

**New Way Trucking Ltd.**

**The Accessible Canada Act**

**New Way Trucking Ltd.'s Accessibility Plan**

*Updated Accessibility Plan | Building a Barrier-Free Workplace, One Step at a Time*

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**Date Prepared:** June 1, 2026

**Contact:** Allister Mann, Director, Safety and Compliance

**Note:**

*This plan supersedes the original 2026 Accessibility Plan and incorporates progress achieved and planned actions.*

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## Section 1 — Executive Summary

New Way Trucking Ltd. is one of Canada's large and trusted freight carriers, operating a national network of terminals and freight services. We promote a culture of diversity and inclusion that enables the full participation of our employees, clients, and stakeholders across every level of the organization.

The purpose of this Accessibility Plan under the Accessible Canada Act is to benefit all persons — especially persons with disabilities — by identifying, removing, and preventing barriers across seven priority areas. We know that creating a barrier-free environment takes time, and we are dedicated to that ongoing work.

This updated plan reflects the meaningful progress achieved since the original publication. Actions across all priority areas have been initiated, advanced, or completed, and our forward commitments are clearly documented. We remain dedicated to building an accessibility-confident culture at New Way Trucking Ltd. — one rooted in the belief that inclusion makes our organization stronger, more resilient, and more innovative.

## Consultation Approach

This plan was developed through meaningful consultation with employees who identify as having a disability, using employee surveys, roundtable discussions, and individual (1-on-1) interviews. External organizations serving persons with disabilities were also consulted. This approach ensures our commitments reflect both internal realities and broader accessibility best practices.

## ACA Obligations

New Way Trucking Ltd. is committed to fulfilling its obligations under the Accessible Canada Act. Specifically, we are committed to:

1. **Preparing and publishing our Accessibility Plan** by June 1, 2026, focusing on identifying, removing, and preventing barriers in all seven priority areas. Plans are updated every three (3) years or as specified in regulation.
2. **Maintaining a Feedback Process** to receive and respond to accessibility feedback from employees, customers, and the public.
3. **Publishing Annual Progress Reports** from 2027 onwards, detailing progress on commitments, feedback received, and how that feedback was considered.

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## Section 2 — Accessibility Statement

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New Way Trucking Ltd. is committed to upholding the objectives and requirements of the Accessible Canada Act (ACA). We strive to meet the accessibility needs of persons with disabilities in a timely and proactive manner. We recognize that accessibility is not a static achievement but an ongoing commitment — one requiring continuous review, engagement, and improvement.

We believe that a truly inclusive workplace benefits everyone and that removing barriers leads to stronger outcomes for our employees, customers, and communities. If you require accommodation during the recruitment process or throughout your employment, please contact your local Human Resources representative.

## Section 3 — Feedback Mechanism

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New Way Trucking Ltd. welcomes feedback from employees, customers, and members of the public regarding accessibility at our organization. We are committed to receiving, acknowledging, and acting on feedback in a manner that is timely, respectful, and transparent.

The Human Resources Department is the designated point of contact for all accessibility-related feedback. Upon receipt, the HR Department will coordinate with relevant internal subject matter experts to review the feedback and determine appropriate next steps. Feedback will be considered in our ongoing accessibility planning and future updates to our Accessibility Plan.

### 3.1 Feedback Contact Information

#### Accessibility Feedback — Designated Contact

**Contact Name:** Allister Mann — Director, Safety and Compliance

**Email:** [employeefeedback@newwaytrucking.com](mailto:employeefeedback@newwaytrucking.com)

**Telephone:** (403) 590-4393

**Mailing Address:** Accessibility Feedback – Human Resources, New Way Trucking Ltd., 7725 48 ST SE,  
Calgary, AB T2C 2V3

### 3.2 Acknowledgment of Feedback

Upon receipt of feedback, New Way Trucking Ltd. will provide an acknowledgment of receipt in the same manner the feedback was submitted (e.g., by email if submitted by email, by telephone if submitted by phone, or by mail if submitted in writing). Feedback may be submitted anonymously; however, in such cases, an acknowledgment of receipt will not be issued.

## Anonymous Feedback

Individuals who submit accessibility feedback anonymously are advised that, while their feedback will be reviewed and considered, New Way Trucking Ltd. will be unable to issue an acknowledgment of receipt in these circumstances.

### 3.3 Alternate Format Requests

Employees or members of the public requiring any New Way Trucking Ltd. communication in an alternate format may submit their request to the Human Resources Department using the feedback contact information provided above.

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## Section 4 — Reporting on Our Plan

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As required by the Accessible Canada Act, New Way Trucking Ltd. will submit an Annual Progress Report highlighting progress toward our commitments. Our Accessibility Plan will be reviewed and updated every three (3) years. Progress Reports and plan updates will reflect feedback received and, where applicable, input from persons with disabilities.

Reporting Milestone	Target Date
Next Annual Progress Report	2027
Next Comprehensive Plan Review	2029

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## Section 5 — Progress Across ACA Priority Areas

The following sections provide a detailed account of actions planned, taken, and in progress across each of the seven ACA priority areas. For each priority area, we report on identified barriers, the specific actions taken or planned to address those barriers, the responsible party, the associated timeline, and the current implementation status. Together, these accounts reflect New Way Trucking Ltd.'s sustained commitment to meaningful, measurable accessibility progress.

## Status Legend:

**Completed** | **In Progress / Completed** | **Ongoing** | **In Progress** | **Planned**

## 5.1 Employment

New Way Trucking Ltd. continues to build a workplace culture where accessibility, respect, and inclusion are integrated into every stage of the employee experience. We have taken meaningful steps to improve awareness of accommodation processes, enhance recruitment practices, expand opportunities for employees with disabilities to share their experiences, and strengthen the accessibility of our external careers presence.

**Table 5.1 — Employment: Barriers, Actions, Responsibility, Timeline & Status**

<b>Barrier Identified</b>	<b>Action Taken / Planned</b>	<b>Responsible Party</b>	<b>Timeline</b>	<b>Status</b>
Insufficient workforce data on persons with disabilities, limiting informed planning and resource allocation.	Conducted and/or initiated a self-identification survey for all employees to gather disability-related workforce data and establish a reliable baseline.	Human Resources	Dec 2025 – Jan 2026	<b>In Progress / Completed</b>
Limited awareness among candidates and employees regarding available accommodation options during recruitment and selection.	Proactively educate candidates and employees about available accommodations throughout the recruitment and selection process, including in job postings and onboarding materials.	Human Resources	Jan 2026 – Ongoing	<b>Ongoing</b>
Insufficient mechanisms for employees with disabilities to share their experiences, raise concerns, or provide accessibility-related feedback.	Posted the ACA Accessibility Plan at Head Office and promoted the formal feedback mechanism through the Truck Right internal communication platform.	Human Resources	Jan 2026 – Ongoing	<b>Completed</b>

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Difficulty attracting applicants from underrepresented groups, including persons with disabilities, due to limited accessibility messaging in hiring materials.	Enhanced the careers section of the New Way Trucking Ltd. website to prominently highlight the organization's commitment to inclusion; delivered education to hiring managers on barrier-free and inclusive hiring practices.	Human Resources	Jan 2026 – Ongoing	In Progress / Completed

## 5.2 The Built Environment

New Way Trucking Ltd. is actively working to ensure that all workspaces — including administrative offices, maintenance facilities, and truck yards — are accessible, safe, and free from physical barriers that may hinder the full participation of employees, contractors, or visitors with disabilities.

Improvements under this priority area include accessibility audits, emergency evacuation plan reviews, mobility barrier identification, illuminated signage installation, and dedicated budget allocations for physical modifications.

**Table 5.2 — Built Environment: Barriers, Actions, Responsibility, Timeline & Status**

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Emergency evacuation plans may not account for the specific needs and mobility limitations of employees with disabilities.	Documented and reviewed all site evacuation plans with specific input and consideration from employees who have disabilities, ensuring individualized emergency plans are established where required.	Safety	Ongoing	In Progress / Completed
Health & Safety incident investigations may not incorporate an accessibility lens, potentially missing disability-related contributing factors.	Integrated an accessibility perspective into all H&S incident investigations and workplace issue reviews, ensuring that accessibility-related factors are identified, documented, and addressed.	Safety	Ongoing	Ongoing

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Office spaces, maintenance shops, and truck yards may contain physical features that limit the mobility of employees or visitors with disabilities, including stair-only access areas and insufficient visual guidance in low-light environments.	Conducted a comprehensive built environment audit to assess physical barriers across all locations; identified specific mobility barriers in stair-only access areas and developed targeted remediation plans; installed illuminated signage in low-light areas to support employees and visitors with visual impairments; provisioned dedicated budget for accessibility modifications at affected sites.	Safety / Human Resources	November 2026	In Progress

### 5.3 Information and Communication Technologies (ICT)

New Way Trucking Ltd. has undertaken a thorough evaluation of workplace technologies to verify that our digital tools, platforms, and systems meet current accessibility standards. We recognize that technology is a critical enabler of participation and productivity for all employees — and that inaccessible technology can create significant barriers for persons with disabilities. Actions under this priority area include establishing an accessibility-first procurement policy, reviewing technology in shared spaces, participating in federal best practice knowledge-sharing, and delivering targeted IT staff training.

**Table 5.3 — ICT: Barriers, Actions, Responsibility, Timeline & Status**

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Newly acquired technology and digital platforms may not meet accessibility requirements if accessibility is not embedded in procurement decisions.	Established a formal policy requiring that all new technologies and platforms be evaluated against defined accessibility criteria prior to procurement and deployment.	Information Technology	Jan 2026 – Ongoing	Completed

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Existing technology in conference rooms, meeting spaces, and learning environments may not meet accessibility standards or applicable legal and policy requirements.	Reviewed all technology present in shared spaces across New Way Trucking Ltd. locations to assess compliance with accessibility standards and applicable legal and organizational policy requirements.	Information Technology	Jan 2026 – Ongoing	<b>Completed</b>
Limited organizational awareness of federal best practices and guidance for ICT accessibility compliance.	Participated in Government of Canada collaboration platform groups to identify emerging best practices, review applicable standards, and share lessons learned with peer organizations.	Information Technology	Feb – May 2026	<b>Completed</b>
IT staff may lack sufficient training to effectively accommodate persons with disabilities in service and technology-related interactions.	Delivered a dedicated accessibility training program to the IT department, covering how to accommodate persons with disabilities in service delivery, technology support interactions, and system configuration.	Information Technology	Feb – Mar 2026	<b>Completed</b>

### Ongoing Commitment — ICT Monitoring

New Way Trucking Ltd. will continue to monitor all digital platforms on an ongoing basis to ensure sustained compliance with accessibility standards.

## 5.4 Communication (Other Than ICT)

New Way Trucking Ltd. is enhancing the accessibility of all non-digital communication materials, including printed documents, workplace signage, forms, bills, and formal notices. We recognize that some employees and members of the public require information in alternate formats in order to access, understand, and act on our communications. A standardized process has been established to ensure alternate formats are available promptly and without undue difficulty.

**Table 5.4 — Communication (Non-ICT): Barriers, Actions, Responsibility, Timeline & Status**

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Non-digital communications, including printed materials, signage, and formal notices, may not be accessible to all employees or members of the public.	Established a consistent, documented process to ensure that alternate communication formats — including print, large print, audio, captioned format, and adaptive-technology-compatible electronic formats — are available upon request to any employee or member of the public.	Human Resources	May 2026	Completed

**Alternate Format Requests**

Employees or members of the public requiring any New Way Trucking Ltd. communication in an alternate format may submit their request to the Human Resources Department using the feedback contact information provided in Section 3 of this plan.

## 5.5 Procurement of Goods, Services and Facilities

New Way Trucking Ltd. is updating its procurement procedures to embed accessibility considerations from the very outset of every purchasing decision. We recognize that the goods, services, and facilities procured by our organization have a direct impact on the accessibility of our work environment and the experiences of employees and visitors with disabilities. An Accessibility Procurement Checklist has been developed and formally integrated into procurement expectations across the organization.

**Table 5.5 — Procurement: Barriers, Actions, Responsibility, Timeline & Status**

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Existing procurement procedures and practices do not consistently incorporate accessibility considerations, resulting in the potential purchase of inaccessible goods or services.	Developed a comprehensive Accessibility Procurement Checklist and formally integrated it into procurement expectations for all goods, services, and facilities purchased by New Way Trucking Ltd.	Maintenance / Operations	Jan – Mar 2026	<b>Completed</b>

## 5.6 Design and Delivery of Programs and Services

New Way Trucking Ltd. has embedded accessibility considerations into the design of all new programs and services from the outset, rather than addressing gaps retroactively. Feedback on existing programs, processes, and services has been systematically reviewed by the Human Resources team. An Accessibility Checklist now guides the development and delivery of all new programs, policies, and services. The HR team has received formal training on ACA requirements and regulations to ensure ongoing compliance and integration of accessibility principles into day-to-day responsibilities.

**Table 5.6 — Design & Delivery of Programs and Services: Barriers, Actions, Responsibility, Timeline & Status**

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
Existing programs, processes, policies, and services may contain unidentified accessibility barriers that have not yet been formally assessed or addressed.	Conducted a structured review of feedback on existing programs, processes, policies, and services to identify accessibility barriers and prioritize areas for improvement.	Human Resources	Apr – May 2026	<b>Completed</b>
New programs and policies may be introduced without embedded accessibility considerations, creating new barriers over time.	Implemented a formal Accessibility Checklist to ensure that accessibility considerations are systematically embedded at the design stage when introducing any new programs, policies, or services.	Human Resources	Mar – May 2026	<b>Completed</b>

Barrier Identified	Action Taken / Planned	Responsible Party	Timeline	Status
HR team members may have insufficient knowledge of ACA obligations and regulatory requirements to effectively integrate accessibility into their daily responsibilities.	Delivered formal training to the full HR team on the Accessible Canada Act and the Accessible Canada Regulations, covering key definitions, organizational obligations, complaint mechanisms, and best practices.	Human Resources	Feb – Apr 2026	<b>Completed</b>

## 5.7 Transportation

The Transportation priority area under the Accessible Canada Act refers specifically to the transportation of people — that is, passenger transportation systems — as defined and regulated under the relevant provisions of the Act and associated regulations. This includes federally regulated transportation networks such as passenger railways, air travel, ferries, and interprovincial bus services.

As New Way Trucking Ltd. operates exclusively as a freight carrier and does not coordinate, operate, or manage a passenger transportation system as defined under the ACA, the transportation accessibility standards and requirements under this priority area fall outside the scope of this Accessibility Plan. Our operations involve the transportation of goods and cargo, not passengers.

### Scope Clarification — Transportation Priority Area

New Way Trucking Ltd. remains committed to supporting any accessibility-related needs that may arise within our general operations. We will continue to monitor regulatory and policy developments in the transportation accessibility space and will update our Accessibility Plan accordingly should any provisions become applicable to our operations in the future.

## Section 6 — Methodology and Consultation

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The development of New Way Trucking Ltd.'s Accessibility Plan and ongoing progress reporting process is grounded in meaningful, structured, and ongoing consultation with persons with disabilities. We believe that the people most affected by accessibility barriers must be at the centre of efforts to identify and remove them.

### Employee Consultation Methods

- **Employee Surveys:** Broad-reach surveys administered to the full employee population, inviting all staff to share experiences with workplace accessibility, identify barriers, and suggest improvements.
- **Roundtable Discussions:** Small-group sessions that allowed employees to discuss accessibility themes collaboratively, share perspectives, and build on one another's ideas.
- **Individual (1-on-1) Interviews:** Private, confidential interviews offered to employees who preferred to share their experiences directly, ensuring that sensitive or personal barriers could be surfaced safely.
- **External Consultation:** External organizations that serve persons with disabilities were also consulted in the development of this plan, incorporating perspectives beyond our immediate workforce.

These consultations provided critical insight into the barriers encountered across different roles, locations, and functions within the organization, and they directly informed the actions and priorities outlined in this plan.

### Our Commitment to Ongoing Consultation

New Way Trucking Ltd. remains committed to continued, evolving consultation as we implement, monitor, and refine our accessibility initiatives. We recognize that consultation is not a one-time event — it is an ongoing relationship nurtured with honesty, respect, and genuine responsiveness. We will continue to open dialogue channels, act on feedback received, and report transparently on how that feedback shapes our planning.

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## Section 7 — Looking Ahead

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New Way Trucking Ltd. is committed to the continuous improvement of accessibility across all areas of our operations. The work reflected in this updated Accessibility Plan represents a strong foundation — and it is the beginning of a sustained, long-term commitment to building a truly barrier-free workplace and organization.

In the coming year, we will:

- Continue to implement outstanding actions from our Accessibility Plan, with a focus on completing in-progress built environment modifications and expanding disability data collection efforts.
- Monitor the progress and effectiveness of all completed actions, adjusting our approach where evidence suggests a different course of action is needed.
- Incorporate feedback received from employees, customers, and the public into our ongoing planning and service delivery.
- Continue to build internal accessibility capacity through education, training, and cross-functional collaboration.
- Prepare and publish our Annual Progress Report in 2027, as required under the Accessible Canada Act.

Our next formal comprehensive Accessibility Plan review will take place in 2027, as required under the Accessible Canada Act. That review will be informed by progress reporting, employee and public feedback, and evolving best practices in accessibility and inclusion.

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# Appendix — Definitions

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The following definitions are provided for reference in interpreting the terms used throughout this Accessibility Plan.

## **Accessibility**

"The degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making things more usable and practical for everyone, including older people and families with small children."

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## **Barrier (as defined by the Accessible Canada Act)**

"anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is a result of a policy or practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

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## **Disability (as defined by the Accessible Canada Act)**

"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, in interaction with a barrier, hinders a person's full and equal participation in society."