

# Accessibility Plan 2026 – 2028

## General

### Executive Summary

Mullen Trucking Corp. (the “**Company**”) is committed to identifying, removing, and preventing barriers to accessibility in a manner consistent with the Accessible Canada Act (“**ACA**”) and applicable regulations. This Accessibility Plan 2026–2028 sets out the Company’s accessibility objectives, governance approach, feedback process, and planned actions across the priority areas prescribed under federal accessibility legislation.

### Our commitments

- Provide training and invest in initiatives that reinforce the importance of the Company’s Accessibility Plan and build awareness of accessibility needs and best practices.
- Consult with accessibility experts , employees and community members to identify employment opportunities.
- Develop and implement inclusive policies and practices that promote accessibility across the organization.

Inclusivity and accessibility depend on understanding the experiences of persons with disabilities, including they are impacted by barriers. We encourage every team member to engage in creating an inclusive space, not just at work but in their communities and homes.

### About this Plan

The plan applies to the Company’s workplace, employment practices, communications, digital tools, facilities, procurement activities, internal programs and services, and transportation-related operations where accessibility considerations arise. It establishes a three-year planning horizon and will publish annual progress reports in years when a revised plan is not required.

To achieve our accessibility objectives this plan addresses areas described under section 5 of the “**ACA**” and identifies barriers within our workplace and work culture. It builds upon our 2023 -2026 plan, recognizing the areas where we have made progress towards accessibility and inclusion, and identifying actionable measures to remove barriers as we move forward to a move to a diverse and equitable workplace.

### Definitions

Barrier: 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 a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person’s full and equal participation in society.

Accessibility Plan: This Accessibility Plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers.

## **Feedback and Contact Information**

For our plan to be effective and accurate it is important that we hear from you. We welcome feedback from our employees, partner organizations and members of the public who view our plan or visit our facilities. The Company is committed to reviewing the feedback received in good faith and taking steps to address barriers identified in this feedback.

- Feedback or requests for alternative formats can be submitted in person, by mail, by telephone and by email to: Human Resources (403-652-8830) , Box 87, Aldersyde AB, T0L 0A0 [hr@mullentrucking.com](mailto: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. All feedback will be reviewed and may be actioned while the current accessibility plan is in place, or it may be considered for a future plan.

Available alternative formats for this accessibility plan or a description of our feedback process are available in the following formats. Print; Large Print; Braille; Audio; and Electronic. Requests will be provided within 15 days with the exception Braille or Audio will be provided within 45 days.

## **Employment**

The company is committed to providing employment opportunities to those with disabilities throughout the employment lifecycle. The company's formal and informal policies, processes and practices must be accessible to all candidates and employees. Review of accommodations needs can occur at any stage of employment including recruitment, onboarding/offboarding, engagement and retention, and career progression.

### **Barriers**

- Identifying opportunities for employment for those with disabilities within a safety sensitive environment.
- Current employees and applicants who self identify with disabilities is low, limiting growth of removing barriers for those with hidden disabilities.
- Processes for job tasks only identified in written procedures

### **Actions**

- The company will use an individualized abilities-based approach when matching candidates, by reviewing essential job duties. Hiring decisions will be based on qualifications, ability to perform the essential duties of the role with reasonable accommodation where required, and compliance with occupational health safety requirements.

- Carve out sections of specific roles that may be able to work as a part time/casual position that could allow for a more diverse workplace.
- Improve awareness of accessibility within workplace and in our communities; continue to engage with Calgary Alternate Employment Services provide through Calgary Alternative Support Services.
- Accessibility training has previously been focused on managers and supervisors, create and provide training to all current and new employees.
- Create pictured checklists for job tasks

## **The Built Environment**

The built environment includes the Company's offices, yards, shops, entrances, parking areas, washrooms, meeting spaces, customer-facing areas, and emergency routes. The Company recognizes that physical spaces can create barriers for employees, applicants, visitors, customers, and contractors with disabilities. Our goal is to identify, remove, and prevent physical and architectural barriers wherever reasonably possible, while continuing to meet occupational health and safety, operational, and regulatory requirements.

### **Barriers**

- Outdated electrical creates challenges to integrate new technologies into Calgary Terminal limits update to fire alarm system, and gate buzzer for hearing impaired employees.
- Older building with limited natural light for those with sensory sensitivity to UV light sources.

### **Actions**

- Source out solutions from agencies that work with the hearing-impaired community.
- Accessibility audit

## **Information and Communication Technologies (ICT)**

The Company uses various information and communications technologies to support day-to-day operations, including email, internal systems, software platforms, websites, mobile applications and digital documents. While some of the companies existing software includes accessibility features, the Company recognizes that technology can create barriers when digital tools, systems or content are not designed, configured, purchased or used with accessibility in mind.

### **Barriers**

- Some internal systems or third-party platforms have limitations that restrict the company's direct ability to improve accessibility
- Employees are not always aware of accessibility features that support readability, dictation, captioning, screen reading, translation and alternative formats

### **Actions**

- Work with Corporate Office, vendors, or technology providers to identify accessibility options or improvements to existing systems and platforms; highlight accessibility functionality as a priority in any new technology
- Provide guidance and support to all employees on the accessibility features of utilized software

## **Communication other than ICT**

Communicating with all employees in a way that they best receive and understand is a priority to the company. Communication barriers can exist in the content and manner in which it is delivered, by providing individualized and/or multiple different mediums, information becomes accessible to all in all manners of communication (verbal, nonverbal, written, and visual)

### **Barriers**

- English as a second language
- Hearing and/or visual impairment
- Misunderstanding of message or language used

### **Actions**

- Training and development materials available through online platforms with translator capabilities. Provide training to instructors of the training on accessibility including information on potential differences communication styles.
- Provide written or electronic minutes for meetings, explore web or software options for accessible communication solutions.
- Raise awareness on the importance of plain language to avoid misunderstanding of information.

## **Procurement of Goods, Services and Facilities**

Accessibility considerations will be included in procurement decisions where reasonable and practical, including when the Company purchases equipment, technology, training resources, services, supplies, facility improvements, and other workplace supports. The Company will work toward making accessibility a routine part of procurement planning while continuing to consider operational requirements, safety obligations, cost, availability, and business needs.

### **Barriers**

- Accessibility requirements are not always identified in the purchasing process, and employees involved in procurement may not consistently know what accessibility features or questions to consider when selecting goods, services or facilities.

### **Actions**

- Review procurement practices and, where reasonable and applicable, include accessibility considerations when purchasing goods, services, equipment, technology, training materials, and facilities.

- Encourage employees involved in procurement to consider accessibility needs at the planning stage, including whether accessible options are available, whether vendors can provide accessibility information, and whether the purchase may affect employees, applicants, customers, contractors or visitors with disabilities.
- When accessibility requirements cannot be fully met, consider reasonable alternatives or accommodations to reduce barriers and support safe and effective use.

## **Design and Delivery of Programs and Services**

The Company considers accessibility in the design and delivery of programs and services as they apply to employees, customers, contractors, visitors, and other business partners. This includes reviewing how workplace programs, customer service processes, training, safety programs, and operational practices may create or remove barriers for persons with disabilities.

### **Barriers**

- Programs, services, training, and operational processes may not always be reviewed from an accessibility perspective before they are introduced or updated.
- Employees, customers, contractors, or visitors may not always know how to request accommodation or alternative ways to participate in Company programs or services.
- Standardized processes may not always account for individual accessibility needs, including communication, sensory, cognitive, mobility, or learning-related barriers.

### **Actions**

- Review key internal programs, services, training materials, safety processes, and customer-facing procedures to identify whether accessibility improvements are required.
- Use feedback received from employees, customers, contractors, visitors, and accessibility partners to improve the design and delivery of programs and services over the life of this plan.

## **Transportation**

The Company provides transportation, logistics, and specialized industrial services, but does not provide passenger transportation. As a result, public and passenger-service barriers are not addressed. The Company will continue to assess and reduce barriers for employees and candidates with disabilities, where reasonable and consistent with occupational health and safety and other applicable legislation.

## **Consultation**

The Company understands that collaborating with persons with disabilities is an important factor in developing an Accessibility Plan. Our 2026 – 2028 plan includes external and internal consultation.

Consultation with Calgary Alternative Support Services included an in-person workshop to identify barriers to employment as it relates to our workplace. Topics discussed included Inclusive language, common myths and facts on barriers to employment, inclusive workplace culture, business case for inclusion, “Job Carving” strategies, accommodations, supported employment and natural supports, inclusive recruitment.

Internal consultation was conducted through an employee survey which asked for feedback on the following, awareness of Mullen Trucking Accessibility Plan, physical, attitudinal, technology barriers as well as barriers to events and activities. Three surveys out of one hundred were returned. No barriers were identified, however the lack of response indicated that we have far to go toward prioritizing accessibility in our workplace culture.