



Hunter Express Ltd- Accessibility Progress Report 2024-2025

General:

Hunter Express Ltd is dedicated to fostering a culture of inclusivity and accessibility, ensuring everyone is treated with respect, dignity, and independence. We recognize that open access is vital to our growth and competitiveness as a leading employer in the trucking sector. By creating and continuously improving our accessibility plan, we aim to contribute to a barrier-free Canada, providing employees and the public with exceptional experiences in our services and facilities. We are committed to promoting equitable opportunities for all.

Building a barrier-free environment requires time and dedication, and we are fully committed to meeting our obligations to identify, prevent, and remove barriers for individuals with disabilities. Through the development of our Accessibility Plan and annual Progress Report, as mandated by the Accessible Canada Act, Hunter Express Ltd will enhance our efforts and remain accountable in fulfilling our accessibility goals.

Addressing deficiencies in accessibility begins with understanding and addressing the unique needs of individuals with disabilities. This report has been developed in collaboration with employees and external organizations serving people with disabilities, ensuring their feedback informs our initiatives.

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 as well as 2024 progress report can be found in their entirety under the Company Resources section on our company website:

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

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

[1715798864Hunter Express Ltd- Accessibility Progress Report.pdf](#)

Contact Information:

We encourage feedback from both our employees and the public regarding accessibility at Hunter Express Ltd, including our Accessibility Plan and Progress Reports. Feedback may cover potential barriers you have experienced or observations about how the Accessibility Plan and Progress Reports are being implemented. Submissions can be made anonymously. We are dedicated to reviewing all feedback and taking action to address any barriers identified.

The feedback we receive is collected, reviewed, and retained by our HR Business Partners, David Doubilet (HR Generalist) and Kelsey Livesey (HR Director).

You can provide feedback or request a copy or an alternate format of the Accessibility Plan and Progress Reports 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

Accessibility Feedback Survey:

<https://www.surveymonkey.com/r/QRTV688>

Employment:

Hunter Express Ltd is dedicated to fostering a proactive and sustainable culture of equity, diversity, and inclusion. We are committed to ensuring that candidates and employees with disabilities, or those who experience barriers, receive the support they need throughout every stage of the employment lifecycle.

To enhance awareness of our organization's accessibility initiatives and resources, we have updated the employee handbook to include a dedicated section on the Accessibility Canada Act. This section outlines our commitment to accessibility, details our current accessibility plan, and provides guidance on how employees can offer feedback or report any barriers they encounter. We hope this initiative reinforces our dedication to fostering a more inclusive, barrier-free workplace for everyone.

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 dedicated to creating workspaces and a work environment that are accessible to everyone. We strive to ensure that employees, clients, and visitors to our facilities are fully supported and can navigate a barrier-free, inclusive environment with ease.

Several areas of the building were renovated in 2024, with further upgrades planned for 2025, focusing on improving the flooring and optimizing the office layout. The previous flooring had become worn and challenging to navigate, especially for individuals with mobility aids such as wheelchairs or walkers. Cracks in the hardwood and laminate surfaces made maneuvering difficult, however, these were replaced with carpeting, which offers better durability and smoother accessibility. This change not only enhances ease of movement but also helps prevent future damage and accessibility obstacles.

Additionally, the office layout was redesigned following the renovations to create a more open and functional space, particularly in the safety area. The new layout provides wider pathways, improving movement throughout the office—especially for individuals with mobility challenges. These changes contribute to a more inclusive and accessible workspace for all.

Our additional goals to improve the accessibility of the built environment such as the renovation of the washroom facilities 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 using software and tools with built-in accessibility features to eliminate barriers for employees with disabilities. We aim to ensure that the technologies we employ are accessible to everyone, while continuously seeking opportunities for improvement.

Additionally, we confirmed with the company's IT department that the software utilized by the company includes accessible features directly through the software or through the use of Microsoft accessibility features.

Our goals to improve the accessibility of Information and Communication Technologies (ICT) has a timeline for late 2025 and early 2026. We have no update on our progress on these goals at this time.

Communication, Other Than ICT:

Hunter Express Ltd recognizes the importance of providing accessible, efficient, and equitable access to barrier-free information. We are dedicated to ensuring that the public, clients, and employees can easily access all communications produced by our organization.

Once again to support our commitment to accessibility, we have collaborated with external accessibility-focused organizations to convert our communications, including the progress reports, into accessible formats such as large print and audio. The knowledge and insights gained from researching accessible formats have been instrumental in shaping our approach and will continue to guide the development of all future communications and requests.

Our additional goals to improve the accessibility of Communication, other than ICT has a timeline for late 2025 and early 2026. We have no update on our progress on these goals at this time.

The Procurement of Goods, Services, and Facilities:

Hunter Express Ltd is dedicated to prioritizing accessibility in the procurement of goods, services, and facilities. We are committed to identifying and eliminating potential barriers that individuals with disabilities may encounter when engaging with the products, services, and facilities we provide and procure.

When deciding on the layout of the office following the renovation, an open floor plan layout was utilized in the office areas to increase space between the desks as well as increase accessibility for all individuals.

Additionally, goods such as standing desks were provided to individuals who required this accommodation. This accommodation has allowed individuals whom require the devices to work barrier-free and in comfort.

Our goal to improve the accessibility of procurement has a timeline for late 2025 and early 2026. 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 off-boarding procedures were updated to include questions in regard to accessibility during their exit interviews. These questions include; "How would you rate the organization's effort to promote accessibility in the workplace?" and "Have you ever experience an accessibility issue in the workplace during your time with the organization?". This will ensure employees are not leaving Hunter due to accessibility issues, to make sure we are meeting all accessibility requirements, as well as to ensure the organization is safe and accessible place for all.

Additionally, members of the organization's workplace committee have been directed to identify potential accessibility barriers during our monthly safety inspections. By incorporating an accessibility review into these inspections, we can proactively address barriers and create a more inclusive environment for everyone.

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 and management team members were consulted via a virtual survey as well as during our monthly JHSC meetings to identify existing and potential barriers at Hunter Express Ltd before the development of the Accessibility Progress Report. The survey as well as discussions with disabled individuals provided employees with an opportunity to share their experiences and observations regarding barriers, discuss their disabilities, and explore potential accommodations that could be implemented. It also served as a platform for collecting feedback on the organization's accessibility initiatives.

Employees are further encouraged to contact us through email, phone, or virtual/in-person meetings at any time to report barriers they have experienced or anticipate, which may affect their ability to work. They can also share feedback on the accessibility measures already in place. These consultations are vital for identifying and addressing specific barriers encountered during the creation and implementation of the Accessibility Plan, enabling us to foster an inclusive, accessible, and barrier-free environment. The feedback also helps us evaluate the effectiveness of our Accessibility Plan and identify areas for improvement or adjustments. The multiple formats of consultation (online, in-person, phone, in writing, etc.) additionally allowed us to make our consultation sessions more accessible to all individuals involved.

External organizations specializing in accessibility were consulted once again during the development of the Progress Report. These consultations provided valuable insights and solutions for eliminating and preventing barriers, ensuring a fully accessible and inclusive environment for all. Organizations were contacted through phone, email, and their websites to gather information and guidance. Their advocacy and suggestion resources were instrumental in enhancing our understanding of best practices for creating a barrier-free environment. These organizations provided recommendations on implementing new technologies, proper document formatting, literary resources, and updates on relevant legislation.

To stay up to date with the latest accessible formatting standards, we once again consulted organizations such as the CNIB and the Government of Canada to create accessible versions of our Accessibility Progress Reports. This ensured the documents adhered to recommended formatting, including font, spacing, and sizing, while also keeping us informed of any new regulations or guidelines for 2025. These efforts will help us improve the accessibility of the organization's communications and documents moving forward, as well as better prepare us to accommodate formatting-related accessibility requests in the future.

The organizations contacted include the following:

- Canadian Hard of Hearing Association
- Canadian National Institute for the Blind (CNIB)
- Government of Canada (Accessibility Standards Canada)

Feedback:

Hunter Express Ltd recognizes that listening to people with disabilities is essential to becoming a more accessible organization. We invite employees and members of the public to share their feedback on our Accessibility Plan, Progress Reports, and initiatives through various channels, including mail, email, phone,

in-person conversations, or anonymously via a feedback survey. We also encourage feedback about any barriers experienced or potential barriers identified.

Our HR Business Partners, David Doubilet (HR Generalist) and Kelsey Livesey (HR Director), are responsible for receiving, reviewing, and retaining all feedback. Feedback is treated with the utmost importance. For submissions that are not anonymous, an acknowledgment receipt will be provided in the same manner the feedback was received (e.g., phone, email, or mail) as soon as possible after receipt.

All feedback will be documented and tracked digitally by our HR Business Partners using the Accessibility Feedback Report. Records will be securely retained for a minimum of seven years, as mandated by the Accessible Canada Act (ACA).

You can provide feedback 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 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/QRTV688>

Since introducing our Accessibility Feedback system, along with our 2023 and 2024 Progress Reports, all accessibility feedback has been submitted anonymously through the survey option.

The anonymous feedback survey has been a useful tool to bring awareness to the occurrence of safety issues within the organization. This allows us to correct any safety issues as they arise.

Additionally, similarly to the feedback received in 2023-24, a majority of the feedback we received did not necessarily relate to the organization's safety initiatives. This highlights the continued need to improve awareness of the actions Hunter has taken to enhance accessibility within the organization, as well as

promote accessibility more broadly. We hope the initiatives we implemented in the past year as well as in the future will make the organization an accessible and welcoming environment for all.

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.