



Accessibility Plan

Progress Report May 2026

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General

Executive Summary:

As a federally regulated employer, Ken Johnson Trucking Ltd. is governed by the Accessible Canada Act and Regulations, with the goal of making Canada barrier-free by January 2040. This involves identifying, removing, and preventing any barriers for people with disabilities that arise because of where or how they work. Ken Johnson Trucking Ltd. is using an integrated framework to enable collaborative work across the company to develop, monitor, and continually improve our Accessibility Plan as we identify, remove, and prevent barriers for persons with disabilities, and to monitor progress to address legislated requirements.

Statement of Commitment:

At Ken Johnson Trucking Ltd. we are committed to making our organization and the services we provide to the public accessible to all, including individuals with disabilities. All people and those who work at Ken Johnson Trucking Ltd. have the right to perform their job barrier free and have equal benefit from the services we provide.

Reporting our Plan:

As required by the *Accessible Canada Act*, we will publish a status report every year that measures our growth against our responsibilities to the act. We will review and revise our Accessibility Plan every three years. Progress reports and updates to our Accessibility Plan will be shaped with discussion from persons with disabilities.

Input and Feedback

Ken Johnson Trucking Ltd. welcomes feedback on our Accessibility Plan and progress reports from the public, employees, and our stakeholders. This feedback is valuable to help break down accessibility barriers and build on our commitment to accessibility. 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. You can send your feedback by email, phone or mail using the contact information listed below.

Contact us:

Contact: HR Confidential

Mailing address: 9807- 196A Street, Langley BC, V1M 2X5

Email: KJHRC@kjtrucking.com

Phone: 604-882-3574

Alternatively, you may provide feedback on our website at [Accessibility Plan](#).

The feedback on our website may be provided anonymously or if you would like to be contacted, please provide your contact information on the Accessibility Feedback Page.

We will acknowledge receipt of your feedback in the same way you sent us your feedback, unless the feedback was provided anonymously.

Alternate Formats

You can request alternative formats of this Progress Report by contacting one of the contact methods listed above. An electronic version of this Progress Report can be downloaded immediately from our website.

Ken Johnson Trucking Ltd. will provide alternative formats as soon as possible.

Areas in [section 5 of the Accessible Canada Act \(ACA\)](#)

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Our company continues to face competition for employees but is not attracting enough applicants from under-represented populations such as persons with disabilities or accessibility barriers.

Actions:

- Improving workplace accessibility and providing an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace environment.
- Provide training to hiring managers on accessibility to ensure a barrier-free hiring process and selection of future employees.

Progress:

- All new job postings will be created using accessible templates that are compatible with screen readers and follow WCAG 2.1 standards.
- Job posting templates have been reviewed and use inclusive, plain-language. Phrases that might exclude individuals with disabilities have been removed and replaced with wording that states commitment to employment equity and encourages applications from women, Indigenous peoples, persons with disabilities, members of visible minority groups and former and current military members.
- Training program for hiring managers includes documentation on accessibility hiring practices.

Barrier 2: There is a need to develop our understanding of persons with disabilities in the recruitment process to include the wide range of people interested in working in the transportation sector as professional drivers, administration, the trades, and other areas.

Actions:

- Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments.
- Provide accommodation for the interview process for those in need. Include a statement on job postings that shows the company's willingness to accommodate.

Progress:

- Created a statement of employment equity on diversity, inclusion and accessibility and posted to our website.
- Implemented a “job requirement review” step to ensure that only essential qualifications and duties are listed. We have added the following statement to all job postings. “Ken Johnson Trucking is committed to employment equity and encourages applications from women, Indigenous peoples, persons with disabilities, members of visible minority groups and former and current military members.”

The Built Environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 3: Safety signage and safety plans do not take into consideration persons with disabilities or accessibility barriers.

Actions:

- Review and research for improvements to illumination of current signage in yard and shop areas.
- Ensure safety signs are in clear view to all, to create a safe and accessible evacuation process if necessary.
- Review evacuation and emergency plans ensuring they include all staff, including persons with varying disabilities and accessibility barriers.
- Review health and safety plans to ensure they are considered through an “accessibility lens” that is inclusive to all ranges of disabilities.

Progress:

- No changes required for current signage in the office, shop and yard areas. Illuminated signage in place for emergency exits.
- Implementing process for visitors requiring assistance to be supported by their Ken Johnson Trucking Ltd. company contact during their visit to our site.

Barrier 4: Areas within the office, shop and yard may restrict the mobility of employees and visitors with disabilities or accessibility barriers.

Actions:

- Research and review for automated door openers for highly active areas.

- Consider desk configurations. Include work from home options for those with limited mobility.
- Create an advisory committee to review current design build to provide feedback on improving accessibility. Committee to review and research any requested build design proposals from input and feedback suggestions.

Progress:

- Automated door openers were reviewed, costed and determined not to be cost effective. A lower-mounted doorbell was installed at the main office entrance. This is to allow persons who require help entering the facility assistance if required.
- A height-adjustable, self-raising desk was installed for an employee experiencing back pain, allowing them to alternate between sitting and standing throughout the day.
- Advisory committee has been created. Employee volunteers include a cross-section of our business activities. Committee members are currently in training.

Information and Communication Technologies (ICT)

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 5: Current technology, tools and software used in the company may not have accessibility capabilities that support the needs of all employees.

Actions:

- Incorporate accessibility considerations into our technology to assure an inclusive digital environment and a greater accessible work environment.
- Review technology and ask employees for feedback if technology has improved or needs more improvement.
- Make sure software and technology that is purchased is reviewed to determine its usability and accessibility.

Progress:

- Feedback from employees on ICT Barriers was requested on our employee survey dated April 24th, 2026. Overall, employees were satisfied with the way we share our information.
- Hardware replacement procurement is being evaluated at an individual level for any special requirements including keyboards, mice, chairs, desks, etc.

Barrier 6: Many of the tools and software used in the company have accessibility features that are not being used in an accessible way.

Actions:

- Take an inventory of IT systems used by the company to measure accessibility options.
- When internal application accessibility features are made available and are more well known by all individuals, they will be better able to utilize the resources.
- Include an “inclusion lens framework” when creating training platforms so training is accessible for all employees. (e.g., Words and items on screen larger, activated reader, closed captioning.)

Progress:

- In inventory of IT hardware and software was completed in April 2026. IT hardware options include adjusting font sizing and talk to text options while IT Software options included adjusting font sizing, talk to text options and activated reader capabilities.
- We will periodically notify our staff of accessibility options in respect to ICT Barriers and will include notification to our newly hired staff through the onboarding process.
- Training is carried out through a variety of techniques / technologies and accessibility options will be presented at time of training.

Communication, Other Than Information and Communication Technologies (ICT)

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 7: Ken Johnson Trucking Ltd. Currently does not have a consistent process to ensure alternative formats of communication that it issues to employees and other stakeholders are available.

Actions:

- Ensure that alternative formats for documents and communications are accessible for employees, if required, and within timeframes listed in the Accessible Canada Regulations.
 - Print
 - Large print
 - Braille
 - Audio format

- Electronic formats or devices that are compatible with adaptive technology that are meant to help people with disabilities.

Progress:

- When requested, Ken Johnson Trucking Ltd. will provide alternate formats within time limits required by the Accessible Canada Regulations which will include print, large print, audio format, braille, or an electronic format that is compatible with adaptive technology.
- We revised our standard templates for notices, memos and handouts to follow plain language principles. This ensures important information is clear, concise and easy to understand for all readers.
- Concern was identified in response to our employee survey dated April 24th, 2026 to removed outdated information from our bulleting boards and notices. Review in progress.

The procurement of goods, services and facilities

Barrier 8: Ken Johnson Trucking Ltd. currently does not have procurement procedures that take accessibility requirements into consideration.

Actions:

- Establish an accessibility checklist and consolidate procurement procedures for the purchasing of goods and services throughout the company.
- Review suppliers' accessibility capabilities to ensure they can deliver goods and services consistent with our current accessibility needs.
- Ask employees for feedback and inquiries about goods and services bought by Ken Johnson Trucking Ltd. and try to accommodate employees if they feel the goods and services do not meet their needs.

Progress:

- Feedback from employees on goods and services provided by / procured by the company was requested on our employee survey dated April 24th, 2026. Overall, employees were satisfied with the way goods and services being provided were meeting their requirements.
- Hardware replacement procurement is being evaluated at an individual level for any special requirements including keyboards, mouses, chairs, desks, etc.

The design and delivery of programs and services

Barrier 9: There is currently no standard approach for ensuring all programs and services take accessibility into account.

Actions:

- Implement an accessibility checklist to ensure accessibility considerations are integrated into all new programs and services.
- Leverage the mandatory requirement to consult with persons with disabilities by creating a forum consisting of employees from various departments to review and advise feedback on all programs, policies and services. This forum will review current programs and services and then will provide input prior to the development of future programs and services.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

Progress:

- Advisory committee has been created. Employee volunteers include a cross-section of our business activities. Committee members are currently in training.
- Training has been assigned to managers and committee members and is on-going.

Transportation

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 10: Ken Johnson Trucking Ltd. employees may experience challenges during transportation with driving during dawn, dusk, or nighttime.

Actions:

- Collaborate with customers and employees to identify and consider implementing “winter schedules” and “summer schedules” that will shift driving hours to align with the varying times of dusk and dawn hours.

Progress:

- Adjusted drivers schedule, as requested, to accommodate later morning delivery times.

Barrier 11: Entering a transport truck often affects drivers over time due to frequent steep incline of steps. For individuals with motor-related disabilities this can pose a barrier to them doing their job.

Actions:

- If necessary, investigate and inquire about extending tractor steps and folding steps which will reduce the drastic and steep incline to get into the truck cab.
- If relevant, investigate and inquire about swiveling truck cab seats. This will improve accessibility for individuals with motor-related disabilities getting in and out of their truck cabs.

Progress:

- No feedback or input was received for Barrier 11 actions during this reporting period.

Consultations

As part of our commitment to continuous improvement and inclusive decision making, we conducted an internal consultation by distributing surveys to all employees. We also sought input from the following external parties through website reviews, meetings, emails and phone calls.

The survey was designed to be anonymous to encourage honest and constructive responses. It included both quantitatively and open-ended questions, allowing employees to share their experiences and suggest areas for improvement. The insight gained from this consultation is important in identifying strengths and areas where further action is needed.

We distributed copies of a printed survey to all employees on April 24th, 2026, to gather feedback. Given our small organization size, the consultation group was limited.

We issued 42 surveys to staff members; 12 surveys were returned and 6 surveys included feedback. We are currently in the process of reviewing the survey feedback comments for relevant action items.

Who we consulted:

- Organizations we consulted:
 - Office of the Accessibility Commissioner
 - Canadian Disability Foundation
 - Council of Canadians with Disabilities

- Canadian Association of the Deaf
- Canadian Council of the Blind
- Accessible Employers Canada

Feedback

Despite having our Accessibility Plan published on our external website with a clear process for providing feedback, to date, we have not received any. This may indicate a lack of awareness, and action will be implemented to ensure our staff and stakeholders are aware of the opportunity to provide us with accessibility feedback.

Conclusion

Over the next twelve months, our organization is committed to continuing the implementation of our accessibility plan with a strong focus on measurable progress. We will closely monitor and evaluate our ongoing efforts to ensure that we are effectively addressing the remaining barriers identified in our plan and making consistent strides towards our accessibility goals.

We actively encourage and welcome feedback from the public and our stakeholders through our established feedback process. This input will play a crucial role in guiding improvements and ensuring our plan reflects the lived experiences and needs of persons with disabilities.

All feedback received will be reviewed and analyzed carefully. We will respond appropriately and make updates to our plan where necessary to ensure it remains relevant and effective. Our goal is to foster a culture of inclusion and responsiveness through transparent communication and continuous improvement.

Finally, we will publish the release of a new accessibility plan in 2027, which will incorporate lessons learned and feedback to further enhance our organizational accessibility.

Definitions

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by all.

Barrier: The *Accessible Canada Act* defines a barrier as “anything -including 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 persons with an impairment, including a physical, mental, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability: The *Accessible Canada Act* defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment -or a functional limitation- whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation to society.”

Accessible: a place that is easily reached, an environment that is easily navigated, a program or service that can be easily used or obtained, script that is easily understood, technology that is usable for all. This includes areas or aspects of the environment that have been adapted for use by people with disabilities.

Accommodation: the modification of a work environment for an employee who is ill, injured, or has a disability so they can perform job functions safely and efficiently.