

Example Accessibility Progress Report

Transport Sales & Service

Accessible Canada Act (ACA) Progress Report – 2026

General

Transport Sales & Service (“TSS”) is committed to identifying, removing, and preventing barriers to accessibility within our workplace and transportation operations.

This report outlines the progress made since publication of our Accessibility Plan and summarizes feedback received regarding accessibility initiatives.

Contact Information / Feedback Process

Feedback regarding accessibility may be provided through the following methods:

Mail:

Transport Sales & Service
21 Industrial Drive
Caledonia, ON
N3W 1H8

Telephone:

(905) 765-5424

Email:

richard@transportsales.ca, sarah@transportsales.ca

Feedback may be submitted anonymously.

Alternative formats of this report are available upon request.

Areas Identified Under Section 5 of the ACA

1. Employment

Progress Made

- Reviewed recruitment and hiring practices to ensure accommodation language is included in job postings.
- Implemented a formal Workplace Accommodation Policy.
- Provided modified duties and Return-to-Work opportunities where operationally feasible.
- Reviewed onboarding practices to improve accessibility for applicants and employees.

Ongoing Actions

- Continue supervisor training regarding accommodation obligations.
- Continue reviewing shop and driver orientation materials for accessibility improvements.

2. Built Environment

Progress Made

- Reviewed terminal and shop access points for accessibility concerns.
- Improved exterior lighting in employee entrance areas.
- Designated accessible visitor parking spaces.

Ongoing Actions

- Continue evaluating washroom and office accessibility improvements as future renovations occur.

3. Information and Communication Technologies (ICT)

Progress Made

- Reviewed company website accessibility.
- Improved readability of digital employee forms and safety documents.

Ongoing Actions

- Continue assessing electronic communication methods and compatibility with accessibility requirements.

4. Communication Other Than ICT

Progress Made

- Developed Plain Language Communication practices for employee communications.
- Updated selected policies using simplified formatting and language.

Ongoing Actions

- Continue reviewing safety documentation and policies for readability and accessibility.

5. Procurement of Goods, Services and Facilities

Progress Made

- Accessibility considerations have been incorporated into selected purchasing decisions where practical and operationally feasible.

Ongoing Actions

- Continue evaluating vendors and suppliers with accessibility considerations in mind.

6. Design and Delivery of Programs and Services

Progress Made

- Reviewed employee-facing policies and procedures for accessibility barriers.
- Continued providing accommodation measures where required.

Ongoing Actions

- Continue identifying barriers impacting employees, applicants, and visitors.

7. Transportation

Progress Made

- Continued review of transportation-related accessibility obligations.
- Evaluated operational practices affecting drivers and visitors with disabilities.

Ongoing Actions

- Continue reviewing dispatch, communication, and facility access practices to reduce barriers where reasonably achievable.

Consultations

TSS considered feedback from employees and workplace stakeholders during preparation of this Progress Report.

Where possible, input from individuals with disabilities was considered in assessing accessibility barriers and improvement opportunities.

Feedback Received

During this reporting period:

- No formal accessibility complaints were received.
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Conclusion

TSS remains committed to improving accessibility and removing barriers within its operations. Accessibility remains an ongoing process, and the Company will continue reviewing policies, procedures, and workplace practices to support compliance with the Accessible Canada Act.