

# Bartel Bulk Freight Inc.

## Accessibility Annual Progress Report

Reporting Period: 2025

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### Executive Summary

Bartel Bulk Freight Inc. remains committed to fostering an accessible, inclusive, and barrier-free environment for all employees, customers, suppliers, and visitors. Guided by our core values of safety, respect, inclusion, and mutual support, we continue to integrate accessibility into our workplace culture and operations.

This annual progress report outlines the steps taken over the past year to implement our Accessibility Plan under the Accessible Canada Act, highlights progress made, and identifies areas requiring continued attention.

Accessibility at Bartel is an evolving process. While meaningful progress has been achieved in several priority areas, we recognize that ongoing effort, consultation, and adaptability are required to ensure full participation for persons with disabilities.

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### Summary of Key Progress

Over the past year, Bartel Bulk Freight Inc. has made the following advancements:

- Improved awareness of accessibility through employee orientation and training initiatives
  - Completed a review of emergency response procedures with increased focus on inclusive safety measures
  - Progressed toward safer workplace practices with the procurement of sharps disposal containers
  - Maintained accessible workspace arrangements, including main-floor office availability
  - Strengthened procurement processes by embedding accessibility considerations
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## Progress by Priority Area

### *Priority 1: Employment*

#### **Status: Ongoing**

#### **Progress:**

- Accessibility considerations are included in employee orientation, ensuring new hires are informed of available supports and accommodations.
- HR personnel have completed initial accessibility training.
- A flexible, case-by-case approach to accommodations continues to be applied.

#### **Gaps & Next Steps:**

- Job postings and recruitment materials have not yet been formally reviewed for accessibility due to limited hiring activity.
  - Future efforts will prioritize accessible recruitment practices and training for hiring managers.
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### *Priority 2: Built Environment*

#### **Status: Ongoing**

#### **Progress:**

- Confirmation that all active office workspaces are located on the main floor, supporting mobility accessibility.
- Emergency response plans have been reviewed and updated, with efforts underway to incorporate more visual signage.
- Sharps disposal containers have been ordered, with implementation pending finalization of disposal protocols.

#### **Gaps & Next Steps:**

- A formal built environment accessibility audit is still required.
  - Installation of automatic door openers remains under consideration due to cost.
  - Additional procedures are needed to support safe evacuation of individuals requiring assistance.
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### *Priority 3: Information and Communication Technologies (ICT)*

#### **Status: Ongoing**

#### **Progress:**

- Commitment to providing alternative communication formats upon request has been reinforced.

#### **Gaps & Next Steps:**

- Orientation and safety materials remain primarily in English; future efforts will focus on scalable multilingual solutions while maintaining case-by-case flexibility.
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### *Priority 4: Communication (Other than ICT)*

#### **Status: Ongoing**

#### **Progress:**

- Processes are in place to provide alternate communication formats when requested.

#### **Gaps & Next Steps:**

- A standardized internal procedure for handling alternate format requests is still in development.
  - Website accessibility has not yet been formally evaluated; future improvements will include:
    - Alternative text for images
    - Improved color contrast
    - Transcripts for multimedia content
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### *Priority 5: Procurement of Goods, Services & Facilities*

#### **Status: Complete**

#### **Progress:**

- Accessibility considerations have been successfully integrated into procurement practices.
- Accessibility criteria are included in vendor evaluations and purchasing decisions.

**Next Steps:**

- Continue maintaining and applying accessibility standards in procurement processes.
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*Priority 6: Design & Delivery of Programs & Services***Status: Ongoing****Progress:**

- Online / phone meeting options have been introduced to improve accessibility for drivers and remote employees.
- Feedback from external personnel is being collected through the company website.

**Gaps & Next Steps:**

- Development of a Diversity, Equity, and Inclusion (DEI) Committee is still in progress.
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*Priority 7: Transportation***Status: Not Applicable**

Bartel Bulk Freight Inc. does not provide transportation services for individuals as defined under the Accessible Canada Act. No accessibility-related requests have been received in this area.

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**Consultation and Feedback**

Bartel continues to value input from employees and the public. During this reporting period:

- Informal feedback channels remained open and encouraged
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**Challenges Identified**

While progress has been made, several challenges impacted the pace of implementation:

- Limited hiring activity delayed improvements in accessible recruitment

- Cost considerations affected timelines for physical infrastructure upgrades
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## Looking Ahead

In the coming year, Bartel Bulk Freight Inc. will focus on:

- Conducting a formal accessibility audit of physical spaces
  - Advancing website accessibility improvements
  - Establishing formal procedures for alternate communication formats
  - Continuing employee training and awareness initiatives
  - Finalizing and implementing sharps disposal solutions
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## Conclusion

Bartel Bulk Freight Inc. remains committed to continuous improvement in accessibility. While foundational steps have been taken, further work is required to fully eliminate barriers and create an inclusive environment for all.

We will continue to listen, learn, and adapt as we move forward, ensuring accessibility remains a key priority across all areas of our organization.

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## Feedback

We welcome feedback on this report and our ongoing accessibility efforts. Input can be submitted via:

- Mail (see address below)
- Online: <https://bartelfreight.ca/contact-us/> (please include “Accessibility” in the subject line)
- Email: [lindsay@bartelfreight.ca](mailto:lindsay@bartelfreight.ca) or [lynn@bartelfreight.ca](mailto:lynn@bartelfreight.ca)

All feedback will be reviewed and used to inform future improvements.

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