



Mustang Freightways Ltd

Accessibility Plan 2023 - 2026

General

Introduction

The Accessible Canada Act (the ACA) is federal legislation requiring all federally regulated organizations, such as Mustang Freightways Ltd, to develop and implement accessibility plans meeting the legislated standards.

Mustang is committed to providing an accessible workplace and removing barriers for people with disabilities. A barrier (as defined in the ACA) “means 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 or 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.” Through internal audits and consultations Mustang has developed an accessibility plan to reduce and prevent barriers experienced by employees, clients, vendors, and the public.

This plan will be evaluated and published every three years outlining short- and long-term goals Mustang has to remove barriers in the seven priority areas outlined.

Organization Overview

Mustang has grown into a reputable regional general freight carrier offering both LTL & truckload transportation in Alberta. Our mission is to exceed our customers expectations by providing the highest quality transportation services and customer satisfaction in the industry.

We value support, teamwork, accountability, respect, and success. As a company we are committed to building a culture of inclusivity & accessibility.

Plan Summary

Mustang’s accessibility plan was developed in accordance with ACA standards to remove and eliminate barriers to persons with disabilities. This plan is comprised of short- and long-term goals that Mustang will implement to make changes to employment, the built environment, information and communication technology, communication, the procurement of goods and services, the design and delivery of programs and transportation. These goals are focused on reviewing current practices in place and developing solutions to barriers identified by survey respondents.



Feedback

The Human Resources department in consultation with staff is responsible for the development and coordination of the Accessibility Plan for Mustang. The Human Resources Department is also responsible for receiving feedback from the public about accessibility barriers and Mustang's accessibility plan. If you require support while providing feedback please let us know and we will do our best to accommodate you.

To provide feedback on accessibility barriers or request copies of Mustang's accessibility plan or a description of our feedback processes contact us at the following;

Email: accessibility@mustangfreight.com

Phone: 780-447-6225

Mail:

ATTN: Human Resources
Mustang Freightways Ltd.
26960 96 Ave
Acheson, AB T7X 6J2

Website: www.mustangfreight.com

Internally: employees are encouraged to use the virtual suggestion box

Accessibility Statement

Mustang Freightways Ltd. provides an atmosphere free from barriers in order to promote equity and diversity. Mustang has a strong commitment to accommodation, accessibility, and inclusion.

Mustang is committed to ensuring employment, services, and communication are accessible and that persons with disabilities are consulted during the development of these strategies and programs.

Consultations

Consulting employees and persons with disabilities was an important part of Mustang's plan to identify barriers current employees might encounter.

Surveys were sent out to employees using an electronic system and QR codes where they were able to access a survey online to identify areas that employees and persons with disabilities were encountering. Alternative formats were available upon request. The survey was developed using the areas outlined in the ACA to identify short- and long-term goals for improvement.

Respondents identified as having disabilities related to sight, cognitive abilities, mental health conditions, as well as physical disabilities.

We will continue to survey employees for continual feedback, including those with disabilities.



Area 1 Employment

The Accessible Canada Act aims to ensure access to employment and accessible workplaces for persons with disabilities. Mustang is committed to a diverse workplace that includes persons with disabilities and is part of our Employment Equity Plan.

Mustang's objective is to provide access to career opportunities to persons with both visible and invisible disabilities by recruiting, retaining, and promoting persons with disabilities and fostering an accessible workplace.

Current practices include unconscious bias training for employees involved in the hiring process.

Short Term Goals:

- Develop a recruitment strategy to increase visibility to Albertans & Canadians of jobs available to persons with disabilities.
- Training and guidance on accessibility and how we can ensure a barrier free hiring process
- Review onboarding and accommodation process to ensure staff are aware of the accommodation process and accommodations are received in a timely manner
- Making training available in alternative formats to accommodate learning needs
- Consulting persons with disabilities in the development of training programs

Long Term Goals:

- Broaden outreach to promote recruitment of Persons with Disabilities
- Expand understanding of accommodation options available by developing a framework for managers to understand accommodation options

Area 2 The Built Environment

Survey respondents identified barriers in the built environment including barriers related to sound and lighting, washroom accessibility, and issues with electronic signage.

Mustang's objective is to reduce physical barriers for employees, clients, contractors, and applicants in the built environment. Current practices include accessible entry ways and accessible washrooms on main floors and availability of accessible parking spaces.

Short Term Goals:

- Implement an assessment process to review accessibility of company owned worksites to remove barriers that would impede access to work sites
- Ensure website and public facing communication is in plain, clear, and concise language

Long Term Goals:

- Implement plans to remove barriers identified at each site
- Implement a practice to review the accessibility of work sites/spaces when procuring or renovating sites

Area 3 Information and Communication Technologies (ICT)

Survey respondents identified having issues communicating due to barriers with electronic video conferencing.



Mustang's objective to review current information technology for accessibility and develop methods for reviewing new systems and applications for all employees and external users.

Short Term Goals

- Review current information technology systems to ensure they meet modern accessibility standards

Long Term Goals

- Implement practices for the review of accessibility standards when introducing new software
- Implement internal policies and procedures for ICT accessibility
- Implement training procedures and accommodation procedures when introducing new software & for new hires

Area 4 Communication, other than ICT

Survey respondents identified concerns with written materials. Mustang's objective is for all employees to be able to access various forms of communication materials.

Short Term Goals:

- Review policies, procedures, and other forms of communication for plain, clear, concise language
- Review accessible formats when publishing communications

Long Term Goals:

- Implement practices for having information available in both print and electronic format
- Training staff who interact with the public on how to communicate with people who use alternative ways of communicating

Area 5 The Procurement of Goods, Services, and Facilities

Mustang's objective is to implement practices to ensure the goods, services, and facilities procured are accessible.

Long Term Goals:

- Review accessibility considerations with decision makers for procuring goods, services and facilities

Area 6 The Design and Delivery of Programs and Services

No issues identified with accessing training materials during the survey. Mustang's objective is to consider accessibility standards when designing and delivering programs and services.

Short Term Goals:

- Integrate accessibility into current programs provided to employees

Long Term Goals:

- Develop practices for identifying accessibility needs, through consultation, for new programs and services



Area 7 Transportation

Mustang does not coordinate a transportation system for people. This means that the standards for transportation are not in the scope of the plan.

Accessibility & Culture

Mustang continues to work on removing barriers to employment. Through the development of this plan and ongoing work with various stakeholders including persons with disabilities Mustang aims to be barrier free. Ongoing work is required to improve representation in our workforce at all levels.

Mustang's objective is to create an inclusive environment that is welcoming and representative of persons with disabilities. Mustang's short term goal is to create a training program for all employees, supervisors and managers to raise awareness, reduce bias, and become confident in understanding accessibility.

Accessibility Training

In creating a people first approach to accessibility Mustang will develop and require all employees, supervisors and managers to participate in accessibility training. Training will focus on Canada Human Rights, as it relates to persons with disabilities and accommodation, types of disabilities, ways to communicate with people with different types of disabilities, tips and best practices, and accessibility resources.

Accessibility Related information for clients and employees

Individuals requiring accommodations due to a disability can request an accommodation through the Human Resources Department.

Related Human Resources Material

Request for Accommodation Form
Human Rights Policy
Employment Equity Policy
Employment Equity Workforce Survey

Alternate Formats

Mustang will provide upon request our accessibility plan in the following formats upon request;

- print (within 15 days)
- large print (within 15 days)
- braille (within 45 days)
- audio recording (within 45 days)
- electronic (within 15 days)



Reporting

This plan represents Mustang's continual commitment to accessibility and marks the beginning of a regular monitoring, planning, and reporting cycle that will meet the requirements of the Accessible Canada Regulations.

Through the monitoring cycle Mustang will evaluate effectiveness and completion of goals to ensure success in reducing barriers.

Glossary

Barrier - means 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 or 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 - means any impairment, including a 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, in interaction with a barrier, hinders a person's full and equal participation in society