



Werner Enterprises Canada
Accessibility Plan 2024-2027

GENERAL

The *Accessible Canada Act* (the “**Act**”) is a federal law that was created to find, eliminate, and prevent barriers that people with disabilities face daily. Adopted in 2019, the Act’s primary goal is to create a Canada that is free of barriers by 2040. To accomplish this, the Act requires that federally regulated private employers prepare and publish an initial Accessibility Plan.

This Accessibility Plan prepared by Werner Enterprises Canada (“**Werner Canada**”) is developed in accordance with the *Accessible Canada Act*, aimed at fostering an inclusive society by removing barriers to accessibility for persons with disabilities. Werner Canada is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products and facilities.

This plan outlines strategies and actions to address accessibility in various domains in Werner Canada’s workplace, including employment, built environment, information and communication technology (ICT), communication other than ICT, procurement of goods, services, and facilities, and program/service delivery.

A summary of initial observations and opportunities include:

- Improving the attraction of persons with disabilities to career opportunities with Werner Canada.
- Being prepared to provide information in accessible formats when requested.
- Reviewing application and technology design standards of current and future IT equipment and applications to ensure compatibility with accessibility features.

INPUT AND FEEDBACK

Werner welcomes feedback on our Accessibility Plan from the public, employees and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion. If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Contact Person: Regional Logistics Manager – Canada Division

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STATEMENT OF COMMITMENT

Werner Canada is committed to ensuring our organization and the services we provide are accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers. Our Accessibility journey will be developed by consultation with persons with disabilities.

REPORTING OUR PLAN

As required by the *Accessible Canada Act*, we will publish a progress report every year that measures our progress against our commitments. We will review and update our Accessibility Plan every three years.

ADDRESSING AREAS IDENTIFIED IN THE *ACCESSIBLE CANADA ACT*

A. Employment

The “employment” area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle. Werner Canada has identified the following barriers that candidates and employees with disabilities may encounter:

Barrier #1: Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities

- Actions:
 - Implement inclusive hiring practices to ensure equal opportunities for persons with disabilities, including providing reasonable accommodations during the recruitment and selection process.
 - Increase number of job posting locations that reach persons with disabilities and affiliated communities.
- Improvements:
 - Our company posts roles in job postings that reach persons with disabilities and affiliated communities and offer equal employment opportunities, while making accommodations for anyone with disabilities.

Barrier #2: There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities generally.

- Actions:
 - Conduct accessibility training and awareness sessions for all employees to foster understanding and sensitivity towards colleagues with disabilities.
 - Develop and implement policies and procedures to support employees with disabilities, including flexible work arrangements and accessible performance evaluations.

- Improvements
 - Our company has completed (and will continue to complete) extensive training regarding fire and evacuation training with the office landlord semi-annually (twice per year) which addresses how individuals with disabilities would escape.

B. Built Environment

The "built environment" area ensures that workspaces and the work environment are accessible for all.

Barrier #3: Ensuring that all employees are aware that there are accommodation options in place if required.

- Actions:
 - Develop a written policy that outlines what sorts of accommodations employees can access if requested (i.e. standing desks, anti-glare glasses, etc.). Ensure that said policies are not predicated on standards in the United States (where Werner's head office is located) but rather are specific to the Canadian workplace.
- Improvements
 - The office is located in an accessible building that also houses Canadian government offices. The office is located on the ground floor and elevator access is available.
 - The office doors are wider to allow accessibility
 - The fire alarms are very loud with flashing lights to accommodate notification to any individuals with disabilities.

Barrier #4: Some spaces within the main office may limit the mobility of employees and visitors with disabilities.

- Actions:
 - Consider making available adjustable desks given that the job requires employees to be sitting down and working.
- Improvements
 - The company has installed four adjustable desks for associates that needed accommodations.

C. Information and Communication Technology (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share or exchange information.

Barrier #5: Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way because employees may not be aware of the capabilities.

Actions:

- Develop a written policy that speaks to the accessibility features (i.e. load boards can be accessed on computers and fonts can be increased to assist those with visual impairments).
- Educate and communicate opportunities to utilize accessibility features already available to the broader workforce.
- Regularly review and update ICT policies and procedures to incorporate advancements in accessibility technology and standards.

Improvements

- Software and tools are app based. Associates can place apps on their phone to allow easier access to tools.

Barrier #6: The current IT team is not well versed in accessibility technology and does not know how to assist persons with disabilities in the workplace.

Actions:

- Train IT staff on accessibility best practices and techniques for designing and maintaining accessible ICT infrastructure.

Improvements:

The company provides on the job training to IT staff on how to best provide support to employees with disabilities.

D. Communication, Other than Information and Communication Technology

This area requires that organizations provide barrier free access for the public, clients, and employees to all the communications that the company produces for this audience

Barrier #7: Werner Canada does not have a consistent process to ensure alternate formats of communication are available.

- Actions:
 - Provide accessible formats for written communication, such as braille, large print, and accessible electronic documents, upon request.
 - Ensure that staff are trained in effective communication techniques, including plain language and clear verbal instructions, to accommodate diverse communication needs.
- Improvements:
 - The company helps communicate with associates via Work Vivo to allow for communication via apps and different formats of communication.
 - The office has morning huddles twice a week to support communication of changes and how associates will be affected.

E. Procuring Goods, Services, and Facilities

The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

Barrier #8: Werner Canada’s procurement procedures and practices do not take into consideration accessibility requirements.

- Actions:
 - Include accessibility requirements in procurement policies and contracts to ensure that goods, services, and facilities meet the needs of persons with disabilities.
 - Ensure accessibility needs are considered when purchasing software, equipment, and food items.
- Improvements:
 - The company has provided larger monitors (27 inches) to assist with viewing
 - The company has provided desks that allow adjustments
 - The company has updated the computers in the office to Intel processors for faster processing.
 - The office has seven (7) designated parking spots to support accessibility.

F. Designing and Delivering Programs and Services

When designing and delivering Werner Canada’s internal and external programs and services, accessibility considerations must be part of the process.

Barrier #9: Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

- Actions:
 - Conduct accessibility assessments of existing programs and services to identify barriers and areas for improvement.
 - Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services
- Improvements:
 - Working to keep accessibility in mind as improvements are made to the office.

G. Transportation

This area of focus covers the transport of people and goods. Vehicles that are used by organizations and regulated by the federal government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

Barrier #10: Entering a transport truck and other warehouse vehicles often poses a problem for drivers over time due to the repetition and height of the steps. For people with motor related disabilities, requiring them to get into a cab can prohibit them for doing their job.

- Actions:
 - Budget for and carry a small inventory of extended tractor steps and/or folding steps which can reduce the climbing distance to get into the truck cabs or warehouse vehicles.
- Improvements:
 - The company will make funds available to support accessibility.

CONSULTATIONS

To align with Werner Canada's commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities. We gathered feedback and input from our team members by conducting 1-1 interviews and sending around an anonymous survey.