
Accessibility Progress Report Skelton Canada Inc.

Effective Date: May 27, 2025

General

Skelton Canada Inc. is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and visitors who enter the premises, access information provided by the company, or use the company's goods and services. This progress report provides updates on the progress our organization has made in implementing our accessibility plan.

The Company continues to work to identify and remove barriers and prevent new barriers, for persons with disabilities as they relate to employment, the built environment, information and communication technologies, communication, procurement of goods, services and facilities, design and delivery of programs and services and transportation at Skelton Canada Inc. This progress report outlines the company's accessibility plan and strategy for identifying, removing and preventing these barriers.

- identifying and meeting the accessibility needs of persons with disabilities in an effective, appropriate, and timely manner through compliance with the Accessible Canada Act and its regulations (collectively, the "ACA"); and
- developing an inclusive, barrier-free environment that is guided by the principles of the ACA, which include dignity, independence, integration (except when alternate measures are necessary to meet the needs of persons with disabilities), and equal opportunity.

How to provide feedback

Skelton Canada Inc. is dedicated to receiving and addressing feedback concerning accessibility for individuals with disabilities in Canada. If you have any concerns or suggestions regarding accessibility matters, or if you need a progress report or you are asking for description of feedback in alternative format, please reach out to our Human Resources Business Partner using the contact information provided below:

Attn: HR Business Partner
Phone number: 905 895 6688
Toll-free phone number: 1-800-387-9796
Mailing address: 2510 Davis Dr., Sharon, ON, L0G 1V0
Email: hr@skeltontruck.com

Feedback can be provided anonymously if desired. Feedback can be received in the following formats:

- Telephone;
- E-mail;
- Mail;
- By social media channels (LinkedIn, Facebook, Instagram)

LinkedIn: <https://www.linkedin.com/company/skeltontrucklines>

Facebook : <https://www.facebook.com/skeltontrucks>

Instagram: <https://www.instagram.com/skeltontrucks>

How to request alternate formats

You can use the contact information listed to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Contact Us

Skelton Canada Inc. may be contacted through any of the aforementioned methods established to receive feedback.

Contact Skelton Canada Inc. through any of the following:

- Telephone;
- E-mail;
- Mail;
- By social media channels (LinkedIn, Facebook, Instagram)

LinkedIn: <https://www.linkedin.com/company/skeltontrucklines>

Facebook : <https://www.facebook.com/skeltontrucks>

Instagram: <https://www.instagram.com/skeltontrucks>

All of these contact methods are listed publicly on the company website.

Feedback

Skelton Canada Inc. has not received any accessibility-related concerns or feedback from any of the external sources listed in this report.

An internal engagement and feedback survey was conducted in the fall of 2024 which included questions on accessibility and inclusion efforts. Some relevant questions are below:

1. "The physical work environment at Skelton is designed to accommodate different needs of employees." The majority of responses to this question were, "Agree".
2. "Skelton is taking meaningful steps towards supporting inclusion of all people." The majority of responses to this question were, "Agree".

In response to these survey scores, Skelton Canada Inc. will be conducting accessibility audits in partnership with the Workplace Health & Safety Committee, to ensure compliance and identify any potential areas for improvement. The engagement and feedback survey will be reissued to ensure we are making positive progress with these items.

Consultations

This progress report has been created based on company practice, requirements, notes, and recommendations from Workplace Health & Safety Committee meetings. The members of the committee represent all departments, include management and employee representatives and includes people with disabilities.

Consultations were also completed through the online employee engagement and feedback survey in October 2024. This included our entire employee population, which includes individuals who have self-identified as having disabilities. The survey will be reissued in October 2025.

Accessibility

- Alternative formats of the survey are available upon request.
- Skelton has consulted with the DEIA committee comprised of various representative across the group of sister-companies to ensure alignment with best practices.
- Skelton's website has an accessibility feature, allowing external parties to make adjustments to the layout and function of the site, to encourage feedback from persons with Disabilities

Employment

Skelton Canada Inc. understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. All job postings include information on how to contact the employer in case accommodation is needed for any stage of the recruiting process.

The company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to employment:

- Human Rights Policy,
- Return to Work Policy,
- Individual Accommodation Plans,
- Where necessary, accommodations are being made during the recruitment and selection stages,
- All training and development programs provided will consider an employee's barriers and abilities, and are provided in alternative formats by request,
- The company ensure employees are aware of policies for employees with disabilities and any changes to these policies as they occur;
- The company provide the information required to new employees as soon as practicable after they begin their employment. If an employee with a disability requests it, the company will provide or arrange for the provision of accessible formats and communication supports for the following:
 - Information needed to perform their job; and
 - Information that is generally available to all employees in the workplace

The company consults with the employee requesting to determine the best way to provide the accessible format or communication support. Skelton Canada Inc. reserves the right to determine the Accessible Format or Communication Support that will be provided.

The company remains committed to addressing existing barriers and preventing new barriers in employment. As part of this commitment, we will develop and implement a formal recruitment policy that ensures compliance with applicable accessibility standards and human rights legislation. The policy will include clear procedures for equitable and transparent hiring practices, as well as the accommodation information that is communicated in all job postings, to support candidates with disabilities throughout the recruitment process. This will be completed within the next 12 months, prior to our next progress report update.

The Built Environment

Skelton Canada Inc. works to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access to goods or services.

The Company does not currently own, develop or maintain public space, but if it does in the future, it will comply with all legal requirements with respect to the built environment and accessibility.

In its existing premises, Skelton Canada Inc. is committed to identifying, removing or remediating, and avoiding barriers to access for persons with disabilities. Monthly site inspections are completed by members of the Workplace Health & Safety Committee to ensure any accessibility concerns are documented and addressed.

Skelton Canada Inc. facility is fully accessible for all public-facing areas. The facility has an accessible parking spot near the front office and exterior path of travel for wheelchair accessibility to the facility and restroom. The Warehouse is also accessible via a ramp at the side of the building, as well as through the front office ramp and secondary ramp in the warehouse.

Information and Communication Technologies (ICT)

Skelton Canada Inc. understands that communication to and with the company is vital to an individual's access to the company's goods, services, policies and other information.

To help ensure compliance with these services, the company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to information and communication technology:

- As outlined in the Human Rights Policy: Upon request, unless deemed unconvertible, the company provides or arranges for accessible formats and communication supports for employees, applicants, or persons accessing the company's goods or services. Such accessible formats and communication supports are conversion-ready and are provided in a timely manner and at no additional cost.
- The company consults with the individual to determine the specific barrier and the best way to provide support.

The Procurement of Goods, Services and Facilities

Skelton is committed to ensuring that all individuals can obtain the company's goods and services.

If and where applicable, Skelton Canada Inc. will ensure that we adhere to the general obligations and specific requirements of applicable accessibility legislation in relation to Skelton's procurement of goods, services and facility.

The company remains committed to addressing existing barriers and preventing new barriers in relation to the procurement of goods.

Skelton is committed to ensuring that all its services and facilities are accessible to all individuals. The company has a washroom in the front office, accessible for people who are using wheelchairs.

- (a) *Barrier:* We do not have a checklist to evaluate the accessibility of our employee events. Eg. Is there enough seating available for those who may need accommodation? *Progress:* We will create an accessibility checklist within 6 months, to be used by the Social Committee while planning events.

The Design and Delivery of Programs and Services

Skelton Canada Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by ensuring that all customers receive the same value and quality.

Transportation

This requirement is not currently applicable to Skelton Canada Inc.

Other Progress

Attitudinal Barriers and Training

Skelton Canada Inc. is committed to reducing attitudinal barriers. This includes biases, stereotypes, or lack of awareness that can result in exclusion.

The DEIA Committee is investigating training options to be able to educate committee members, managers and employees on the different types of unconscious bias. This training will educate employees on understanding these biases and providing strategies on how to work effectively and inclusively. This training will be in place within 12 months, by the time of our next progress report.

Skelton Canada Inc. understands the importance of ensuring all staff are trained to understand, protect, and deliver access to the company's goods and services to persons with disabilities. Staff receive ongoing training to ensure up-to-date compliance with the laws, regulations, and social expectations regarding accessibility for persons with disabilities.

All new hires are assigned AODA training as a mandatory course to be completed.

Conclusion

Skelton Canada Inc. remains committed to advancing accessibility across all areas of its operations for its employees as well as members of the public. Skelton will continue to monitor and measure its progress to ensure that it is meeting the goals set out in its Accessibility Plan. We take great pride in the progress and efforts we have made toward our accessibility and inclusion efforts. As we continue to work to remove and prevent any remaining barriers identified, we recognize that meaningful change is only possible through ongoing collaboration with persons with disabilities.

We encourage individuals to share their experiences and suggestions through our various feedback methods. This input plays a vital role in guiding our efforts and will be carefully reviewed, analyzed, and incorporated into our accessibility initiatives, where appropriate and possible. All feedback received will be acknowledged and addressed in a timely and respectful manner, in line with our established procedures.

We will continue to publish our progress reports outlining further advancements in the implementation of our Accessibility Plan. Following this, we will release a renewed Accessibility Plan that reflects the progress made, feedback received, and new priorities identified.