late 2024 and early 2025. We have no update on our progress on these goals at this time.

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.

Our goal to improve the accessibility of procurement has a timeline for late 2024 and early 2025. We have no update on our progress on this goal at this time

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.

The organization's onboarding procedures were updated to include an accessibility training portion to raise awareness of accessibility. This training includes a visual component through the use of a video, as well as a test and certificate. All new hires at Hunter Express Ltd will go through this training and certification.

Our additional goals to improve the accessibility of The Design and Delivery of Programs and Services has a timeline for late 2024 and early 2025. We have no update on our progress on these goals at this time.

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 our Accessibility Plan as well as this progress report.

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

Consultations:

Employees as well as members of the management team were consulted through a virtual survey to discuss current and potential barriers at Hunter Express Ltd prior to the development of the accessibility progress report. The survey allowed employees the opportunity to discuss potential/current barriers at Hunter Express Ltd they have witnessed/experienced as well as to provide a platform for employees to discuss their disabilities with us to discover potential accommodations which can be implemented. The survey additionally was utilized to collect any feedback on the organization's accessibility initiatives.

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, as well as to provide feedback on the organization's accessibility initiatives which have been implemented. These consultations are important to uncover any specific barriers which have developed or previously existed during the development and implementation 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. Additionally, the feedback is helpful to determine the success of our Accessibility plan as well as areas in which we can improve or alter it.

External organizations were additionally consulted during the development of the accessibility plan and progress report 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, as well as to discover where our current Accessibility Plan can be improved on or altered. Each organization was contacted by phone, email, or through their websites 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, correct formatting for documents, literary resources, as well as programs whom specialize in hiring individuals with disabilities.

Organizations such as the CNIB as well as the Government of Canada were utilized to create an accessible format of the Accessibility Plan to ensure the document had the recommended formatting, font, spacing, as well as sizing.

Under the suggestion by the CNIB, the document was converted to Ariel to ensure the font is easily recognizable in both upper as well as lower case and to avoid any complicated or decorative fonts. Based on the consultation with the organizations' recommendations, the font color remained black on a white background, as this is considered the most readable option. The recommended font size for accessibility is from size 12 to 18. With this in mind, all body font was converted to size 14 and all titles as well as headings were converted to size 16 and 18 font. The spacing was altered to ensure the space between lines were at least 25-30% of the font point size.

Additionally, the CNIB and Accessibility Standards Canada's websites were consulted to create an audio format which corresponds to accessibility standards and allows individuals with impaired vision to have the ability to review and listen to the organization's Accessibility Plan.

The organizations contacted include the following:

- Canadian Hard of Hearing Association
- Alliance of Equality for Blind Canadians
- Ontario Disability Coalition
- Canadian National Institute for the Blind (CNIB)
- Government of Canada (Accessibility Standards Canada)

Feedback:

Hunter Express Ltd understands that listening to people with disabilities is an important part to becoming a more accessible organization. Employees and members of the public are offered the opportunity to provide feedback on the organization's Accessibility Plan and initiatives through mail, email, phone, in-person, or anonymously through a feedback survey. They are additionally encouraged to discuss any barriers they have experienced or can potentially experience when providing their feedback. Our HR Business Partners; David Doubilet (HR Generalist) and Latoya Smith (HR Director) are responsible for receiving, reviewing, and retaining any feedback provided.

All feedback is taken seriously. Aside from feedback submitted anonymously, all feedback will be provided with an acknowledgment receipt in the same manner it was received (I.E. phone, email, and mail) from one of our HR business partners as soon as possible after the feedback is received. All feedback will be submitted and tracked digitally by our HR Business Partners using our Accessibility Feedback Report and retained for at least the ACA mandate of 7 years.

You can provide feedback in the following ways:

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Telephone Number:

905-791-3090 X 130

Email Address:

Email us your accessibility feedback to our HR Generalist, David Doubilet:

ddoubilet@hunterexpress.ca

Feedback Survey:

The link below will direct you to the survey, your feedback can be done anonymously through the survey:

<https://www.surveymonkey.com/r/KHWNCXV>

Since implementing our Accessibility Feedback and our 2023 Progress Report, any accessibility feedback came in anonymously through the survey option. Although we had quite a few positive comments on our plan, with comments such as; “It’s great” or “all good”, we did receive a few suggestion which suggested actions that we have already committed or feedback which does not relate to accessibility. What this tells us is we need to do a better job of raising awareness of the actions committed by Hunter to make the organization more accessible as well as accessibility in general.

We will continue to look out for feedback on accessibility. We will include future feedback, and how we considered it, in future progress reports and plans.