

A blue semi-truck is parked in a parking lot. The background features a line of trees with autumn foliage in shades of yellow, orange, and red. The truck's front grille and headlights are visible on the right side of the image.

ACCESSIBILITY PLAN AND PROGRESS REPORT 2024

Bartel Bulk Freight Inc.

405 Stampede Drive
Morris, Manitoba
R0G 1K0

Last reviewed: May 2025

2025 - 2027

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Executive summary

At Bartel Bulk Freight Inc., we are committed to fostering an accessible and inclusive environment for all employees, customers, suppliers, and visitors. We take pride in providing dignified, safe, and welcoming experiences for everyone, and we strive to create an environment that supports full participation and performance.

Our commitment to accessibility aligns with our core values:

- **We act in the interest of safety and wellness**
- **We are respectful and inclusive**
- **We are here for each other, our customers, and our suppliers**

We recognize that creating a barrier-free environment is an ongoing process. We are dedicated to identifying, removing, and preventing barriers that may hinder the inclusion of people with disabilities across our operations.

To further this commitment, Bartel Bulk Freight Inc. is developing its inaugural Accessibility Plan in accordance with the **Accessible Canada Act**. This plan will serve as a roadmap for achieving our accessibility goals and building an environment that is equitable and inclusive for all.

In preparing this plan, we engaged in meaningful consultations, including:

- Listening to employees who identify as having a disability
- Hosting roundtable discussions
- Researching and adopting industry best practices

We will continue to learn, adapt, and improve, ensuring that accessibility remains an integral part of our workplace culture and operations.

Initial Accessibility Opportunities

As part of our commitment to creating an accessible and inclusive environment, Bartel Bulk Freight Inc. has identified the following initial opportunities for improvement:

- **Enhance Facility Entrances**
Remove physical barriers at building entrances to ensure safe and easy access for all individuals, regardless of mobility or ability.

- **Develop an Accessibility Webpage**

Create a dedicated section on our company website that outlines our accessibility initiatives, resources, policies, and contact information for support or feedback.

- **Foster an Open Accessibility Dialogue**

Encourage open communication by inviting employees, customers, and stakeholders to raise accessibility concerns and collaborate on meaningful solutions.

These opportunities represent the foundation of our ongoing efforts to build a more accessible and inclusive environment for everyone we serve and work with.

Feedback

We Welcome Your Feedback

Bartel Bulk Freight Inc. values input from all stakeholders as we work toward creating a more accessible and inclusive organization. We encourage feedback on:

- Our Accessibility Plan
- Our Accessibility Progress Report
- Barriers encountered when interacting with our organization
- The implementation of accessibility initiatives

You can provide feedback in the format that is most convenient for you:

By Mail:

Bartel Bulk Freight Inc.

Attn: Human Resources

Box 669

Morris, Manitoba

ROG 1K0

By Email:

lindsay@bartelfreight.ca

Subject line: "Accessibility"

By Fax:

204-746-2892

Online:

Visit <https://bartelfreight.ca/contact-us/>

Please include "Accessibility" in the subject line

We are committed to reviewing all feedback and using it to improve our practices and environment. Thank you for helping us build a barrier-free future.

Ongoing Review and Progress Reporting

In accordance with the *Accessible Canada Act*, Bartel Bulk Freight Inc. is committed to transparency and continuous improvement in our accessibility efforts.

- **Annual Progress Reports:**
Each year, we will publish a status report outlining our progress in meeting the commitments outlined in our Accessibility Plan.
- **Accessibility Plan Review:**
Our Accessibility Plan will be formally reviewed and updated every three years to ensure it remains relevant and effective.

Both our progress reports and future updates to the plan will be informed by meaningful consultation with persons with disabilities. Their insights and experiences will play a vital role in shaping a more inclusive and barrier-free environment across our organization.

Addressing areas identified in the Accessible Canada Act (ACA)

Priority 1 - Employment

- The 'employment' area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle. Bartel Bulk Freight Inc. (referred to as Bartel) has identified the following barriers that candidates and employees with disabilities may encounter:
- *Status – On going*

Barrier #1 Some job postings and recruitment materials may not be accessible to individuals using screen readers or other assistive technology.

Actions:

- Bartel will review current job application processes for persons with disabilities who experience barriers and evaluate potential alternatives.
- Train hiring managers inclusive recruitment practices.

Barrier #2 Strengthen knowledge relating to accessibility for all current and future employees of Bartel.

Actions:

- Source and provide training on accessibility and accommodations
- Provide guidance and training options to staff regarding our policy and how to access more information regarding accessibility and accommodation during orientation.

Priority 2 - Built Environment

- The built environmental area ensures that workspaces and the work environment are accessible for all.
- *Status – On going*

Barrier #1 Some spaces within the main office and shop locations may limit the mobility of employees and visitors with disabilities.

Actions:

- Conduct built environment audit to assess all physical barriers that may be present and require correction.
- Identify mobility barriers in all building locations that can only be accessed by stairs and develop plans to correct or find alternate space in buildings that can accommodate a permanent or temporary restriction.
- Add accessibility door openers

Barrier #2 Eliminate all barriers that persons who are disabled face during emergency evacuations

Actions:

- Review and update, as necessary, the emergency and disaster response plans to account for persons with disabilities.
- Work with the Health and Safety Committee to establish a procedure by which persons who require assistance are alerted and safely evacuated during an emergency evacuation.
- HSC together with the finance department shall provision the budget for modifications required to address accessibility deficiencies.

Barrier #3 Cannot safely dispose of sharps or medical devices in office or yard locations, leading to improper handling and transporting items home to dispose of.

Actions:

- Install designated sharps containers in a small number of washrooms with tamper-resistant disposal units.

- Educate employees on how to use them appropriately.

Barrier #4 For employees with limited mobility, consider arrangements to provide accessible workspace.

Actions:

- Provide main floor office space, accommodating chair for better support, standing desk, etc
- All options are to be reviewed and discussed on a case-by-case basis

Priority 3 - Information and Communication Technologies (ICT)

- Information and Communication Technologies are various technological tools used to send, store, create, share and exchange information.
- Status – On going

Barrier #1 Onboarding and safety plan during orientation is provided only in English.

Actions:

- Create the orientation program in multiple languages to reflect workforce diversity.
- Upon request, provide alternate forms of communication to best serve the recipient.

Priority 4 - Communication (Other than ICT)

- This area requires that organizations provide barrier-free access for the public, clients, and employees to all the communications that the company produces for this audience.
- Status – On going

Barrier #1 Bartel does not have a consistent process to ensure alternate formats of communication are available.

Actions:

- When requested, Bartel will provide alternate formats within timeframes required by Accessible Canada Regulations, including print, large print, audio format, braille, or an electronic format that is compatible with adaptive technology.
- Establish an internal guideline for responding to alternate format requests.

Barrier #2 Communication barriers exist in the content and format of online information.

Actions:

- Evaluate website, create a plan to address barriers accessibility if discovered, including

assessing the following:

- Adding alternative text for images
- Using high contrast font
- Providing transcripts of audio and video posts, where appropriate

Priority 5 - Procurement of Goods, Services & Facilities

- Bartel partners with external parties to ensure exceptional service to our customers. As part of our commitment to inclusivity, we will ensure no barriers are present throughout our procurement processes.
- *Status – Complete*

Barrier #1 Consistent accessibility considerations in procurement decisions.

Actions:

- Review procurement practices and improve, where reasonable and applicable, to consider accessibility in the purchase of goods and services.
- Include accessibility criteria in all requests for proposals (RFPs) and vendor evaluation processes.
- Establish an accessibility checklist and integrate it into our procurement expectations.

Priority 6 - Design & Delivery of Programs & Services

- Bartel is committed to providing a workplace free of barriers to inclusion and performance. We believe we are better together and aim to increase voices to the conversation.
- *Status – On going*

Barrier #1 Drivers are away on the road and unable to meet often.

Actions:

- Offer online meetings.

Barrier #2 Review and update policies where needed

Actions:

- Update and enhance our Accessibility Policy.

Barrier #3 Increase feedback collection regarding our current and future programs and services.

Actions:

- Establish a framework to implement a Diversity, Equity, and Inclusion (DEI) Committee to advise management.
- Ensure that feedback received from external parties through our website is collected and thoughtfully reviewed.

Priority 7 - Transportation

- Transportation for this purpose refers to transportation of people, not goods. Bartel does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act and is not included in the scope of this plan.
- No employees have made requests for adaptability to any of our company equipment or access points.

Consultation

Bartel strives to create an environment where all individuals can fully participate and welcomes meaningful communication and conversation so that we may continuously improve. While developing our Accessibility Plan, the following consultations were made to gather feedback and input:

- Individual interviews with staff who identify as having a disability so that they may share their experiences, opinions, and suggestions. This included one-on-one interviews with individuals from multiple departments and took place in person and over the phone.
- Focus groups with management and Human Resource personnel who are knowledgeable on topics related to disability and inclusion.

Definitions

Accessibility

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

Disability:

The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment-or a functional limitation-whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

Barrier:

The Accessible Canada Act defines a barrier as “anything-including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

General Information***Designated Contact Person:***

Lindsay Ewbank - Health & Safety Committee, Human Resources and Accounting Manager

Contact Information:

Email: lindsay@bartelfreight.ca

Phone: 204-746-2053 ext. 1003

Additional Contact Person:

Lynn Bartel - Owner, Health and Safety Committee, Human Resources

Contact Information:

Email: lynn@bartelfreight.ca

Phone: 204-746-2053 ext. 1001

Feedback Received

- Summary of Feedback: Did not receive any feedback during the reporting period of 2024.
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Progress Report for 2024**Employment**

- Progress Summary: Human Resources have completed online training regarding reducing

barriers

○ Sources:

- Brian Dijkema and Rabia Kehdr – Identify which barriers keep people from finding rewarding, meaningful jobs and seed ways to break down those barriers – *The Long Way Podcast* (<https://www.cardus.ca/research/work-economics/reports/breaking-down-work-barriers-for-people-with-disabilities/>)
- Canadian Human Rights Commission (<https://www.chrc-ccdp.gc.ca/individuals/accessibility/barriers-and-disabilities>)
- Webinar provided by Trucking HR Canada (Accessible Canada Act: Get ready to file your progress report)
- Inclusive Training Course – Create an Accessible Workplace (<https://accessibleemployers.ca/course-detail/?course=a6faf9b1-2e66-4212-bc79-cf9541b8301f>)
- Government of Canada – Office of the Chief Accessibility Officer (<https://www.canada.ca/en/employment-social-development/corporate/office-chief-accessibility-officer/narratives.html>)

Next steps:

- Collaborate with our learning and development team to explore training on Accessibility, and Accessible Hiring best practices
- Review job postings to be sure they are accessible to individuals using screen readers or other assistive technology
- Educating employees about the availability of accommodation for applicants with disabilities in orientation
- Draft statements to indicate accommodation is available and assess which roles are eligible

Built Environment

- Progress Summary: Development of policies for workspaces.
- Actions Taken:
 - Completed RPM Safety training and modules
 - Trained employees on health and safety, this includes keeping a clean environment to prevent blocks to exits, as well as confined space work

Next steps:

- Identify physical barriers in all areas of the building, correct those that can be corrected without large capital expenditure being incurred. Any larger projects to be placed on multi-year modification plan.
- Review emergency and disaster plans to account for persons with disabilities
- Identify and replace all interior signage that requires the addition of braille (ie: Washrooms, employees only, etc)
- Install designated sharps containers in a small number of washrooms with tamper resistant disposal units and educate employees on how to use them appropriately.

Information and Communication Technologies (ICT)

- Progress Summary: No changes made

Next steps:

- Review current website and remediate accessibility deficiencies
- Review of technology style design guides to ensure accessibility
- Create orientation to include multiple languages

Communication (Other than ICT)

- Progress Summary: Bartel is currently working on implementing a way to receive feedback about their accessibility and any potential barriers people may face in the organization on our website.

Next steps:

- Be prepared to provide alternate formats of communication within a timeframe. This is to be completed on a case-by-case basis.
- Establish a response to requests for alternative communications.

Procurement of Goods, Services, and Facilities

- Progress Summary: Bartel has completed a purchasing procedure that includes procurement decisions.
- Procurement of goods, services and facilities has been completed

Design and Delivery of Programs and Services

- Progress Summary: HR has completed Accessible Canada Act and Accessible Canada Regulations training.

Next steps:

- Create a master inventory of all processes, policies and systems to update regularly
- Establish a standard process to ensure future processes and policies apply to an accessibility standard
- Update and enhance our accessibility policy
- Establish a framework to implement a diversity, equity, and inclusion (DEI) committee
- Ensure feedback is received, send out surveys to employees

Transportation

- Progress Summary: Not applicable, out of scope.