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# The Musket Transport Ltd Accessibility Plan

## GENERAL

### Executive Summary

The Musket Transport Ltd is committed to creating an accessible, inclusive, and barrier-free workplace for employees, applicants, contractors, visitors, customers, and the public. Accessibility is an important part of our company culture and supports our continued growth as an employer in the trucking sector.

This Accessibility Plan, developed as required under the Accessible Canada Act, outlines our commitment to identifying, removing, and preventing barriers that may affect persons with disabilities in our workplace, services, facilities, communications, technology, employment practices, and operations.

We recognize that accessibility is an ongoing responsibility. This plan was developed with input from employees, including employees with disabilities, through consultation methods such as surveys, roundtable discussions, and one-on-one interviews. Feedback received will help guide our accessibility priorities and support a better experience for our employees and the public we serve.

### Feedback and Inquiry Process

The Musket Transport Ltd welcomes feedback on our Accessibility Plan from the public, employees and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

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 Name: Melanie Ackers, Office Manager/Human Resource Associate

Email: [hr@musket.ca](mailto:hr@musket.ca)

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### Statement of Commitment

The Musket Transport Ltd recognizes that accessibility is an ongoing responsibility. We are committed to reviewing our policies, procedures, programs, services, and workplace practices to identify and address barriers in a timely, respectful, and practical manner.

We will take reasonable steps to provide persons with disabilities equitable access to employment opportunities, workplace supports, company information, facilities, communications, and services. Accessibility will also be considered when developing policies, purchasing goods or services, updating technology, changing workplace processes, and communicating with employees or the public.



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## Plan Reports and Updates

The Musket Transport Ltd will publish status reports yearly that measure our progress against our commitments. We will also review this Accessibility Plan on an ongoing basis and update it every three years. All progress reports and update to our Accessibility Plan will be shaped by consultations and feedback received.

## ADDRESSING AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT

### Employment

**Barrier 1:** Applicants and employees may not know that accommodations are available during recruitment, onboarding, training, or employment.

**Actions to Address Barrier:**

- Add an accommodation statement to all job postings and interview invitations.
- Ensure candidates are told they may request accommodation at any stage of the hiring process.
- Include accommodation information in onboarding materials.
- Train managers and supervisors on how to respond to accommodation requests appropriately and confidentially.

**Barrier 2:** Accommodation requests may not be handled consistently across departments.

**Actions to Address Barrier:**

- Create a standard accommodation request and review process.
- Assign Human Resources as the central point of contact for accommodation-related matters.
- Maintain confidential documentation of requests, decisions, and follow-up steps.
- Review accommodation arrangements periodically to confirm they remain appropriate and effective.

### Built Environment

**Barrier 3:** Physical areas of the workplace may create access challenges for employees, visitors, or applicants with mobility-related disabilities.

**Actions to Address Barrier:**

- Conduct a review of entrances, parking areas, walkways, reception areas, meeting rooms, washrooms, and common areas.
- Identify any areas where access may be limited or difficult.
- Prioritize reasonable improvements based on safety, frequency of use, and operational impact.
- Consider accessibility when planning renovations, office layout changes, or facility upgrades.

**Barrier 4:** Emergency procedures may not fully account for individuals who require assistance during an evacuation.



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**Actions to Address Barrier:**

- Review emergency evacuation procedures with accessibility in mind.
- Identify whether employees may require individualized emergency response support.
- Train supervisors on how to respond if an employee or visitor requires assistance.
- Include accessibility considerations in emergency planning reviews.

**Information and Communication Technologies (ICT)**

**Barrier 5:** Employees may not always know how to request accessible formats or technology-related accommodation support.

**Actions to Address Barrier:**

- Clearly communicate the process for requesting accessible formats, assistive technology support, or help accessing digital information.
- Identify the appropriate contact person or department for ICT-related accessibility requests.
- Include accessibility support information in onboarding materials, employee communications, and relevant HR resources.
- Track requests and feedback to identify recurring ICT accessibility concerns.

**Barrier 6:** Digital communications may not always be designed with accessibility in mind before they are shared.

**Actions to Address Barrier:**

- Develop standard accessibility standards for emails, notices, presentations, and digital employee communications.
- Encourage the use of clear subject lines, readable fonts, plain language, descriptive links, and properly formatted attachments.
- Avoid sharing important information in only one format (images, screenshots, etc.)
- Provide managers and employees responsible for communications with guidance on accessible digital communication practices.

**Communication, Other Than ICT**

**Barrier 7:** Company communications may use technical, unclear, or overly complex wording.

**Actions to Address Barrier:**

- Use plain language in company policies, memos, notices, and employee communications.
- Avoid unnecessary jargon or overly legalistic wording.
- Review key employee-facing documents for clarity before distribution.
- Provide additional explanation where employees may have questions about expectations, procedures, or requirements.

**Procurement of Goods, Services, and Facilities**

**Barrier 8:** Third-party vendors may not understand or follow the company's accessibility expectations.



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### **Actions to Address Barrier:**

- Communicate accessibility expectations to vendors where relevant.
- Include accessibility considerations in vendor discussions, service reviews, or contracts where appropriate.
- Require departments to consult HR or management before implementing new systems or tools that may affect employees.
- Review vendor-related accessibility concerns if feedback is received.

### **Design and Delivery of Programs and Services**

**Barrier 9:** Training programs may not always be accessible to employees with different learning, communication, or disability-related needs.

#### **Actions to Address Barrier:**

- Review training materials to ensure they are clear, readable, and available in practical formats.
- Allow reasonable accommodation in training delivery where needed.
- Provide written materials to support verbal training.
- Give employees an opportunity to ask questions or request clarification after training.

### **Transportation**

**Barrier 10:** Driver-facing communications may not always be provided in a format that is easy to access, understand, or retain.

#### **Actions to Address Barrier:**

- Review driver communications for clarity, plain language, and accessibility.
- Provide important safety, dispatch, HR, and compliance information in writing where practical.
- Ensure employees know whom to contact if they need communication support or an alternate format.
- Use consistent templates for important driver notices, instructions, and policy updates.

**Barrier 11:** Operational scheduling, modified duties, or return-to-work processes may not consistently account for disability-related limitations.

#### **Actions to Address Barrier:**

- Ensure HR is involved in accommodation, modified duties, and return-to-work discussions.
- Review job duties and operational requirements to identify possible temporary or permanent accommodation options.
- Document accommodation discussions and agreed-upon work arrangements.
- Reassess accommodation plans periodically to ensure they remain effective and operationally appropriate.



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## CONSULTATIONS

To support The Musket Transport Ltd.'s commitment to creating an accessible workplace, this Accessibility Plan was developed in consultation with employees.

Feedback was gathered through a companywide survey, employee focus group, 1-1 interviews with employees with disabilities. We also engaged with Health Canada, Network for Persons with Disabilities, and Canadian Association of the Deaf.

We will continue to seek feedback from employees, including employees with disabilities and any accessibility working groups established under this plan, to measure progress and support the successful implementation of our accessibility commitments.