The Accessible Canada Act

Progress Report 2026

Royal Tank Lines

Reporting Period: October 2026

General Summary

Royal Tank Lines remains committed to building a culture of inclusivity and accessibility. We recognize that creating a barrier-free environment is an ongoing process and that accessibility must continue to be considered in employment, facilities, technology, communications, procurement, and the design and delivery of programs and services.

During 2026, Royal Tank Lines continued to build on the commitments identified in its Accessibility Plan and 2025 Progress Report. The company continues to focus on identifying, preventing, and removing barriers and on ensuring that employees, applicants, customers, visitors, and members of the public can access our workplace, services, and information as equitably as possible.

The 2026 progress report reflects the ongoing nature of the company's accessibility commitments. Where an initiative remains in development or requires further implementation, it is identified as ongoing or planned rather than represented as completed.

Key areas of continued focus 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, website, and technology standards for compatibility with accessibility features.
- Applying an accessibility lens to facilities, procurement procedures, company programs, new initiatives, and ongoing services.

Input and Feedback

Royal Tank Lines welcomes feedback on its Accessibility Plan and accessibility practices from the public, employees, and stakeholders. Feedback helps the company identify barriers and improve accessibility. Individuals requiring support while providing feedback may advise the company of their needs so that reasonable assistance can be considered.

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Statement of Commitment

Royal Tank Lines is committed to ensuring that 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 continue to be developed through consultation with persons with disabilities.

Reporting Our Plan

As required by the Accessible Canada Act, Royal Tank Lines will publish a progress report every year that measures progress against its commitments. The Accessibility Plan will be reviewed and updated on the schedule established by the company and applicable requirements.

Addressing Areas Identified in the Accessible Canada Act

Employment

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

- Continue outreach to local disability organizations and community groups to promote job openings.
- Continue reviewing job descriptions and application processes so they are clear, concise, and accessible.
- Maintain training and awareness for 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.

- Maintain accommodation language in job postings and recruitment materials.
- Continue using a clear process for receiving, evaluating, and implementing accommodation requests.
- Educate candidates and employees on available accommodations and how to request them.
- Keep accessibility information available through company and recruitment materials.

Built Environment

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

- Continue reviewing office and depot locations for accessibility barriers.
- Prioritize identified accessibility improvements based on operational needs and available resources.
- Maintain clear, well-lit signage and consider tactile/Braille features where necessary.

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

- Maintain designated sharps disposal containers in accessible areas.
- Continue employee awareness and training regarding safe handling and disposal procedures.
- Ensure employees know the locations of disposal units and how to use them correctly.

Information and Communication Technologies (ICT)

Barrier #5: Inadequate support for accessibility features in existing ICT tools and platforms.

- Continue reviewing ICT systems and websites for accessibility gaps.
- Implement updates or modifications where accessibility gaps are identified.
- Continue providing guidance and support for employees who use accessibility features.

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

- Increase awareness of accessibility features available in company software and tools.
- Encourage departments to incorporate appropriate accessibility features into regular workflows.
- Provide support to employees who need assistance using accessibility tools.

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

- Continue using closed captioning and other necessary accessibility features for online meetings and learning sessions where required.
- Provide guidance to facilitators on accessibility tools.
- Keep meeting and collaboration software updated to support accessibility features.

Communication Other Than Information and Communication Technologies (ICT)

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

- Continue reviewing external communications for accessibility.
- Maintain guidelines for accessible web-based content, including alt text and captioning.
- Provide alternate formats such as large print, audio, Braille, or accessible electronic formats upon request.

Procurement of Goods, Services and Facilities

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

- Continue incorporating accessibility considerations into purchasing software, equipment, and services.
- Consider vendor accessibility capabilities when appropriate.
- Include digital accessibility requirements in relevant Requests for Proposals and supplier reviews.

Design and Delivery of Programs and Services

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

- Continue promoting accessibility guidelines across departments.
- Use accessibility checklists or equivalent review steps for new and existing programs and services.
- Continue seeking input from persons with disabilities when reviewing programs, policies, and processes.

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 therefore transportation remains outside the scope of this plan.

Progress Report

The following summarizes the company's 2026 progress and continuing actions based on the commitments identified in the Accessibility Plan and prior progress reporting:

- Hiring managers continue to be expected to apply inclusive hiring practices and consider reasonable accommodations throughout recruitment and employment.
- Job descriptions and application materials continue to be reviewed with the goal of using clear language, reducing unnecessary jargon, and supporting accessibility.
- The designated accessible parking space in front of the building remains part of the company's accessibility measures.
- Tamper-resistant sharps disposal containers remain available in accessible areas, with employee awareness of safe disposal practices maintained.
- The company continues to review its website and digital content with accessibility in mind and will address accessibility gaps as they are identified.
- Procedures remain available for providing communication materials in alternate formats, including large print, audio, Braille, and accessible electronic formats, upon request.
- Accessibility guidelines continue to be considered when developing or reviewing company policies, programs, and services.
- Closed captioning and other appropriate accessibility features continue to be considered for online learning and virtual meetings.
- Accessibility requirements continue to be considered when purchasing software, equipment, and services, including future technology purchases.
- Royal Tank Lines continues to identify opportunities to improve accessibility and reduce barriers for employees, applicants, visitors, and members of the public.

Consultations

Royal Tank Lines remains committed to consultation as part of its accessibility process. The company's prior consultation activities included input from leaders of key areas, employees with disabilities through an internal survey and follow-up conversations, and an initial review with the Manitoba League of Persons with Disabilities.

The company will continue to seek input from employees, members of the general public, and relevant external organizations to identify barriers, assess progress, and inform future accessibility initiatives.

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 – Anything, including anything physical, architectural, technological, attitudinal, information or communications-related, or resulting from a policy or practice, that hinders the full and equal participation of persons with disabilities.

Disability – Any impairment, including physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or functional limitation, whether permanent, temporary, or episodic, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Feedback Process

Royal Tank Lines welcomes feedback regarding barriers that individuals may encounter while engaging with the company, including:

- 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

Feedback will be received by Royal Tank Lines and reviewed to identify appropriate actions. Where appropriate, the company may contact the person providing feedback for further discussion.

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Progress Report on Feedback

During the 2026 reporting period, Royal Tank Lines did not receive any accessibility-related feedback or complaints from employees, applicants, customers, visitors, or members of the public through email, telephone, web forms, physical correspondence, or other available channels, as of October 8, 2026. The company continues to welcome feedback and will review any accessibility concerns received to identify opportunities to prevent, remove, or reduce barriers.

Royal Tank Lines remains open to receiving accessibility feedback through available channels, including email, web-based forms, physical correspondence, or telephone. Feedback will be reviewed as it is received and used to support the identification, prevention, and removal of accessibility barriers.

This 2026 report is intended to build on the commitments and progress identified in the company's previous Accessibility Progress Report and to support continuous improvement in accessibility.