

Accessibility Plan 2026 - 2029

EXECUTIVE STATEMENT

Portage Transport continues to commit to creating and providing accessibility that includes everyone. Our efforts to achieve accessibility involve identifying, removing, and preventing barriers for employees, customers, and the public. As our 2023-25 accessibility plan finalizes our efforts will continue in our Accessibility plan for 2026-2028.

We recognize that accessibility is an ongoing and integral part of being an inclusive organization. That's why the plans we develop look to continue improving accessibility through equity, diversity and inclusion mindset and practices.

Since the development of our initial Accessibility Plan, Portage Transport is looking to complete construction and move in to a brand-new facility, which includes an office building, shop, wash bay and warehouse in 2026. The new facility was designed with accessibility considerations incorporated in the planning and construction process, significantly reducing many of the physical barriers identified in our initial report around the built environment.

While substantial progress has been made in our initial Accessibility plan, Portage Transport recognizes that accessibility is an ongoing commitment. This updated plan outlines the remaining barriers and the actions that will be taken to further improve accessibility throughout our operations.

SCOPE:

This accessibility plan applies to all Portage Transport employees, contractors, and customers.

POLICY MISSION STATEMENT

At Portage Transport Inc. we are committed to providing a safe, inclusive, and accessible work environment for all employees, contractors, visitors, and customers. A place where all individuals are treated with respect and dignity. Portage Transport is committed to the following:

- identify and respond to workplace accessibility in all 7 priority areas, and
- effectively address any barriers or concerns identified by any employee, visitor, contractor, or customer

FEEDBACK

Portage Transport continues to incorporate a feedback process so that employees, contractors, visitors, and customers can share their ideas and input with us. To provide feedback on accessibility, use one of the contact methods below. If you require support while providing feedback, let us know, and we will do our best to meet your needs.

Contact: Laura Kirchner, HR Manager

Mailing address: 65 Poplar Bluff Road, Portage la Prairie, Manitoba, R1N 3P1

Email: recruitment@portagetransport.com

Webpage: www.portagetransport.com

Toll-free, North America: 1-800-251-4607

DEFINITIONS

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.

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, communication or sensory impairment or a functional limitation.”

DISABILITY: The ACA 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.”

REPORTING

As required by the Accessible Canada Act, Portage Transport will publish a status report every year that shows our progress against our commitments. This plan will be reviewed every three years and will report annually on overall progress and how the plan has impacted on the experience of all staff, contractors, customers, and the public.

PRIORITY AREAS FOR ACTION

Portage Transport continues to identify, remove, and prevent new barriers in the following 7 areas listed in Section 5 of the Accessibility Act. Barriers identified in 6 of 7 areas of the Act, as well as actions to address them are as follows:

1. EMPLOYMENT

Accessibility must be ensured at every stage of employment. This means accommodations must be made available to candidates and employees upon request and accessibility should be embedded into policies, processes, and practices, including:

- recruitment
- employee onboarding
- professional development
- long-term disability leaves

Accessibility Plan 2026 - 2029

- return-to-work processes

ACHIEVEMENTS TO DATE

We have made progress in the following areas:

- In 2023, we reviewed existing recruitment, hiring, onboarding, accommodation, and return-to-work processes through an accessibility lens during the development of the Accessibility Plan.
- Onboarding materials were evaluated to identify opportunities to reduce barriers and improve accessibility for applicants and new hires.
- We implemented an annual voluntary self-identification campaign where we provided an optional opportunity for employees to self-disclose that they have a disability as well as other demographic characteristics.
- A process was finalized that all job postings are done through multiple channels to maximize visibility and reach to a diverse candidate pool.

BARRIERS

Barriers or potential barriers Portage Transport has identified are:

- Employees with disabilities are more hesitant to identify themselves during and after the hiring process even with questionnaires in place at the time of hiring
- Portage Transport employees have indicated that they do not know the process in which to request an accommodation from a disability perspective. Leaving a barrier for access to accommodation.
- A general lack of understanding of accommodation and the need for accommodation has arisen in the workplace, leaving room to increase training and education of coworkers

ACTIONS FOR 2026 -2029

- Publish accessibility resources on employee bulletin boards, orientation materials, and internal communications.
- Set up a procedure for annual reminders to employees regarding the availability of workplace accommodation.
- Establish a standardized accommodation request and tracking process.
- Provide accessibility and accommodation awareness training to all employees by the end of 2027.

2. BUILT ENVIRONMENT

Portage Transport's built environment is made up of human-made structures, features, and facilities—it's the physical environments where people live and work.

ACHIEVEMENTS TO DATE

Progress was made in the following areas:

- Prior to leaving our 1450 Lorne Avenue location, significant improvements have been made to the building including operating accessibility door access points, the installation of additional lighting allowing for better visibility within the office building, and better maintenance and parking lot clearing were put into place.

BARRIERS

Although Portage Transport is moving to a new facility that will significantly reduce physical barriers, some exterior areas, access routes, and parking access may remain inaccessible while construction continues. The new facility may also present additional challenges during extreme seasonal weather.

ACTIONS FOR 2026 - 2029

- Complete remaining accessible access points and pathways
- Conduct a final site inspection upon completion of site work
- Identify weather related accessibility hazards over the first year on site and create a process in addressing these
- Complete installation of all necessary accessibility signage by summer of 2026.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES

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

ACHIEVEMENTS TO DATE

We have made progress in the following areas:

- Both main conference areas that Portage Transport used for meetings, training, and learning were upgraded with new technology that allowed for a more accessible experience when utilizing these centers.
- Plans were put in place to research and implement accessible communication tools in the new office facility for workstations, meeting rooms, and training areas.

BARRIERS

Barriers or potential barriers Portage Transport has identified are:

Accessibility Plan 2026 - 2029

- As the team moves into their new working environments in 2026, there is a concern that employees may not be aware of some of the accessibility features available within the new technology they use daily
- With 2 new meeting/conference rooms in the new facility, the IT department would like to identify if the technology will fully support accessibility needs

ACTIONS FOR 2026-2029

- In 2026 as the team settles into the new facility, a new cheat sheet or quick reference material should be created for commonly used accessibility tools and features on computer stations.
- Train and increase the IT department's knowledge and understanding of all available accessibility features surrounding Portage Transport supported software and web managed platforms.
- Ensure that Portage Transport's website continues to meet web accessibility requirements.

4. COMMUNICATION OTHER THAN ICT

Portage Transport recognizes that people give, receive, and understand communication in different ways. An organization is expected to take these differences into account and provide its communications in various accessible formats for people who require them.

ACHIEVEMENTS TO DATE:

We have made progress in the following areas:

- Accessibility information is available through Portage Transport's Accessibility Plan and feedback process.
- Human Resources continues to provide support to employees requesting workplace accommodation.
- Company communications, orientation materials, and policies are reviewed periodically to improve accessibility and understanding.
- The new facility includes improved signage to assist employees and visitors in getting around the compound.

BARRIERS

Portage Transport does not have multiple communication mediums prepared to offer employees, contractors or the public if requested.

ACTION

- Continue to order and post additional accessible signage, including posting accessibility contact information and feedback options in common places

Accessibility Plan 2026 - 2029

- Develop basic accessible document guidelines.
- Examine and evaluate the Portage Transport website, social media platforms, orientation presentations and practices to plan and develop more accessible formats. Such as alternate text formats, high contrast fonts, and audio or visual aids if necessary.
- Continue to review major communication materials through an accessibility lens before implementation.

5. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Portage Transport recognizes and supports its procurement practices including accessibility as part of the provision of goods, services, and facilities, where appropriate (e.g., accessible technology, materials, and amenities).

ACHIEVEMENTS TO DATE

- Successfully integrated accessibility requirements into the procurement and development of Portage Transport's new office facility completed in 2026.
- Established a practice of considering accessibility needs when purchasing workplace equipment, technology, furnishings, and facility improvements to support an inclusive environment for employees and visitors.

BARRIERS

- Accessibility requirements may not be consistently communicated to external vendors, contractors, and service providers during the procurement process.
- Accessibility considerations are not consistently included when selecting or working with third-party service providers, vendors, and carriers.

ACTIONS

- Discuss and plan to add an accessibility consideration section to purchasing templates.
- Discuss accessibility needs with third-party providers when barriers are identified.
- Encourage employees to report accessibility concerns encountered at customer or vendor locations.

6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Portage Transport's number one aspect of business is its customers and employees. The design and delivery of programs and services should show as a company its fostering accessibility. This includes the programs and information for current employees, customers, contractors, and the public and how they apply to them.

ACHIEVEMENTS TO DATE

Accessibility Plan 2026 - 2029

- Human Resources continues to promote accessibility by encouraging feedback from employees, customers, visitors, and contractors to identify barriers and opportunities for improvement. Accessibility considerations are also reviewed when implementing new programs and workplace initiatives.
- Portage Transport successfully standardized its approach to collecting and reviewing accessibility-related feedback. A toolkit was developed to support the Health and Safety Committee in tracking, evaluating, and responding to accessibility concerns and recommendations.
- In addition, a Workplace Violence and Harassment Prevention training program was implemented for all employees and contractors. The training includes content related to equity, inclusion, discrimination prevention, accessibility awareness, and the importance of creating an inclusive workplace for people with disabilities.
- Work also continues to develop internal metrics to help measure accessibility progress and support future reporting requirements.

BARRIERS

- Limited accessibility-related feedback has been received from employees, customers, contractors, and visitors, making it difficult to identify additional barriers and opportunities for improvement.
- Accessibility best practices have been established in some areas of the company but have not been fully implemented in all areas

ACTIONS

- Continue to schedule external consultations with community programs that can highlight areas of improvement or new accessibility best practices to consider
- Develop a high-level accessibility metric to track overall change resulting from the accessibility plan and embed it (or similar metrics) into internal reporting.

7. TRANSPORTATION

Portage Transport's focus is around the transportation and delivery and specialized service of goods. It does not coordinate transportation of people or passenger-based services. This means that standards for those such transportation services are not in the scope of this plan. However, Portage Transport is committed to identifying and eliminating barriers surrounding its Fleet where applicable and safe to do so in accordance with all Health and Safety legislation, laws and or other applicable regulations. We are committed to reviewing our policies and communications related to travel and transportation, where applicable, to ensure they are barrier-free.

CONSULTATION PROCESS:

Portage Transport remains committed to building an accessible culture and environment where everyone, including people with disabilities, can participate and feel included. Our accessibility plan was developed in consultation with onsite employees, including employees with disabilities and their allies.

Accessibility Plan 2026 - 2029

Throughout the 2026-2029 Accessibility Plan period, Portage Transport will place increased focus on gathering feedback from employees regarding accessibility within the workplace.

Human Resources will incorporate accessibility-related questions into employee onboarding and orientation processes to better understand employee experiences, identify potential barriers, and gather recommendations for improvement.

In addition, Portage Transport will:

- Continue to promote its accessibility feedback process to all employees, contractors, customers, and visitors.
- Review accessibility feedback received through employee surveys, orientation feedback, Health and Safety Committee discussions, and direct employee communications.
- Review accessibility feedback annually and incorporate findings into future accessibility planning initiatives.

The company recognizes that limited feedback has been received in previous reporting periods and will continue to explore opportunities to improve participation and engagement in accessibility consultations.

EXTERNAL CONSULTATION

Portage Transport recognizes the value of working with organizations that support accessibility, inclusion, employment, and disability services. During the 2026-2028 plan period, Portage Transport intends to establish or maintain relationships with organizations that can provide guidance, resources, and best practices related to accessibility.

Organizations that may be consulted include:

- Manitoba Possible
- Society for Manitobans with Disabilities
- Manitoba Supported Employment Network
- Community Living Manitoba
- Portage Learning and Literacy Centre

Where practical, Portage Transport will seek information and guidance from these organizations regarding accessible employment practices, workplace accommodation, communication methods, recruitment strategies, training opportunities, and emerging accessibility best practices.

CONCLUSION

While significant progress has been achieved, Portage Transport recognizes that accessibility is an ongoing journey requiring continuous evaluation, consultation, education, and improvement.



Accessibility Plan 2026 - 2029

The company remains committed to reviewing its policies, programs, services, facilities, communications, technologies, employment practices to ensure accessibility considerations remain integrated into daily operations and future planning.

The 2026-2028 Accessibility Plan builds upon the foundation established through the previous accessibility plan and focuses on strengthening employee awareness, improving accessibility reporting and measurement, enhancing communication and training, and ensuring accessibility remains a consideration in decision-making processes across the organization.