General

Kleysen is proud to report on the following progress report to meet our organization's obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR). Our progress report provides update on initiatives we have introduced, our goals, and areas we have discovered while implementing our plan. We look forward to improving our plan as we continue down this journey as an organization to promote inclusivity and accessibility.

How to provide feedback

Please send your feedback to our Manager, Human Resources.

You can send your feedback by email, phone or mail using the contact information listed below.

Manager Human Resources

(204) 488-5398 or 1888 488-5550 ext. 5398

2800 McGillivray Boulevard, Oak Bluff, MB R4G0B4

hr@kleysen.com

For more information on how you can send your feedback, see our feedback process description https://www.kleysen.com/Accessibility

How to request alternate formats

You can use the contact information listed below 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:

(Required content): contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

- Email: hr@kleysen.com

- Phone: 204-488- 5398 or 888-488-5550 ext.5398

- Mail: 2800 McGillivray Blvd. Oak Bluff, MB R4G 0B4

- Social Media: Facebook (Kleysen Group Ltd.) & Linked In (Kleysen Group Ltd)

Feedback

Our Accessibility Plan is published on our website with our Manager of HR as a key contact person to share feedback. To date we have not received any formal feedback. However, during the process of implementing our plan we learned a great deal about creating and delivering an effective accessibility plan. We learned that not everyone fully understands the meaning and impact of an accessible work environment and that it was incumbent upon us to create as much awareness and understanding as we could. We recognize that this is a long-term process and solution, and we will continue to take steps forward each year as we enhance our plan. As mentioned in this progress report you will read below, we created a training and awareness module, and it will be shared with our employees. We feel this is a great step in helping everyone understand the importance of a successful accessibility plan.

Consultations

We met and consulted with Manitoba Possible, a non-profit organization dedicated to breaking down barriers to full and equal participation through a diverse range of programs and services.

How we consulted persons with disabilities in the preparation of the progress report:

- We consulted through:

   ∗ Survey – Questionnaire

   ∗ Discussion in-person

- Dates / time periods of consultations: April 30, 2025 & May 20, 2025

- Locations of our consultations: 825 Sherbrooke Street Winnipeg, MB

- We asked participants the following questions:

1Q) What physical barriers have prevented you full access to services or facilities?

1A) *Bathrooms are a big priority. For example, ensure your stall doors open outward not inward, this allows for more room in the stall. Have automated door openers on your bathrooms. Have strobe lights during a fire alarm so people can hear and see that there is an alarm sounding. Does your emergency plan include assisting those with disabilities during an emergency?*

2Q) Do you ever experience attitudinal barriers against persons with disabilities?

2A) *Recommended that you ask before you help, some people may say no to your offer. Don't assume they need or want help. There are many great videos from inspiring athletes to help everyone understand the barriers.*

3Q) What communication barriers exist for you? Is information accessible and easily understood?

3A) *Follow the WCAG standards, minimum 2.1 but 2.2 is ideal. If you adhere to these standards, you will be accessible to many people*.

4Q) Do you face barriers when accessing or using technology?

4A) *Allow for closed captioning in all virtual meetings. It is recommended to always have pen and paper at the reception area, just in case*.

5Q) Do you feel that events and activities are inclusive and accessible for people with disabilities?

5A) *Consider seating arrangements and table accessibility at events including different size chairs available. We ask about dietary restrictions, but many don't ask about seating restrictions. Round tables are best so that people can read lips if they choose that option.*

6Q) Do you feel that organizations have developed inclusive policies and procedures that support people with disabilities?

6A) *It's better, initiatives like this help a lot. Two main priorities of focus are employee awareness programs and website development.*

Accessibility: We attended a consultation session at the offices of Manitoba Possible. During the meeting our goal was to share our plan, review the answers to our survey, and receive feedback on how we can improve our plan. The decision was made to meet on their premises for the initial introduction and then plan a follow up meeting at our facility.

Who we consulted:

- We consulted:

    ∗ Individuals with disabilities

    ∗ Disability organizations

       Manitoba Possible – met with Training Coordinator

- Total number of participants: 1

- Number of participants with disabilities: 1 – He shared our survey with several colleagues and the answers represented the entire group.

- Types of disabilities represented: Mobility, vision, hearing, communication

Areas in section 5 of the Accessible Canada Act (ACA)

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Hiring managers had minimal exposure to best practices in the hiring, selection, and accommodation process.

Progress Update: Added to policy #1 – Employee Selection, Assignment & Evaluation. Human Resources team coaches our hiring managers during each search, creating awareness around candidates and the accommodation process.

Barrier 2: Human Resources team had minimal exposure to unconscious bias and the implications related to it.

Progress Update: Delivered unconscious bias training to all Human Resources professionals and included the Payroll Manager as well.

Barrier 3: We did not have a training session, ready for delivery to the entire Kleysen team.

Progress Update: Training power point created, creating awareness for our plan and the components within our plan. Delivery of this training will be throughout 2025.

The built environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Workspaces may have physical barriers.

Progress Update: We reviewed each work station with all employees and ensured they accommodated any specific needs. The greatest opportunity for our employees was workstations. After consulting our employees, we brought in over 40 stand up desks so employees could be more comfortable at their personal workstation.

Barrier 2: Review of current emergency alarms within the facility

Progress Update: The company completed a full review of the smoke, fire, and other emergency alarms and concluded that all visual and auditory alarms were in place.

Barrier 3: Review emergency and disaster response plans to account for employees, visitors and disabilities:

Progress Update: After a thorough review, a sign in sheet was added to the front lobby area and all visitors are asked to sign in and sign out so we know who is in the building at all times. Updates are sent out regularly, reminding the teams to be diligent in this practice.

Information and communication technologies *(Required heading)*

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Did not have a process to review software or technology when purchasing new products from a third-party vendor.

Progress Update: Incorporated an evaluation to determine accessibility features with new technology. Most recently a new FRM software was implemented and an evaluation on accessibility was part of the procurement process.

Barrier 2: A thorough review of our website had not been conducted in quite some time.

Progress Update: We reviewed our website thoroughly including text contrast, text size, compatibility with screen readers and formatting. We found an opportunity with tab stops, and this was addressed by our IT department.

Communication, other than information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Orientation documents and presentation were created prior to development of accessibility plan.

Progress Update: All orientation documents and presentation were reviewed for accessibility. A few changes were made to some power point slides and to some documents. We have incorporated alternative text for images.

Barrier 2: A third party manages Kleysen' social media and we had not completed a review with that company prior to creating the accessibility plan.

Progress Update: Met with the owner of the communications company and we are now meet the standards within all our social media posts so anyone can access the information.

Barrier 3: Virtual meetings were not using closed caption.

Progress Update: When using TEAMS for virtual meetings we offer close caption and follow up transcripts should anyone want to take advantage of those options. These were implemented quite quickly after the development of our accessibility plan, through awareness and education with our meeting hosts. Training was delivered on the Microsoft Copilot platform.

The procurement of goods, services and facilities

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Did not have a process to review software or technology when purchasing new products from third party vendors.

Progress Update: Incorporated an evaluation to determine accessibility features with new technology. Most recently a new FRM software was implemented and an evaluation on accessibility was part of the procurement process.

The design and delivery of programs and services

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: No process to review or measure the design or delivery of our programs and services.

Progress Update: Met with third party group to review our plan and discuss opportunities to improve our delivery of programs and services. During the meeting we discussed employee programs and accessibility that could have long term benefits for our company. Specifically, how to invite employees to events through different communication methods, review seating options for all employees, and using a round table at events for those that lip read.

Barrier 2: We only had one method of delivering training to our employees. It was predominantly paper based and assumed everyone learned the same way.

Progress Update: We introduced a new software used to deliver our training modules. Digital Action Tracking (DATS) houses our policies and links to training and now allows our employees to learn how and they want to learn and when they want to learn. We still offer classroom settings and paper-based training but are now able to provide alternate options through this software.

Transportation

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: We did not have a plan to review barriers or potential areas of concern, in the yards on an ongoing basis.

Progress Update: We created a scheduled review of the yards to look for areas of opportunity. One area that was addressed was in the Winnipeg yard. There were various instances of uneven surfaces through some of the walkways. During our scheduled inspection, our team recognized these uneven surfaces and repaired them therefore eliminating the risk they presented.

Conclusion

This process and plan are still very new for our teams. We are excited about the visibility it has created within our company and the awareness it has created in making Kleysen more accessible. We continue to look for more opportunities to improve. Our future intentions are to:

- Continue to focus on the goals we have set while always looking for new ideas to add to our plan. Our goal is to achieve as close to barrier free environment as we can be.
- Continue our training and awareness programs so that all stakeholders involved in our company can be a part of our accessibility plan.
- Encourage feedback from all stakeholders and enhance our program based on the feedback.
- Continue publishing our plan and progress reports on a regular basis.