



WOODCOCK TRANSPORTATION GROUP

ACCESSIBILITY PROGRESS REPORT 2025

Woodcock Transportation Group is committed to fostering an inclusive and accessible workplace for current and future team members. We recognize that creating a barrier-free environment is an ongoing process, requiring continuous improvements to remove and prevent accessibility barriers.

Ensuring accessibility is not only an integral part of our company culture but also essential for our growth and competitiveness as an employer in the trucking sector. To support these efforts, Woodcock Transportation Group has developed this Accessibility Plan in accordance with the Accessible Canada Act (ACA) and Ontario accessibility regulations, providing a structured approach to building an accessibility-confident workplace.

Accessibility Inquiries and Feedback

Woodcock Transportation Group welcomes feedback from employees, customers, and members of the public regarding accessibility concerns, barriers, and improvements. Our Human Resources manages inquiries related to our Accessibility Plan, progress reports, and feedback process.

Feedback can be submitted through the following channels:

- **Email:** hr@woodcockbrothers.com
- **Phone:** 519.393.6194 ext. 1242
- **Mail:** 225 Huron Road, Sebringville, ON N0K 1X0
- **Website:** www.woodcockbrothers.com

We acknowledge receipt of feedback and alternate format requests within 48 business hours. If support is required while providing feedback or if alternate formats are needed, we are committed to assisting individuals promptly.

Alternate Formats Availability

When requested, Woodcock Transportation Group will provide copies of our Accessibility Plan, progress reports, and feedback process in alternative formats to ensure accessibility for all individuals. Available formats include:

- Print
- Large print
- Braille
- Audio format

Delivery timelines:

- Print and Large Print: Sent within 20 days
- Braille and Audio Formats: Sent within 45 days

The Areas of Our Accessibility Plan

EMPLOYMENT

Woodcock Transportation Group wants all candidates and Team Members with disabilities and those who experience barriers to be supported throughout their employment journey with WTG.

Progress Update:

WTG has made significant progress toward improving the accessibility of our hiring process. As of December 31, 2024, we have:

- Benchmarked our recruitment, selection, and onboarding practices against industry best practices through an accessibility lens.
- Included an accommodation statement in all job postings and on our careers page, reinforcing WTG's commitment to supporting applicants with disabilities.

We have also developed a plan to deliver training to hiring managers on inclusive hiring and how to support candidates with disabilities. This training, along with the accessibility refresher for our broader team, is scheduled for completion by October 31, 2025.

Additionally, we are in the process of updating our external website and careers page to meet Web Content Accessibility Guidelines (WCAG). This work remains a priority and is expected to be completed by October 31, 2025, in alignment with our broader employment accessibility timeline.

To support long-term sustainability, refresher accessibility training for the broader WTG team—including drivers, managers, yard coordinators, and employees with disabilities—is also scheduled for completion within six months of this report's publication.

Barrier #2: Employment Lifecycle

Progress Update:

We are currently in the process of assessing our employment lifecycle processes to ensure they are inclusive and accessible, as outlined in our action plan. This includes a review of recruitment, onboarding, performance management, accommodations, training, leaves, and offboarding through an accessibility lens.

While Barrier #1 focused on immediate improvements to the hiring process, Barrier #2 reflects a more comprehensive review of the entire employee experience. The review is led by Human Resources and involves evaluating documentation, identifying existing



barriers, and updating procedures to improve accessibility and inclusivity across departments.

Originally targeted for July 1, 2025, the completion date for this work has been extended to October 31, 2025 to allow for meaningful consultation, sustainable improvements, and effective implementation of updated practices and training.

INFORMATION & COMMUNICATION TECHNOLOGIES

Barrier#3

Leveraging the capabilities of accessibility features in current and future IT equipment, programs, and systems

Progress Update:

We are actively working to improve accessibility in the technology and communication tools used across WTG. To date, we have begun an inventory of all currently used hardware and software to evaluate their built-in accessibility capabilities.

Training is being developed for both the Information Technology team and general end users to enhance awareness and effective use of features such as screen readers, captioning tools, text-to-speech, and keyboard shortcuts. The goal is to ensure that all team members—including those with visual, auditory, or cognitive disabilities—can access, navigate, and use the systems required for their roles.

We remain on track to meet our target completion date of July 1, 2025.

Barrier #4

The availability in accessible formats when requested

Progress Update:

WTG is committed to providing materials in accessible formats when requested. We have identified external service providers to deliver large print, audio, electronic, and Braille formats within compliance timelines (20 days for most formats, 45 days for Braille). Internal procedures for managing and responding to these requests were finalized as planned, and full implementation was completed by the original target date of October 31, 2024.

BUILT ENVIRONMENT

The built environment ensures that workplaces and the work environment are accessible for all.

Barrier #5:

Aspects of facilities not barrier free

- Doorway width - all facilities
- Round Door Handles
- No Automatic Door openers - dispatch office
- Level building entrances
- Accessibility enhancements in washrooms in dispatch and driver's washroom
 - grab bars; sinks; driver washroom configuration; location of signage; driver shower configuration
- Designated accessible parking spaces

Progress Update:

We have completed preliminary assessments of all areas identified under this barrier, including entrances, washrooms, door hardware, and parking layouts, to ensure alignment with accessibility standards.

In addition, we are consulting with vendors and accessibility contractors to define the scope of required modifications and obtain cost estimates for structural upgrades and installations such as ramps, door openers, and washroom reconfigurations.

Given the scale and financial investment required, full implementation is still in progress. We are actively engaged in budgeting and sourcing qualified contractors and materials to support these upgrades. Our commitment remains strong, and we are working within our financial planning cycles to ensure responsible investment while advancing our accessibility goals.

Modifications such as accessible parking, building ramps, and updated door hardware—originally scheduled for 2024—have been rescheduled for completion by December 31, 2026. More complex upgrades, including the installation of an automatic door opener in the dispatch office and accessibility enhancements in the driver and dispatch washrooms, are planned for completion by June 1, 2027.

While Barrier #5 remains a work in progress, we have taken meaningful steps through evaluation, planning, and vendor engagement. The project is on track to meet its revised phased milestones, with partial completion by December 31, 2026, and full implementation by June 1, 2027.



PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Barrier#6

Considering accessibility requirements at the beginning of the purchasing process.

Progress Update:

WTG is actively working to integrate accessibility into procurement processes. We are currently updating our vendor templates and RFP documents to include accessibility requirements, and developing a simple checklist to guide staff in selecting accessible goods and services. Staff involved in purchasing will receive guidance on how to assess accessibility features and ask informed questions when sourcing vendors. These updates will ensure accessibility is considered from the outset of purchasing decisions. The target completion date has been extended to December 31, 2025, to allow sufficient time for template revisions, staff training, and organization-wide implementation.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Barrier #7

No standardized approach for ensuring programs, processes, and services have taken accessibility into account.

Progress Update:

WTG is reviewing the accessibility of internal programs and services to ensure they are inclusive for all employees. This includes assessing onboarding, training, safety meetings, and internal communications to identify potential barriers for employees with disabilities. We are taking steps to incorporate alternative formats where needed—such as captioned videos and accessible digital documents—and will be providing staff with guidance on inclusive service delivery. This work is ongoing and forms part of our broader commitment to accessible employment practices. We expect to complete the initial review and begin implementation by March 1, 2026.

TRANSPORTATION

Barrier#8

Every Professional Driver is unique in their accessibility requirements. WTG believes it is appropriate to customize a solution for the individual.

Progress Update:

As part of the transportation and logistics industry we are committed to meeting accessibility requirements when using our vehicles to transport goods.

WTG continues to support drivers requiring individual accommodations. When a request is made, Human Resources and Safety & Compliance work directly with the team member to develop and implement a personalized action plan. This process is handled within 30 days of the request and remains an active and ongoing commitment. Additionally, we are conducting annual feedback specifically from drivers to better understand their accommodation needs. To further support our drivers, we are providing schedule flexibility to accommodate those who face difficulty driving at dusk or nighttime. This approach ensures that we remain responsive to our drivers' unique challenges and promote a safe and inclusive work environment.

Consultation

Consultation and Feedback

Woodcock Transportation Group is committed to creating an accessible workplace and continuously improving our practices to remove barriers. To ensure alignment with Ontario's accessibility laws, our accessibility plan was developed based on direct employee input and internal stakeholder consultations.

Consultation Process

Our consultation process engaged employees and key stakeholders through:

- May 2024 Employee Survey – gathered firsthand experiences regarding workplace accessibility.
- Discussions with the Health & Safety Committee – reviewed workplace practices, accessibility barriers, and accommodations.
- Future Engagement Considerations – exploring potential consultation with external accessibility committees, including the Perth County Accessibility Committee, to further enhance accessibility efforts.

Through these consultations, feedback highlighted barriers in recruitment, employment lifecycle accessibility, workplace technology, availability of alternate formats, facility accessibility, procurement practices, and program development.

Feedback Insights

All feedback informing this accessibility plan was collected from the May 2024 Employee Survey. At this time, Woodcock Transportation Group has not received accessibility-related feedback through our company website. Moving forward, we aim to enhance feedback collection methods to encourage broader engagement.

Action Steps

Based on the feedback received, Woodcock Transportation Group is implementing the following improvements:

- Employment Practices – Refining hiring and employment lifecycle processes to enhance accessibility.
- Technology Accessibility – Conducting training and IT audits to ensure accessibility features are utilized.
- Accessible Documentation – Expanding the availability of documents in alternate formats.
- Facility Upgrades – Improving physical accessibility, including door handles, ramps, and washroom enhancements.
- Procurement Standards – Embedding accessibility criteria into purchasing processes.
- Program Accessibility Framework – Standardizing accessibility considerations in service development.

Ongoing Engagement

While the May 2024 survey served as the primary consultation method for this report, Woodcock Transportation Group remains committed to continuous feedback collection. Employees, customers, and stakeholders are encouraged to provide input through internal channels, direct discussions, and accessibility-focused reviews.

Future plans:

Woodcock Transportation Group is exploring ways to expand accessibility awareness and stakeholder engagement through digital and social media platforms. As part of our ongoing commitment to inclusivity, we are considering new initiatives to encourage accessibility-related discussions and feedback submission.

Future plans may include:

- Social media updates on accessibility progress – Sharing improvements, milestones, and key updates via company platforms.
- Encouraging online feedback – Expanding digital feedback options for employees and customers to report accessibility concerns conveniently.

- Engagement campaigns – Using targeted content to raise awareness about workplace accessibility and invite participation.

Currently, formal accessibility feedback is collected through internal surveys and direct inquiries, but leveraging social media would allow for broader accessibility discussions and increased transparency. Future updates regarding digital engagement initiatives will be included in upcoming accessibility reports as we explore their feasibility.

Reporting

As required by the Accessibility Canada Act, Woodcock Transportation Group (WTG) will publish an annual status report detailing our progress in implementing accessibility initiatives outlined in this plan. Additionally, every three years, WTG will update the accessibility plan in consultation with persons with disabilities to ensure continuous improvement and alignment with accessibility standards.

Communication & Training

WTG's Accessibility Policy is available:

- Online on our company website.
- In paper copy and alternative formats upon request.
- Posted on the communication board for easy access.
- Summarized in the company handbook for employee reference.

At the time of hire, all new Team Members receive accessibility training, focusing on barrier elimination and inclusive workplace practices. For additional guidance, employees can refer to our accessibility training materials, including external resources such as: Watch this accessibility overview <https://www.youtube.com/watch?v=3cRf8nEILtc>

Evaluation

WTG ensures ongoing review and evaluation of our accessibility initiatives through:

- Human Resources, working collaboratively with internal and external persons with disabilities.
- Joint Health & Safety Committee (JHSC), conducting assessments and providing recommendations.
- Full accessibility plan evaluation every three years, ensuring compliance and addressing new challenges.