

Progress Report - June 2025

General

This progress report fulfills the organization's obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR) requirements. This progress report provides updates on the progress made in implementing our accessibility plan, outlining actions taken to improve accessibility and ensure compliance.

How to provide feedback

Please send your feedback to our Office Manager

You can send your feedback by email, phone or mail using the contact information listed below.

For more information on how you can send your feedback, see our feedback process description <http://files.musket.ca/The-Musket-Transport-Ltd-Accessibility-Plan.pdf>

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Contact us:

Contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

Email: melanie.ackers@musket.ca

Phone: 9058237800 x 235

Mail: 2215 Royal Windsor Dr., Mississauga, ON L5J1K5

Feedback

We have received no feedback submissions as of yet however we have followed up and assigned responsibility to specific employees regarding whenever we do receive feedback and how it relates to their roles.

Consultations

In order to prepare our progress report we consulted persons with disabilities as well as company employees in various manner.

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

We consulted through *(check all that apply)*:

- ✓ Survey(s) (online / **print**)
- ✓ Discussion groups (online / **in-person**)
- ✓ Other (*specify*): 1 on 1 interviews

Survey was company-wide to evaluate how employees feel about how we have progressed since implementing the Accessibility Plan. Discussion groups and 1 on 1 interviews with employees with disabilities focused on any feedback they may have, if there were areas they would like to see get priority over others.

Dates / time periods of consultations: All discussion groups were held on May 1, 2025; 2 surveys were completed January 2025 and April 2024

Locations of our consultations (if in-person): All completed at 2215 Royal Windsor Dr., Mississauga, ON L5J1K5

We asked participants the following questions: How do you rate the organizations success in implementing our plan? Do they feel that the changes so far have been effective? Could we be doing more? What would you like to see prioritized as we move forward in this process?

Accessibility:

We made our consultations accessible by:

- ✓ Ensuring our venue was wheelchair-accessible
- ✓ Consultation documents were available in accessible formats
- ✓ Provided closed captioning on request

Who we consulted:

We consulted (*check all that apply*):



Individuals with disabilities

**To protect individuals' privacy, do not list the names of individuals who participated in your consultations unless they participated as "experts".*

✓ Disability Organizations

Names of the organizations: Canadian Association of the Deaf, Canadian Mental health Association

Total number of participants (not including members of our organization): 15

Number of participants with disabilities: 5

Types of disabilities represented: Mobility, hearing and intellectual disabilities

Areas in [section 5 of the Accessible Canada Act \(ACA\)](#)**Employment**

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.

Progress Update: We have continued educating hiring managers on accessibility and on how they can ensure a more barrier-free hiring process. We have added text to our job postings that confirm our commitment to disability related accommodations.

Barrier 2: There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in becoming truck drivers.

Progress Update: We are continuing to work with our training school, where those interested in becoming truck drivers would start, and built framework in order to establish support to help guide the school in its responsibility in the accommodation process.

The Built Environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities

Progress Update: Renovated within the office, widening space to ease mobility as well as updated signage to advise where the existing ramp is. Consulting with city to move the ramp to a more accommodating location is still being worked on.

Barrier 2: Safety signage in our buildings and truck yard is not accessible for people with low vision.

Progress Update: Within 3 months of the plan being posted we replaced all safety with larger, reflective signs specially with people with low vision in mind. Also upgraded lighting in the yard with 1 month of posting our Accessibility plan. - **The new signs and lighting have solved this barrier for us.**

Information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The current IT team is not well versed in accessibility technology and does not know how to assist persons with disabilities in the workplace.

Progress Update: Within 2 months of the plan being posted we had the IT team trained on using available accessibility features on all available programs we use. A guidance checklist was also created for all future IT procurements so accessibility is engrained in that process. - **This training and checklist have solved this barrier for us.**

Barrier 2: Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way

Progress Update: Within 2 months of the plan being posted all programs with accessibility features were explained thoroughly to employees and guidance on how to find the information if they need to access it in the future - **This continues to happen and due to this process this barrier is solved for us.**

Barrier 3: The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully

Progress Update: All Meeting spaces are outfitted with accessibility features that fit with our accommodation plan - **This continues will all created meeting spaces, this barrier is solved**

Communication, other than information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The Company does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.

Progress Update: Identified and developed a process with a few outside companies to help with providing alternate formats of communication when requested. One example of this; the company Minute Man can and will produce large print versions of requested documentation for us. - Minute Man is still committed to aiding when these requests come up.

The procurement of goods, services and facilities

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The Musket Transport Ltd's procurement procedures and practices do not take into consideration accessibility requirements

Progress Update: Implemented accessibility checks into the procurement procedure immediately after posting our plan. **This barrier has been solved for us.**

The design and delivery of programs and services

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Progress Update: Developed guidelines and checklists and then implemented them into company policies, etc that ensure accessibility is considered in all programs, processes, etc.
- Continuously looking at better ways to our accessibility approach

Transportation

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The Musket Transport Ltd is currently limited in the options that it provides for employees that experience challenges and concerns with driving during dawn, dusk, or night time driving.

Progress Update: Currently running a pilot program in which we are slip-seating a truck so that a schedule can be altered enough to allow for a driver with accessibility issue can achieve full-time work comparatively - This pilot program was successful and is still running

Barrier 2: Entering a transport truck and other warehouse vehicles often poses a problem for drivers over time due to the repetition and height of the steps. For people with motor related disabilities, requiring them to get into a cab can prohibit them for doing their job.

Progress Update: We are looking into options involving retractable extended steps

Conclusion

We are continuing to monitor our progress to ensure that we are improving and progressing in our efforts to meet our accessibility goals. As we move forward we will continue to remove the current barriers, while also prevent new barriers through guidance and implementation of accessibility checklists. We will continue to encourage feedback through our feedback process and when received will ensure timely and accurate responses are given and updates if requested.

We will be publishing an updated accessibility plan in June 2026.