



Accessible Canada Act
KAG Canada's Accessibility Plan



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GENERAL INFORMATION

COMPANY CONTACT INFORMATION

KAG Canada, “the Company” including Westcan Bulk Transport Ltd. and Les Distributions Carl Beaulac
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INTRODUCTION / SUMMARY & OUR COMMITMENT

Diversity, Equity & **Inclusion** is part of our Core Values. We believe the framework of the Accessible Canada Act will inspire employers to cultivate an environment where all employee’s experience barrier-free opportunity to thrive within their workplace.

KAG Canada is committed to the ongoing review of policies, programs, and the workplace in general so that we can identify areas within our business that pose an obstacle to an individual’s success. Within reason, steps will be taken to remedy identified issues as outlined in our Accessibility Plan.

Our Accessibility Plan includes a review of:

- 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’s important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees who identify as having a disability.

A summary of initial opportunities includes:

- Improving the attraction of persons with disabilities to jobs in our company and the transportation sector.
- Expanding the range and options for accommodation.
- Being better prepared to provide information in accessible formats when required.
- Improving the knowledge of our IT team and leveraging the capabilities of accessibility features in current and future IT programs.
- Initiating processes where there is a more thorough review of the assessment of facilities, procurement procedures, company programs, new initiatives, and ongoing services.



CONSULTATION AND FEEDBACK

KAG Canada welcomes feedback on our accessibility plan from the public, employees, and customers. This feedback is valuable to us as it helps break down the accessibility barriers and build 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: Human Resources
Email: hrrsupport@kagacanada.ca
Phone number: 780-472-6633

REPORTING

As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our accessibility plan every three years. Progress reports and updates to our accessibility plan will be shaped by consultation with persons with disabilities.

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 persons of all abilities.

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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communications 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 in society.”

BARRIER ANALYSIS

EMPLOYMENT

The employment area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Focus areas (WIP-Ongoing/to be completed by end of 2025):

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- For new applicants to our company, our intake application notes a section for candidates to review and comment should they require a workplace accommodation. The framework in place in the accommodation policy would support the request process.
- A disability is not always seen, and many do not declare on their self-identification form so we do not have a true understanding of our demographic of people who may experience a disability. The company can continue to educate employees on this matter, so they are aware that there are supports should they require an accommodation in the workplace to assist in their success in their role.
- There are many forms of disability, and we often make many workplace accommodations in practice instead of formality. Remind employers of the request process for accommodation.
- Maintain a live document on job and duties that can be assigned when people require alternative duties, whether temporary or permanent.

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

Information and communications technologies are various technology tools used to send, store, create, share, or exchange information.

Focus areas:

- Based on the nature of our workplace many jobs would not be possible for anyone who may be considered blind, however there are some roles where technology could be helpful to those that require extra support such as having an option to have a voiceover on an email or for the ability for the email system to read out the email.
- In cases of professional truck drivers who are considered to be color blind, alternate work assignments can be offered outside of hauling fuel, and the standard for dangerous goods/fuel is based on a color-coded system outside the control of the company. Work assignments on non-dangerous goods are commonly made.
- Offer closed captioning on Microsoft Teams calls to support those who have hearing impairments.
- Offer closed captioning on broadcasted meetings for hearing-impaired individuals.
- Upon request, the company can look at other methods of delivery such as large font, interpreters, etc.
- In 2024, we added the link for the VRS Canada website to our company website for deaf, hard of hearing, or speech-impaired employees, customers, and external people who would like to access the service. Canada VRS allows access for Deaf, hard-of-hearing, or speech-impaired persons to make phone calls using the internet and by cell phone. VRS callers are connected with a sign language interpreter and provided with real-time interpretation for phone calls.
- KAG Canada will continue to evaluate and adapt new technologies to support the accessibility to employees.

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.

Focus areas (WIP/to be completed by the end of 2025):

- Upon request, we can meet the needs of a person or a group who would like information in a different format.

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.

Focus areas (WIP/to be completed by end of 2025):

- Upon request, we can meet the needs of a person or a group who would like information in a different format.
- Parts of the accommodation request process can be extended to partners within reason and for purposes of communication or welcoming them to one of our facilities.



DESIGNING AND DELIVERING PROGRAMS AND SERVICES

When designing and delivering the Company’s internal and external programs and services, accessibility considerations must be part of the process right from the very start.

Focus areas (WIP/to be completed by end of 2025):

- New technology or systems, such as a training platform, should have accessibility as an assessment component of the project. The company is actively looking at new technologies to support persons with disabilities. A new online training platform is being developed to accommodate various learning and communication styles, enhancing inclusivity for all employees. This platform is expected to be rolled out company-wide by the end of 2025.
- Current technology, as required, can be configured to be accessible if possible.
- In 2024, the company held an education session on unconscious bias, which included content on accessibility and inclusion for persons with disabilities. These initiatives help foster a culture of awareness and continuous learning.
- In May 2025, we met with internal Diversity, Equity, and Inclusion (DEI) team members to explore ways to better support people with disabilities. The discussion focused on identifying and removing barriers related to different learning styles, with an emphasis on creating more inclusive communication practices. Key discussion points included the importance of utilizing diverse communication methods to support various learning preferences:
 - o Visual: Charts, diagrams, illustrations, and maps
 - o Auditory: Verbal explanations and sound-based communication
 - o Kinesthetic: Hands-on learning and learning by doing

TRANSPORTATION

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

Focus areas (WIP/to be completed by end of 2025):

- This is n/a to our company.

CONSULTATIONS

To align with KAG 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 and external organizations in several ways:

- Employment equity committee review for barriers analysis
- Posting plan on intranet with disclosure that we are working towards being a more accessible company
- Live feed board posting asking for people who would like to contribute



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KAG Canada

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