



The Accessible Canada Act *Accessibility Plan*

April 2025



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GENERAL

EXECUTIVE SUMMARY

While we do not agree that we are subject to federal regulation, we are submitting this document without prejudice to that position and to our ability to assume it in the future.

Brad's Towing strives to foster an inclusive and accessible workplace. Not only is this part of our company culture, but opening access to all is imperative for our continued growth and competitiveness as an employer in the trucking sector. We recognize that accessibility is an ongoing effort, and we will review and consider ways to contribute to a barrier-free Canada by exploring accessibility measures that support employees and the public we serve, helping them 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, review, and consideration of ways to remove and prevent barriers. Brad's Towing 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 assessing accessibility considerations and fostering an accessibility-confident culture.

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 employees who identify as having a disability via employee surveys, roundtable discussions, and one-on-one interviews.

A summary of initial opportunities includes:

- Exploring ways to improve the attraction of people with disabilities to jobs in our company and the trucking sector.
- Reviewing options to expand the range and options for accommodations.
- Assessing how we can be better prepared to provide information in accessible formats when requested.
- Reviewing the knowledge of our IT team and the potential for leveraging accessibility features in current and future IT equipment, programs, and systems.
- Exploring processes where there is a more thorough review and a “through an accessibility lens” approach to the assessment of facilities, procurement procedures, company programs, new initiatives, and ongoing services.

INPUT AND FEEDBACK

Brad's Towing welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. This feedback is valuable to us as it helps us identify potential 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 review and respond to feedback in a timely manner. If you require support while providing feedback, let us know, and we will assess how we can accommodate your needs.

Contact Information:

Brad's Towing Ltd.

Mailing Address: 717 43rd Street East, Saskatoon, SK S7K 0V7

Email: info@bradstowing.ca

Telephone: 306-931-1221

STATEMENT OF COMMITMENT

At Brad's Towing, we are committed to exploring ways to improve the accessibility of our organization and the services we provide. All Canadians should have equitable access to our services, and those who work with us should be supported in performing their jobs free of unnecessary barriers.

REPORTING OUR PLAN

As required by the Accessible Canada Act, we will publish a status report every year that assesses our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

ADDRESSING AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT

EMPLOYMENT

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment life cycle.

Barrier #1: Recruitment Barriers

- Job postings and application processes may not be fully accessible (e.g., online forms incompatible with screen readers, lack of alternative formats like braille or audio).
- Physical job interviews may not always accommodate mobility-impaired or neurodivergent candidates.

Actions:

- We will review options to improve the accessibility of job postings and applications (e.g., screen-reader-friendly formats, large print, and audio options).
- We will consider alternative interview methods (virtual interviews, written responses, or assisted interviews with interpreters).
- We will explore the feasibility of providing accessible testing and assessments for candidates with disabilities.

Barrier #2: Job Retention and Career Growth Barriers

- Limited career advancement opportunities for employees with disabilities in roles like dispatching, management, or customer service.
- Performance evaluation methods may not account for the impact of disabilities on work styles.

Actions:

- We will review our promotion policies to consider alternative ways to measure job performance.
- We will explore leadership training and mentorship opportunities for employees with disabilities.
- We will consider flexible work arrangements where feasible (part-time, job-sharing options).

BUILT ENVIRONMENT

Barrier #3: Workplace Accessibility Barriers

- Limited accessible break rooms, restrooms, parking, and entrances at transport depots, garages, and offices.

- Workstations and equipment (e.g., dispatch computers, vehicles) may not be fully designed for employees with physical disabilities.

Actions:

- We will assess the feasibility of installing ramps, wider pathways, and accessible restrooms, or consider hiring dispatchers at existing accessible locations.
- We will explore options for providing adaptive equipment (e.g., height-adjustable desks, ergonomic tools).
- We will review parking policies to ensure accessible spaces are designated and prioritized.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES

Barrier #4: Communication Barriers for Customer and Employee Interaction

- Limited accessible communication options for customers and employees with hearing, speech, or cognitive disabilities.
- Emergency roadside assistance and towing services primarily rely on voice calls, which may not be accessible for people who are deaf or non-verbal.

Actions:

- We will assess the feasibility of implementing text-based communication options (SMS, email, live chat, and app notifications).
- We will look into potential AI-powered chatbots with accessibility features for customer inquiries.

COMMUNICATION OTHER THAN ICT

Barrier #5: Training and Information Accessibility Barriers

- Employee training materials (videos, manuals, and online courses) do not include captions, transcripts, or alternative formats.
- Company policies and safety procedures are only available in printed text, which may not be accessible to all employees.

Actions:

- We will work towards providing captioned and transcribed training videos where possible.
- We will explore options to offer materials in large print and easy-read formats.
- We will look into using accessible e-learning platforms that support screen readers and text-to-speech functions.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Barrier #6: Accessibility in Procurement

- Current procurement procedures do not always take accessibility into consideration.

Actions:

- We will review our procurement procedures to explore the inclusion of accessibility considerations.
- We will assess how accessibility considerations can be incorporated into procurement templates for external vendors and services.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Barrier #7: Lack of Standard Accessibility Approach in Programs and Services

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

Actions:

- We will consider establishing a forum of employees from various departments to provide input on accessibility in programs and services.
- We will explore the development of accessibility guidelines and checklists to aid in accessibility assessments.
- We will review training needs on the Accessible Canada Act for employees involved in program development.

TRANSPORTATION

Brad's Towing does not operate a transportation system or fleet as defined in the Accessible Canada Act; therefore, transportation standards do not apply to this plan.

CONSULTATIONS

In shaping our Accessibility Plan, we considered input from employees, including those with disabilities, as well as insights from external organizations. Our approach to gathering feedback included:

- Companywide surveys
- Focus groups and one-on-one interviews with employees with disabilities
- Engagement with external organizations on accessibility improvements

CONCLUSION

Brad's Towing recognizes that accessibility is an evolving process that requires ongoing review and consideration. While we have identified key areas for improvement, we understand that new challenges may arise, and we remain open to feedback and further discussion.

By taking a thoughtful and measured approach, we aim to make meaningful progress in reducing barriers while maintaining operational effectiveness. We appreciate the input of our employees, stakeholders, and customers in shaping our accessibility efforts and will continue to assess opportunities for improvement in the years ahead.

We look forward to implementing this plan in a way that aligns with both our business operations and our commitment to inclusivity.