



**Accessible Canada Act  
Westcan Bulk Transport operating as KAG Canada  
Accessibility Plan**

Updated: May 28, 2026

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# GENERAL INFORMATION

## COMPANY CONTACT INFORMATION

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Email: [HRSupport@kagcanada.ca](mailto:HRSupport@kagcanada.ca)

## INTRODUCTION / SUMMARY & OUR COMMITMENT

Diversity, equity, and inclusion are part of our core values. We believe the Accessible Canada Act provides a strong framework to help employers create environments where all employees can access barrier-free opportunities and thrive in the workplace.

KAG Canada is committed to the ongoing review of its policies, programs, facilities, and workplace practices to identify and address barriers that may affect an individual’s ability to succeed. Where appropriate, we will take reasonable steps to remove or reduce identified barriers, as outlined in this Accessibility Plan.

### **This Accessibility Plan includes a review of the following areas:**

- Employment
- Built environment
- Information and communication technology (ICT)
- Communication, other than information and communication technology
- Procuring goods, services, and facilities
- Designing and delivering programs and services
- Transportation

To address gaps in these areas, it is important to recognize and understand the needs of persons with disabilities. For that reason, this plan was first developed in consultation with employees who identify as having a disability.

### Initial opportunities identified include:

- Improving the attraction of persons with disabilities to careers within our company and the transportation sector.
- Expanding the range of accommodation options available to employees.
- Improving our readiness to provide information in accessible formats when requested.
- Strengthening the knowledge of our IT team and maximizing the accessibility features available in current and future technology platforms.
- Establishing more thorough review processes for facilities, procurement practices, company programs, new initiatives, and ongoing services.



## CONSULTATION AND FEEDBACK

KAG Canada welcomes feedback on this Accessibility Plan from employees, customers, and members of the public. This feedback is valuable because it helps us identify and remove barriers while strengthening our commitment to accessibility and inclusion.

If you have a question or would like to provide feedback, please use one of the contact methods below. We will review and respond in a timely manner. If you need support to provide feedback, let us know and we will do our best to accommodate your needs.

Contact: Human Resources  
Email: [hrrsupport@kagacanada.ca](mailto:hrrsupport@kagacanada.ca)  
Phone number: [780-472-6633](tel:780-472-6633)

## REPORTING

As required by the Accessible Canada Act, KAG Canada will publish a status report each year to measure progress against the commitments set out in this plan. We will also review and update our Accessibility Plan every three years. Status reports and plan updates will continue to be informed by consultation with persons with disabilities.

## DEFINITIONS

**Accessibility:** The intentional consideration of the needs of persons with disabilities when products, services, facilities, and environments are designed, delivered, or modified so they can be used by people of all abilities.

**Barrier:** anything physical, architectural, technological, attitudinal, or related to information, communications, policies, or practices 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.

**Disability:** 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 in interaction with a barrier hinders a person’s full and equal participation in society.

## BARRIER ANALYSIS

### EMPLOYMENT

The employment area focuses on ensuring that candidates and employees with disabilities, and those who experience barriers, are supported throughout the employment lifecycle.

The focus areas identified for 2025 have either been completed or remain ongoing.



- Our application process includes an opportunity for candidates to identify and comment on workplace accommodation needs. Where accommodation is required, candidates are supported in accordance with the framework outlined in our Accommodation Policy.
- Because disabilities are not always visible and employees may choose not to self-identify, we may not have a complete understanding of the number of employees who experience disability-related barriers. We will continue to educate employees on available supports so they understand that workplace accommodations can be provided to help them succeed in their roles.
- There are many forms of disability, and accommodations are often provided in practice without formal documentation. We will continue to remind supervisors of the process for responding to accommodation requests.
- We will maintain a current reference document outlining job duties and alternative work that may be assigned when employees require modified duties, whether on a temporary or permanent basis.

### **BUILT ENVIRONMENT**

The built environment area focuses on ensuring that our workspaces and physical environments are accessible and safe for all.

Focus areas:

- Complete a facility accessibility audit during the next review cycle, with spring 2029 as the target completion date. This work will help identify additional opportunities to improve accessibility and create a more barrier-free work environment where feasible. At some locations, building limitations may affect what changes are possible.
- KAG Canada is prepared to procure specialized office furniture, such as ergonomic chairs or adjustable desks, when needed. Requests are reviewed on a case-by-case basis. Ergonomic chairs are standard in our workplace, and sit/stand desks are available to support employees with medical, ergonomic, or other accessibility-related needs. Employees may make requests through their manager for review.
- We work directly with the manufacturer for the equipment we purchase, both truck and trailers, and operator safety and comfort are priority in the design and order process. We invest in higher quality seats for all trucks to support the operators of the units.
- Maintain a strong focus on facility upkeep and housekeeping so our workplaces do not create avoidable hazards, including trip and fall risks, particularly for persons with mobility restrictions. Clean, well-maintained spaces are an important part of a safe and accessible environment. Ongoing.
- KAG Canada will continue to monitor, assess, and improve workspace accessibility where possible.
- Evacuation plans for new and renovated locations are reviewed and updated as needed. Our Occupational Health and Safety Committee also reviews opportunities to improve emergency response processes, including considerations for employees with disabilities. Each location maintains established emergency response plans with defined protocols.
- In 2025, the company completed a full renovation of a major location, bringing the facility up to current accessibility standards and removing previously identified barriers. In the same year, another major location was relocated to a new facility that meets current accessibility standards.





support different learning and communication styles and enhance inclusivity for all employees. The platform was rolled out company-wide by December 31, 2025.

In June 2026, we will meet with internal Diversity, Equity, and Inclusion team members to explore ways to better support people with mental health conditions in the workplace. The discussion will focus on fostering an environment where people feel supported, respected, and able to perform at their best. We will also review the survey completed by Mental Health Research Canada in June 2025.

## TRANSPORTATION

Transportation for this purpose refers to the transportation of people, not goods (for example, buses or airplanes).

- This category is not applicable to our company, as it relates to the transportation of people rather than goods.

## CONSULTATIONS

Consistent with KAG Canada’s commitment to creating an accessible workplace, this Accessibility Plan was developed in consultation with employees, including employees with disabilities.

We gathered feedback and input from team members and external organizations in several ways:

- Reviewing barriers through the Employment Equity Committee.
- Posting the plan on the HRIS platform and communicating that we are continuously working to become a more accessible organization.
- Using internal communications to invite employees who wished to contribute feedback.

We will continue to seek feedback from employees, including employees with disabilities, and from any working groups formed in support of this plan to measure progress and help ensure that we achieve the improvements we have committed to making.





## **KAG Canada**

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