



# The Accessible Canada Act

## Progress Report 2025

Royal Tank Lines

## General

### Summary

Royal Tank Lines is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking industry. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products, and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal, and prevention of barriers. Royal Tank Lines will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture in the years to come.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with individuals who identify as having a disability in our local community.

A summary of initial observation and opportunities include:

- Improving the attraction of persons with disabilities to career opportunities with Royal Tank Lines.
- Being prepared to provide information in accessible formats when requested.
- Reviewing application and technology design standards of current and future IT equipment and applications to ensure compatibility with accessibility features.
- Initiating a process where there is a “through an accessibility lens” approach to the design and assessment of facilities, procurement procedures, company programs, new initiatives, and on-going services.

### Input and Feedback

Royal Tank Lines welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. This feedback is valuable to help break down accessibility barriers and build on our commitment to accessibility. If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback, let us know and we will do our best to accommodate your needs.

Contact: Chelsea Lake – Manager, Human Resources

Mailing address: 2441 Doral Dr, Innisfil, ON – L9S 0A3

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### Statement of Commitment

Royal Tank Lines is committed to ensuring our organization and the services we provide are accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers. Our Accessibility journey will be developed by consultation with persons with disabilities.

### Reporting Our Plan

As required by the Accessible Canada Act, we will publish a progress report every year that measures our progress against our commitments. We will review and update our Accessibility Plan every three years.

## Addressing Areas Identified in the Accessible Canada Act (ACA)

**Employment** - The “employment” area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Royal Tank Lines has identified the following barriers that candidates and employees with disabilities may encounter:

**Barrier #1:** *Limited awareness among candidates with disabilities about job opportunities due to size and visibility of the company.*

Actions:

- Increase outreach to local disability organizations and community groups to promote job openings.
- Develop simplified job descriptions and application processes that are accessible and easy to understand.
- Provide training to hiring managers on inclusive hiring practices and reasonable accommodations.

**Barrier #2:** *Lack of clarity and process for requesting and providing reasonable accommodations during recruitment and employment.*

Actions:

- Include a statement in all job postings welcoming candidates to request accommodations during the application and interview process.
- Develop a clear procedure for receiving, evaluating, and implementing accommodation requests.
- Educate candidates and employees on available accommodations and the process to request them.
- Ensure accessibility information is prominently displayed on the company’s website and recruitment materials.

**Built Environment** - The “built” environment area ensures that workspaces and the work environment are accessible for all.

**Barrier #3:** *Physical accessibility challenges in office and depot locations, limiting mobility for employees and visitors with disabilities.*

Actions:

- Conduct an accessibility audit of all office and depot locations to identify barriers.
- Develop a plan to address accessibility gaps systematically within budget constraints.
- Ensure all signage is clear, well-lit, and includes Braille or tactile elements where necessary.

**Barrier #4:** *Lack of proper disposal facilities for sharps or medical devices at office and yard locations, posing safety and health risks.*

Actions:

- Install designated sharps containers with tamper-resistant disposal units in accessible areas.
- Implement training sessions for employees on safe handling and disposal procedures.
- Ensure all employees are aware of the locations of sharps disposal units and how to use them correctly.

Information and Communication Technologies (ICT) - “Information and Communication Technologies” are various technological tools used to send, store, create, share, or exchange information.

**Barrier #5:** *Inadequate support for accessibility features in existing Information and Communication Technologies (ICT) tools and platforms.*

Actions:

- Conduct a review of current ICT systems and websites to identify accessibility gaps.
- Implement necessary updates and modifications to ensure compatibility with assistive technologies.
- Provide training to technology teams on supporting accessibility features and tools.
- Create user guides and support materials specifically tailored to employees using accessibility features.

**Barrier #6:** *Underutilization of existing accessibility features in company tools and software.*

Actions:

- Launch awareness campaigns and training sessions to educate employees on available accessibility features.
- Encourage departments to incorporate accessibility features into their regular workflows.
- Provide ongoing support and resources for employees who need assistance with accessibility tools.

**Barrier #7:** *Limited accessibility features in virtual meeting and collaboration tools, hindering participation for individuals with disabilities.*

Actions:

- Ensure all virtual meetings and online learning sessions include closed captioning and other necessary accessibility features.
- Provide training to facilitators on how to use accessibility tools effectively.
- Regularly update software to ensure compatibility with assistive technologies.

Communication Other Than Information and Communication Technologies (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.

**Barrier #8:** *Inconsistent availability of alternate formats for communication materials produced by the company.*

Actions:

- Implement a process to review and enhance accessibility of all external communications, including website content and social media.
- Develop guidelines for creating accessible web-based content, including alt text and closed captioning.
- Establish procedures for producing alternate formats such as large print, audio, braille, and electronic formats compatible with adaptive technology upon request.

Procurement of Goods, Services and Facilities - The “procuring (buying) goods, services, and facilities” area ensures that accessibility is considered at the beginning of the buying process.

**Barrier #9:** *Lack of consideration for accessibility requirements in procurement procedures and practices.*

Actions:

- Revise procurement policies to include evaluation criteria for vendor accessibility capabilities.
- Ensure accessibility needs are part of the procurement process for software, equipment, and services.
- Review digital accessibility requirements in Request for Proposals (RFPs) from external suppliers.

**Design and Delivery of Programs and Services** - When designing and delivering company's internal and external programs and services, accessibility considerations must be part of the process.

**Barrier #10:** *Absence of a standardized approach to incorporate accessibility in the design and delivery of company programs and services.*

Actions:

- Establish a consultation forum with persons with disabilities to provide feedback on all programs, policies, and processes.
- Develop and promote guidelines for integrating accessibility considerations into company policies and program design.
- Create accessibility checklists to ensure all new and existing programs and services meet accessibility standards.

**Transportation** - Transportation for this purpose refers to transportation of people, not goods. Royal Tank Lines 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.

## Progress Report

Progress Reports on the above-mentioned barrier are as follows:

- All of our hiring managers participated in a comprehensive training program focused on inclusive hiring practices, unconscious bias, and understanding reasonable accommodations. This has equipped them to better support candidates with disabilities and ensure a fair, accessible recruitment process.
- We will be revising our upcoming job descriptions to ensure they are clear, concise, and free of jargon for all office staff job postings. We also created accessible versions of application forms, ensuring compatibility with screen readers and making sure that all candidates can easily understand the qualifications and responsibilities required for each role.
- A disability parking spot has been designated and clearly marked in front of the building.
- Tamper-resistant sharps disposal containers were placed at the office, ensuring they are placed in accessible areas for employees and visitors. We have also ensured that these containers are clearly labeled and easy to use.
- We are planning to review our websites to make it more accessible ensuring digital content is usable for all.
- We have established procedures to produce communication materials in alternate formats, such as large print, audio, and accessible electronic formats, upon request. These procedures ensure that individuals with disabilities can access all of our materials in the format they need.
- Guidelines for integrating accessibility into all company policies and program designs have been developed and are being actively promoted across departments. These guidelines ensure that accessibility is a central consideration from the inception of any new program or service.
- Include closed captioning in online learning videos and make sure all necessary accessibility features are provided as needed.
- Ensuring accessibility requirements are taken into account when purchasing software and equipment in the future, even though there are currently no employees needing special assistance.

- The company is consistently striving to improve and increase accessibility for all individuals.

## Consultations

To align with Royal's commitment to make our workplace environment accessible to all, we have developed our initial Accessibility Plan in consultation with leaders of key areas to support to development of identifying barriers, employees with disabilities through an internal survey and subsequent follow up conversations, as well as an initial review conducted with Manitoba League of Persons with Disabilities.

We will continue to survey employees and members of the general public as well as consult with external organizations that have been referenced in this Accessibility Plan and measure progress to ensure we meet the commitments we set out to achieve.

## Definitions

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

**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 of 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.:

**Disability** – The Accessible Canada Act defines a disability as “any impairment including anything 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.

## Feedback process

A "barrier" refers to anything that prevents individuals with disabilities from fully and equally participating in society. A "disability" encompasses physical, mental, intellectual, cognitive, learning, communication, or sensory impairments or functional limitations.

We're interested in hearing if you've encountered any obstacles while engaging with the department regarding:

- Employment at Royal Tank Lines
- Offices or facilities
- Information and communication technologies
- Other communication technologies
- Purchasing goods, services, or facilities
- How programs or services are designed or delivered
- Transportation

Your feedback will be received by Royal Tank Line's Diversity and Inclusion Action Team, who will carefully review and analyze it. They will determine appropriate actions and may contact you for further discussion based on your feedback.

By Email: [csr@royaltank.com](mailto:csr@royaltank.com)

By Mail: 323 Bayview Dr,  
Barrie, ON  
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**Progress Report on feedback:** The company is open to any feedback in any form including via web form, email, physical



letter, or call, although the company has not received any feedback in any format so far.