# 2024 Accessibility Progress Report

## General

Verspeeten Cartage Ltd has prepared the 2024 progress report to meet our obligations under the [Accessible Canada Act](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/FullText.html) (ACA) and the [Accessible Canada Regulations](https://laws-lois.justice.gc.ca/eng/regulations/SOR-2021-241/FullText.html) (ACR). This report will provide an update on our organizations progress in implementing our accessibility plan.

**How to provide feedback**

Please send any accessibility-related feedback to Melissa Pike (Safety and Compliance) in our Safety Department. Feedback can be provided via phone, email, or in writing. Contact information is located throughout the company sites as well as on your contact information sheet found in our CarriersEdge training platform as well as on the back of your company ID Badge.

**How to request alternate formats**

### Contact us:

### Please Feel free to contact us at any time as per the information below

* Email: safety@verspeeten.com
* Phone: 519-425-7881 Option 4 or 1-800-265-6701
* Mail:

P.O. Box 247

Ingersoll Ontario

N5C3K5

**Feedback**

Verspeeten obtained feedback through verbal conversations with employees who suffer from a varying range of hearing loss. Over the past year, 3 conversations occurred.

1. Employee expressed concern regarding hearing issues Discussed the importance of being proactive with their health and any concerns medical or otherwise. Reminded them that we do have ear plugs available should they choose to use them and that they can obtain them from the shop. Verspeeten Cartage Ltd has taken this feedback and started including it into our orientation program. All employees during their first day of orientation are advise of all safety measures and procedures and where to find the necessary PPE. We have also started to increase our PPE Requirements communication to our driving staff on a regular basis. By doing so we have seen a vast improvement in the number of drivers wearing ALL their proper PPE including (but not limited to) HI-Vis Safety vests, safety boots, etc.
2. Employee concerned regarding people unnecessarily parking in Handicap Parking spaces and the 10-15 min Loading/unloading area for their entire work shift, not displaying permits, and taking the spots from someone who really needs it. Polite notes were placed on car windshields reminding the owner that permits need to be displayed in windshields if using the handicap parking spots, and not to park more than 10-15 min in the loading/unloading area. Email communication was also sent out to employees. After a couple of months of repetitiveness, these spots are now being used correctly.
3. Employee concerned about a pre-existing breathing issue having to pass through other employees smoking directly outside the entry to the building beside where drivers store their person items – lunches, jackets, etc. prior to going to their truck and beginning their day. This issue was delivered to the Joint Health and Safety Committee who resolved the issue smoothly by creating a designated smoking area away from any access point into the building. Communication was sent out to everyone company wide regarding the designated smoking area and to please be respectful and only smoke in this area. It has been successful thus far and has allowed people to enter the building without exposure to second/third hand smoke.

## Consultations

Verspeeten Cartage Ltd. Frequently communicates out to all to see the Safety Department with any concerns or complaints or suggestions for betterment that they may have. We are constantly trying to improve in all aspects of our business and provide a great working environment of all.

#### How we consulted persons with disabilities in the preparation of the progress report

* We consultedthrough

Company wide Email’s

Discussion individual/groups (in-person)

* Dates / time periods of consultations: As needed, when presented
* Locations of our consultations (if in-person): Verspeeten Ingersoll or Windsor Terminal
* We asked participants the following questions: 1. How can Verspeeten Cartage assist you with your concern 2. Can the current process be improved?  3. Do you have any suggestions on how we can improve accessibility with your concern

#### Accessibility:

We made our consultations accessible by:

Ensuring our venue was wheelchair-accessible

Provided language interpreters on request when available and always during any legal matters upon request

Provided online training options in alternative languages

To date we have not had to consult with other parties outside of our organization. However should the situation arise where we need to we would look to reach out to:

Individuals with disabilities

Disability organizations

Accessibility experts

Disability experts

## Areas in [section 5 of the Accessible Canada Act](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/section-5.html) (ACA)

### Employment

We have identified any barriers that employees are facing at our workplace. When barriers are discovered we will certainly address them in accordance with the Accessible Canada Act.

We currently include the following in all of our job postings to show that we are commitment to accessibility and inclusion. *“Verspeeten Cartage is an equal opportunity employer. We value diversity and inclusion in the workplace and encourage all qualified candidates to apply including women, visible minorities, aboriginals, and persons with disabilities”*.

### The built environment

We have not discovered any issues with the accessibility of our buildings. However should this arise in the future we will thoroughly review the concern and devise a suitable resolution. Currently Bathrooms on all accessible floors are wheel chair accessible and labeled so. Parking and access to the buildings is also accessible.

### Information and communication technologies

We currently have not identified barriers in this field. Should barriers be identified we would organize with our IT department to correct and accommodate as quickly and efficiently as possible.

### Communication, other than information and communication technologies

Verspeeten has worked hard to improve communication around processes and safety. A regular schedule has been developed surrounding general and specific topics with additional topics added in as needed. Based off this schedule the safety department sends out weekly/daily company wide emails. This increased flow of information has helped Verspeeten see decreased levels of injuries in the workplace, improved job task functions and understanding, decreased road side fines and violations etc.

### The procurement of goods, services and facilities

We have not identified any issues or concerns regarding procurement. However, if a barrier is presented, we will address it as efficiently as possible in accordance with the Accessible Canada Act.

### The design and delivery of programs and services

We have identified any issues or concerns regarding design and delivery of programs and services. However, is a barrier is presented, we will address it as efficiently as possible in accordance with the Accessible Canada Act.

### Transportation

We have not discovered any barriers regarding transportation. Company vehicles area available to employees when needed to travel for work purposes or individual arrangements are made based on a case by case basis.

## Other progress

N/A

## Conclusion

In conclusion, Verspeeten is dedicated to continuous improvement of our organization and will maintain a focus on the following objectives

* Verspeeten will continue to monitor progress to ensure we are meeting accessibility requirements and goals for our organization and removing or preventing and future barriers that become apparent.
* Continue to encourage employee feedback using the existing feedback process.
* All feedback will be reviewed by Verspeeten Cartage and it will be determined how best to proceed with implementing feedback to further improve accessibility for all. Our Joint Health and Safety Committee will be included whenever possible to administer any implementation requirements
* Future Progress reports and update accessibility plans will be posted when available.