

# 2024 Accessibility Progress Report



**MIDLAND**

# General

## Feedback process and contact information

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.

Contact: Vice President, Human Resources

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

Email: [accessibility@midlandtransport.com](mailto:accessibility@midlandtransport.com)

Telephone: 1-506-858-5555

Website: [www.midlandtransport.com](http://www.midlandtransport.com)

We will acknowledge receipt of your feedback and, upon request, contact you directly.

## Alternate Formats

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.

## About Midland Transportation and our Accessibility Plan

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.

Last year in 2023 we developed Midland Transports first multi-year Accessibility Plan. The Plan focused on:

- 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.

# Overview of Year 1 Progress

## Areas described under section 5 of the Accessible Canada Act (ACA)

### Employment

We understand the importance of fostering a safe, supportive and accessible workplace while promoting a culture that values diversity, equity, inclusion. We are committed to reviewing our practices and procedures to remove any barriers that may be present during the recruitment/hiring process.

#### **Our immediate actions and progress are as followed:**

- Our talent acquisition team has been attending training directed towards Diversity, Equity and Inclusion. This training promotes a better understanding and awareness. All members of the talent acquisition team have successfully achieved their Skillsoft Diversity, Equity and Inclusion Training certification.
- Our Human Resources team has received their Skillsoft Diversity, Equity and Inclusion Training certification.
- We are currently reviewing our recruitment process to ensure we have a plan in place to support candidates with accessibility needs.
- All job postings provide applicants with a contact email if accommodations are required.

#### **Plan Updates:**

**Barrier #1:** Our recruitment process lacks proactive accessibility options, which hinders our ability to attract individuals with disabilities. (*In Progress* - Accessibility contact information has been established to provide accommodations, however more work is still required.)

**Barrier #2:** The accessibility framework for employees seeking reasonable accommodations is unclear. (*In-Progress*)

## The Built Environment

We are committed to improving accessibility as we renovate or develop new construction.

### Our immediate actions and progress are as followed:

- We are establishing new terminal in Dartmouth, Nova Scotia. This terminal will be barrier-free as per the National Building Code of Canada requirements. The terminal will include exterior door openers, an elevator, sidewalks with rolled down curbs at designated entrance areas and barrier free parking spots.
- Our Head Office building located in Moncton, New Brunswick is barrier-free as per code requirements.
- As we move locations or have new development, we will identify opportunities to improve accessibility.

### Plan Updates:

**Barrier #3:** Certain areas within our offices and facilities may restrict the mobility of employees and visitors with disabilities. (*In-Progress* - We are up to the National Building Code of Canada standards on all new establishments in relation to accessibility and as renovations are occurring, we are proposing updates to be more accessible.)

**Barrier # 4:** Lack of a defined process for addressing ergonomic concerns. (*Not Started*)

**Barrier #5:** Lack of accessibility features such as push buttons in meeting rooms and washrooms. (*Started* - Head Office washrooms now have push buttons in washrooms.)

## Information and Communication Technologies (ITC)

We are committed to improving accessibility as we renovate or develop new construction.

### Our immediate actions and progress are as followed:

We are dedicated to leveraging technology advancements to help us meet high standards for accessible technology and media services. This includes identifying and eliminating barriers in our websites, mobile applications, computer systems, and products and services to make them more accessible for our customers and employees.

**Our immediate action and short-term progress include the following:**

- We launched a new website that is delivering a refreshed and intuitive user interface and an enhanced user experience. This website is user friendly both in Internet and mobile device applications.
- We will continue to monitor our website for any potential barriers such as: font size, text contrast, formatting, and navigation compatibility.
- We have also reviewed opportunities to ensure communication is being shared with everyone. We have been utilizing moxie screens as a means of communication, along with bulletin boards in areas where employees without email access would frequent.

**Plan Update:**

**Barrier #6:** Employees who lack easy access to email might miss important company communications and be unaware of accessibility-related policies, processes, and benefits. (*Started* - we are being more mindful of how we share information with different audiences.)

**Communication, other than ICT**

All of our current and future employees need to be able to understand the information that is shared with them. This means, simple language needs to be utilized, captions may be required along with described audio.

**Our immediate action and short-term progress include the following:**

- We are evaluating our website, social media posts, meetings, and presentations to determine if there are barriers to accessibility. This would include close captioning, audio voiceover, text images and font size.

**Plan Update:**

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

## Procurement of Goods, Services and Facilities

Procurement of goods and services have the potential to be systemic barriers and possible bias. It is our goal to work towards have accessibility in the forefront of procurement processes where possible.

### Plan Update:

**Barrier #8:** Midland's procurement practices and proposals of goods, services, and facilities do not always consider accessibility requirements. (*Not Started*)

## Design and Delivery of Programs and Services

When we implement new programs and services, we need to ensure we are looking through the lens of accessibility. At the current moment, when we design and deliver internal or external programs/services we do not sometimes take this into account.

### Our immediate action and short-term progress include the following:

- Education with leadership on how to implement accessibility considerations early in the design and delivery of our programs and services, both in the delivery to customers and our employees, has begun.

### Plan Updates:

**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. (*In Progress*)

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

## **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.

## **Consultation**

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 Progress Update.
  - Based on this feedback we were advised that some events we host are not accessibility friendly. Going forward we have adjusted those events to make them more accommodating.
  - The recommendation to have automatic washroom door openers at our Head Office building was also in the survey, this is something we were able to action.
- 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.

We do plan on reaching out to external organizations supporting persons with disabilities to seek to understand recommendations for improvement.

We will also be reaching out to our employees via survey in the next coming months for feedback on our progress.

## Feedback

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.

Feedback is always welcomed and accepted. For questions, feedback or suggestions regarding this progress report please contact:

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We will assess and respond to all feedback and questions in a timely manner. Feedback aimed at improving the organization's approach to Accessibility will be brought forward for discussion with our leadership team.

## Glossary

**Accessibility:** Accessibility means that all persons are able to access and use a product, a service, or an environment with ease. When something is inaccessible, it means that barriers exist.

**Accommodation:** In the context of work, a measure taken by management based on the personal circumstances of an employee that is designed to enable them to carry out their duties and fully participate in work-related activities. Some examples include new or modified equipment, software, devices, work schedules, tasks, or accessing captions.

**Barrier:** Refers to anything physical, technological, socioeconomic, cultural or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders a person's full and equal participation in society.

**Disabilities:** Refers to any impairment, including a physical, mental, intellectual, cognitive, learning, communication, sensory impairment, or a functional limitation. A disability may be permanent, temporary or episodic in nature, and can be evident or not, and a person may have one or more disabilities.

**Diversity:** The variety of identities found within an organization, group or society. Diversity is expressed through factors such as culture, ethnicity, religion, sex, gender, sexual orientation, age, language, education, physical abilities and disabilities, family status or socioeconomic status.

**Equity:** The principle of considering people's unique experiences and differing situations, and ensuring they have access to the resources and opportunities that are necessary for them to attain just outcomes. Equity aims to eliminate disparities and disproportions that are rooted in historical and contemporary injustices and oppression.

**Inclusion:** The act of recognizing, valuing and building on differences in identity, abilities, backgrounds, cultures, skills, experiences and perspectives while respecting human rights.

**Person with a disability or disabled person:** A person with a physical, mental, intellectual, cognitive, sensory, learning or communication impairment, or a functional limitation, whether apparent or not, and permanent, temporary or episodic in nature, which hinders their full and equal participation in society when they face a barrier.

**Systemic barrier:** A barrier that results from seemingly neutral systems, practices, policies, traditions or cultures, and that disadvantages certain individuals or groups of people.