

2023 ACCESSIBILITY PLAN



MIDLAND
Delivering Superior Quality Service

MIDLAND

TABLE OF CONTENTS

1. General

Summary	2
Organization Overview	3
Accessibility Statement of Commitment	3
Feedback Process and Alternate Format	4
Reporting our Plan	5
Glossary	5

2. Key Areas of Focus as Described Under Section 5 of the *Accessible Canada Act*

Employment	6
Built Environment	7
Information and Communication Technologies (ICT)	7
Communication other than ICT	8
Procurement of Goods, Services, and Facilities	8
Design and Delivery of Programs and Services	9
Transportation	9

3. Consultations 10

4. Conclusion 10

5. Appendix A - *Accessible Canada Act* Principles and Priority Areas 10

1. General

Summary

The purpose of the *Accessible Canada Act* is to identify, remove, and prevent barriers to accessibility and to make Canada barrier-free by January 1, 2040. In accordance with this law, Midland Transport Limited (“Midland”) has prepared and published an Accessibility Plan (the “Plan”) that outlines how it identifies, how it will remove, and how it will prevent barriers to accessibility in the workplace in several priority areas.

Midland, as a federally regulated company, is required to establish an accessibility plan. Furthermore, in line with our values, Midland is committed to creating opportunity for employees and other stakeholders by providing a secure, inclusive workplace for a diverse workforce. The implementation of a Plan will determine how Midland will meet this goal for people with disabilities.

We understand that developing a barrier-free environment takes time, and we are committed to continual barrier identification, removal, and prevention. Midland aims to increase accessibility by:

- Gathering feedback on accessibility from employees and external organizations;
- Providing stakeholders with clear information about the feedback process;
- Boosting organizational commitment towards creating a more accessible environment through understanding and education;
- Evaluating our recruitment practices, improving how we attract persons with disabilities to jobs in our company and the trucking and transportation industry;
- Creating a clear method for job candidates to request workplace accommodations;
- Improving knowledge and maximizing the possibilities of accessibility features in current and future IT equipment, programs, and systems;
- Implementing mechanisms to assess facility accessibility, procurement procedures, company programs, new initiatives, and ongoing services; and
- Ensuring documentation required for employees are available in alternate formats.

Midland’s Plan was developed in recognition of the principles and priority areas as outlined in the *Accessible Canada Act* (Appendix A).

Organization Overview

Midland started with six trucks, a few employees, and limited service, we are very proud of our humble beginnings. Midland has grown to over 2,000 employees, 3,700 pieces of equipment, and the ability to handle everything from small packages to entire truckloads.

With over 50 years in the transportation industry, Midland is a dynamic company that has a solution for all of our customers' shipping needs. We operate in Canada and United States. Our less-than-truckload (LTL) and truckload (TL) freight services provide our customers with flexible and reliable options.

Midland has been named a Top Fleet Employer by Trucking HR Canada for 8 years in a row.

Our commitment is to be the best provider in the markets we serve by satisfying our customers every day while providing Superior Quality Service.

Accessibility Statement of Commitment

Midland is committed to providing an inclusive environment for all employees and welcomes the benefits of a diverse workforce and inclusive workplace. This Plan is the guide our organization will use to meet not only our legislative requirements under the *Accessible Canada Act*, but also to build a more accessible environment.

At Midland, our values of integrity and people & teamwork are rooted in working together and ensuring everyone is treated with fairness and respect, while belonging and inclusion are key components to delivering on our employee experience strategy.

Our focus is on creating an inclusive environment where everyone feels welcome, appreciated, and encouraged to contribute fully while having equal opportunity that reflect the following objectives:

- Consultation with individuals with disabilities and consideration of their input in the development and design of policies, programs, services, and facilities;
- Ensuring that policies, programs, services, and structures take into account the individuals' disabilities and the various ways they interact with their workplace environment;
- Creating a diverse and inclusive workforce that values everyone; and
- In accordance with our Safe & Respectful Workplace Policy, we apply a zero-tolerance policy for disrespectful behaviour and a rigorous inquiry process.

Feedback Process and Alternate Formats

If you have a question, wish to provide feedback, or are experiencing a barrier to accessibility and want to help us improve, please contact us using one of the methods listed below. All feedback received will remain confidential and can be provided anonymously.

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Contact: Vice President, Human Resources

Mailing Address: 100 Midland Drive, Dieppe, NB, E1A 6X4

Email: accessibility@midlandtransport.com

Telephone: 1-506-858-5555

Website: www.midlandtransport.com

The Accessibility Plan last updated on December 11, 2023.

We will acknowledge receipt of your feedback and, upon request, contact you directly. You can also use these contact points to request this Plan or Midland's feedback process in alternate formats.

Midland commits to providing the following alternative formats when requested:

- Print;
- Large print;
- Braille;
- Audio (a recording of someone reading the text); and
- Electronic formats that are compatible with adaptive technology.

Reporting our Plan

Every year, as required by the *Accessible Canada Act*, we will issue a status report that compares our progress to our commitments. Every three years, we will also review and update our Plan. Our Plan's progress reports and updates will be developed in collaboration with people with disabilities. We will consult with our employees and collaborate with organizations that help people with disabilities.

Glossary

Accessible: A place that is simple to navigate, a software or service that is simple to use or obtain, a text that is simple to understand, and technology that is available to everybody. This includes areas or aspects of the environment that have been adapted for use by people with disabilities.

Accessibility: When products, services, and facilities are developed or adjusted to be utilized and enjoyed by people of all abilities. The needs of people with disabilities are consciously and thoughtfully considered.

Accommodation: The modifications of a work environment to allow an employee who is ill, injured, or disabled to perform job responsibilities safely and efficiently.

Barrier: The *Accessible Canada Act* defines a barrier as “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.”

2. Key Areas of Focus as Described Under Section 5 of the Accessible Canada Act

This plan marks the start of our journey toward a more accessible environment. This initial stage requires organizational commitment in all aspects of accessibility, and educating our leaders on accessibility and their responsibilities under the *Accessible Canada Act*. To better understand where impediments exist, we will create a platform for ongoing consultation with employees with impairments. Finally, we will keep track of our development. We aspire for greater representation of people with disabilities, and we will oversee and carry out the accessibility measures that we have targeted.

Employment

The “employment” section is committed to supporting candidates and employees with disabilities and those encountering obstacles throughout their entire employment journey.

Barrier #1: Our recruitment process lacks proactive accessibility options, which hinders our ability to attract individuals with disabilities.

Actions:

- Examine our recruitment and hiring practices to uncover accessibility barriers and make accommodations for people with disabilities.
- Enhance the visibility of job opportunities in the trucking sector for Canadians with disabilities through our job postings, showcasing our dedication to their inclusion in our workforce.
- Educate our hiring managers on accessibility and how they can ensure a hiring, selection, and accommodation process free from obstacles.
- Evaluate our current recruitment, selection, and onboarding practices by comparing them with leading accessibility practices in our sector and other industries.

Barrier #2: The accessibility framework for employees seeking reasonable accommodations is unclear.

Actions:

- Gain an understanding of accommodation needs experienced by our employees.
- Improve our accommodation processes to encourage employees to request support when needed.
- Expand our knowledge of the range of accommodation options used by other organizations.
- Create a framework that guides managers in understanding their responsibilities in the accommodation process, helping them support their employees and implement appropriate workplace adjustments.
- Collaborate with AbilityNB to assess and identify a wider array of potential accommodations.

Built Environment

The “built environment” section ensures our workspaces and surroundings are accessible to everyone.

Barrier #3: Certain areas within our offices and facilities may restrict the mobility of employees and visitors with disabilities.

Actions:

- In a phased manner and through consultation, identify and address accessibility barriers in our environment.
- Collaborate with industry partners to enhance spaces where our employees work, whenever possible.

Barrier # 4: Lack of a defined process for addressing ergonomic concerns.

Action:

- Establish a structured procedure for employees to report and address ergonomic issues, ensuring a streamlined and efficient resolution.

Barrier # 5: Lack of accessibility features such as push buttons in meeting rooms and washrooms.

Action:

- Install universally accessible push buttons in meeting spaces and washrooms to enhance inclusivity and accommodate individuals with diverse needs.

Information and Communication Technologies (ICT)

“Information and communication technologies” encompass various technological tools for sharing, storing, creating, and exchanging information.

Barrier #6: Employees who lack easy access to email might miss important company communications and be unaware of accessibility-related policies, processes, and benefits.

Actions:

- Given the nature of the trucking industry, where employees often work in remote areas with limited email access, we will provide company communications through various means such as meetings, conversations, and postings in common gathering areas to ensure timely receipt of critical updates.
- As we establish our infrastructure for accommodation requests, we will disseminate new policies and processes using communication methods that reach our entire employee population.

Communications other than ICT

This area requires organizations to set up their policies, practices, and services to provide barrier-free access for the public, clients, employees, and stakeholders to all the communications that Midland shares with its audiences.

Barrier #7: Company communications and announcements often contain information, texts, charts, or images that may not be accessible for those who have visual impairments.

Actions:

- Develop and implement best practices for email communication and the use of concise and simple language.
- Provide supportive documents with other available options for people with disabilities.
- Review documents already published, and update those that are high priority.
- Provide tools to content creators and distributors for ensuring that information and announcements will be shared in accessible and/or alternate formats.

Procurement of Goods, Services, and Facilities

This area ensures accessibility is considered at the beginning of the buying/purchasing process.

Barriers #8: Midland's procurement practices and proposals of goods, services, and facilities do not always consider accessibility requirements.

Actions:

- Update the procurement processes and procedures to make sure accessibility checks are included when buying goods and services.
- Include accessibility considerations and points into procurement templates so they inform the selection of external vendors, products, services etc. and confirm that they will comply with the requirements of the *Accessible Canada Act*.

Design and Delivery of Programs and Services

Accessibility considerations must be incorporated into the design and delivery of Midland's internal and external programs and services from the start.

Barrier #9: Currently, Midland does not have an overall strategy for ensuring that all programs, procedures, and services are accessible. Accessibility objectives have been defined to help improve the accessibility of programs and services for all employees and owner operators.

Actions:

- Leverage the required duty to consult with people with disabilities by allowing all employees to review and provide input on all programs, processes, policies, and services on a regular basis.
- Encourage employees to assess current programs and services and submit feedback prior to the development of new programs and services.
- Develop and distribute guidelines for how to apply accessibility considerations while examining company policies, programs, and services
- Prepare an accessibility checklist to help ensure major accessibility factors are taken into account.
- Provide training on the *Accessible Canada Act* and Accessible Canada regulations for those whose role is to develop programs, processes, and procedures.

Barrier #10: When creating and delivering programs and services, there is not enough clarity about the accessible tools and services available.

Actions:

- Analyze tools and services that can be employed in the development and delivery of programs and services to assist people with disabilities and those who face barriers.
- Create an awareness campaign that highlights existing tools and services that are currently being used.

Transportation

Midland's primary focus is on the transportation, delivery, and specialized servicing of goods. It does not coordinate transportation for passengers or services defined in the *Accessible Canada Act*. This means criteria for such transportation services are not covered by this Plan. However, Midland is committed to finding and removing barriers surrounding its fleet where appropriate and safe to do so in compliance with all health and safety legislation, rules, and or other applicable requirements.

3. Consultations

To align with Midland's commitment to make our workplace accessible to all, we have developed this Plan in consultation with our employees, including those with disabilities. We gathered feedback and input from our team members and external organizations in the following ways:

- Compiling feedback on accessibility matters via an employee survey. This feedback informed this Plan and the accessibility goals.
- Consultations with employees who may not have self-identified as a person having a disability but are close to someone who has a disability and/or an interest in contributing to an accessible environment.
- We will continue to survey employees, including those with disabilities, and measure our progress to ensure we realize the changes we've targeted.

4. Conclusion

Continuous improvement is one of the core values at Midland. We have high standards and aim to improve every day in all parts of our operations. We acknowledge that there are areas in which we may improve accessibility.

Midland focuses on the importance of including people with disabilities into every aspect of the organization. We are committed to listening to people with disabilities while working toward being more accessible every day. Midland is dedicated to making accessibility an ongoing priority.

5. Appendix A - Accessible Canada Act Principles and Priority Areas

Midland has taken into account the principles set out in section 6 of the *Accessible Canada Act*:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;

- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Midland's Plan was produced to address any barriers or limitations found in these priority areas, as identified in the *Accessible Canada Act*:

- Employment;
- Built environment;
- Information and communication technologies;
- Communication, other than information and communication technologies;
- Procuring goods, services, and facilities;
- Designing and delivering programs and services; and
- Transportation.