

Accessibility Plan Progress Report **2025**



General

Mullen Trucking Corp. has prepared this progress report to meet our organization's obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This report provides updates and progress made since our original posting of our Accessibility Plan (2023), and our Progress Report (2024).

How to Provide Feedback

Feedback can be submitted in person, by mail, by telephone and by email to:

Teena Perrott Human Resources Director

403-652-8830

Box 87 Aldersyde, AB T0L 0A0

hr@mullentrucking.com

Feedback can be provided anonymously, if desired, and will remain confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. Any feedback received will be reviewed with the Company's Business Unit Leader and provided to Corporate Office. Consideration will be given to the feedback upon review by the representative collecting feedback, the Company's Business Unit Leader and Corporate Office and a response or summary will be included in the next progress report.

Any changes to the Accessibility Plan or the feedback process are published as soon as reasonably possible, and notice of any changes are reported to the Accessibility Commissioner. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Alternative Formats

The Accessibility Plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

You can request alternative formats of the Accessibility Plan by contacting:

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403-652-8830

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Feedback

Mullen Trucking has received no feedback through our Accessibility Plan feedback process.

Mullen Trucking Corp. Accessibility Plan and 2024 Progress Report were reviewed through our Consultations with C.A.S.S (Calgary Alternative Support Services Inc.). The following Feedback was provided to expand on Definitions of a “Barrier” and “Disability” to further define terminology and it’s meaning for individuals who face accessibility limitations.

Barriers can take various forms, including:

- Physical barriers: Such as an inaccessible environment.
- Attitudinal barriers: Negative attitudes or stereotypes towards people with disabilities.
- Communication/Technological barriers: Lack of accessible information or communication methods.
- Policy, programmatic, and social barriers: Restrictions or limitations due to policies, programs, or societal norms.

Terminology:

What is the handicap? It is not necessarily what the person brings to the situation. Often it is imposed upon a person with a disability through the environment; service delivery; or the attitudes of the public and themselves.

Impairment

- an impairment is a medical condition, a result of an injury, disease or other disorder that produces a reduction in physical or mental function.

Disability

- a disability is a restriction in a person’s functional capacity resulting from the impairment.

Handicap

- handicap describes the difficulty or disadvantage an individual may have functioning in an environment.

Thus, disabilities reside in the individual, and handicaps reside in the environment

Mullen Trucking Corp. has taken this feedback and will utilize it to help educate individuals within our organization on how to view and understand accessibility challenges when identifying barriers in Section 5 of the ACA, and work to remove them.

Consultations

Mullen Trucking Corp. consulted with persons with disabilities when preparing this report. Consultation with Calgary Alternative Support Services was completed through email and phone conversations with a disability consultant who rated our organizations success as “encouraging and refreshing to see”.

- Effectively removing barriers to our Built Environment by installing designated accessible parking areas.
- Suggesting a site accessibility audit to identify more areas where barriers to accessibility can be removed effectively.
- Working towards increasing our education and training programs

Areas in section 5 of the Accessible Canada Act (ACA)

i. Employment – 2025 Progress

- Removal of character trait-based language in job posting that may discourage individuals from various backgrounds and/or abilities from applying.
- Unconscious bias training delivered to all Human Resources employees, and Supervisors of all departments.
- Diversity, Equity, and Inclusion training platform rolled out to all supervisors, training to be extended to all employees Q4 2025.
- Accessibility Statement defining Mullen Trucking Corp’s commitment to creating an accessibility and equitable work environment created and endorsed by Leadership.

ii. The Built Environment – 2025 Progress

- Building access barriers identified as no entries with automatic door access; put before executive and deemed cost prohibitive due to leased buildings. On site Accessibility Audit to be planned for Q1 2026 to reevaluate.
- Fire Alarm system at Calgary location currently does not have visual alerts, system in process of being investigated for possible update/solution.
- Visual alerts in process of being added to warehouse gate buzzer; completion set for end of Q3 2025.

iii. Information and Communication Technologies (ITC) – 2025 Progress

- N/A

iv. Communication other than ICT – 2025 Progress

- Yodek digital sign installed in Calgary terminal to increase visibility of communications/ announcements amongst all employees. Completed Q4 2024.

v. Procurement of Goods, Services, and Facilities – 2025 Progress

- Continuation of ensuring outside facilities for company events are accessible for all employees and guests.

vi. Design and Delivery of Programs and Services – 2025 Progress

- ALS interpreter provided to allow employee with hearing disability to access First Aid Training completed Q3 2024. Will continue to be provided for recertification every three years.

vii. Transportation -2025 Progress

- N/A

Conclusion

Mullen Trucking is committed to continually work towards an accessibility and equitable work environment for all employees, customers, visitors, and guests.

Accessibility, Diversity, Equity, and Inclusion Statement:

Mullen Trucking Corp. is committed to creating a work environment that is diverse and inclusive of all individuals. We believe that diversity, equity, and inclusion (DEI) are the foundations of a thriving and dynamic community and are committed to fostering an environment where individuals from all backgrounds, identities, and experiences are valued, respected, and empowered to achieve their full potential.

Diversity:

We celebrate and embrace the rich tapestry of identities, cultures, and perspectives that make up our community. We recognize that diversity is not only a strength but also a necessity for innovation, creativity, and collective growth.

Equity:

We are dedicated to ensuring fair treatment, access, and opportunities for everyone. Our practices are guided by the principle of removing barriers and biases that prevent individuals from achieving success.

Inclusion:

We strive to create spaces where all voices are heard and valued. We foster a sense of belonging so that every individual feels empowered to contribute and thrive.

Accessibility is at the heart of our DEI efforts. We acknowledge the importance of providing equitable access to resources, opportunities, and spaces for individuals of all abilities. Our commitment includes:

- Investing in ongoing training to educate our team about accessibility needs and best practices.
- Engaging in consultations with accessibility experts and community members to identify areas for improvement.
- Developing and implementing inclusive policies and practices that ensure accessibility for everyone.

We understand that creating a truly inclusive environment is a journey, not a destination. As part of this journey, we are committed to:

- Regularly reviewing and updating our policies to align with evolving DEI and accessibility standards.
- Providing education and professional development opportunities for our team to deepen understanding and skills in DEI topics.
- Collaborating with diverse stakeholders to ensure that our initiatives are informed, impactful, and sustainable.

We invite every member of our team to join us in embodying these values. Together, we can build a future where everyone, regardless of their background, abilities, or experiences, can thrive, and grow their careers with Mullen Trucking Corp.