



# ACCESSIBILITY PLAN

in accordance with the *Accessible Canada Act*

2024 – 2027

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## **1.0 GENERAL**

The following Accessibility Plan by South West Terminal (“SWT”) was drafted in accordance with the *Accessible Canada Act* (the “Act”). The purpose of the Act is to benefit all persons, especially persons with disabilities, by working to accomplish a barrier-free Canada by January 1, 2040. This will be accomplished through the identification and removal of barriers, and the prevention of new barriers in the areas of:

- employment;
- the built environment;
- information and communication technologies;
- communication, other than information and communication technologies;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services; and
- transportation.

The following plan outlines SWT’s commitment to accomplishing a barrier-free Canada by identifying and removing current barriers, and preventing new barriers from arising.

## **1.1 COMPANY PROFILE**

SWT, is a farmer-owned, independent grain and crop inputs company, with over 520 shareholders including local farmers, business owners, and individuals. SWT has seven locations throughout Saskatchewan and Alberta where SWT provides a range of services, including grain marketing, crop nutrients, crop protection, and agronomy services that assist in maximizing producers’ operations. SWT focuses on 4R Nutrient Stewardship to ensure sustainable and healthy crops to support safeguards for southwest Saskatchewan’s diverse soils.

SWT’s mission is to ensure the linking of safe and responsible food production between the farm and the consumer. SWT’s goal is to be the most trusted, innovative and customer-centric agri-business.

## **1.2 COMMITMENT TO ACCESSIBILITY**

SWT is committed to treating every person with respect and dignity. SWT has been, and continues to, make every effort to support and implement the purpose of the Act. SWT will make every reasonable effort to ensure that all components of its operations and business are consistent with the fundamental values of diversity, equity, inclusion, equal opportunity, and reflect the following objectives:

- striving to implement a diverse work force that is a reflective representation of all people;
- ensuring fair and equitable employment practices through hiring and employee treatment;
- ensuring everyone can participate fully and equally;
- consulting with persons with disabilities;

- ensuring all policies and structures within the organization consider persons with disabilities;
- considering persons needs on an individual basis;
- taking steps to further educate on the diversity of people who experience disability; and
- accommodating the reasonable needs of all people.

It is the responsibility of everyone employed with SWT to ensure differences are valued and uplifted. SWT strives to create an inclusive community where all perspectives can be heard and everyone has access to the same opportunities.

### **1.3 SWT IS COMMITTED TO RECEIVING ONGOING FEEDBACK TO CONTINUOUSLY APPROVE ITS ACCESSIBILITY PLAN**

Please send any feedback to SWT’s Manager of Human Resources, Shannon Friesen. Feedback can be delivered through phone or email using the contact information below. Anonymous feedback can be sent through phone. For all non-anonymous feedback, SWT will acknowledge receipt of feedback through the same method feedback was delivered.

Contact:

Shannon Friesen, Manager, Human Resources

Phone:

(306) 672-4112

Email:

[sfriesen@swt.ca](mailto:sfriesen@swt.ca)

Please use the above contact information to request a copy of SWT’s accessibility plan in alternative formats. SWT is offering a copy of this accessibility plan in large print, print, Braille, audio recording, etc.

## **2.0 DEFINITIONS**

Barriers, as defined by the Act, means 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, as defined by the Act, means 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.

### **3.0 CONSULTATIONS**

SWT conducted a survey of employees and external stakeholders to identify potential barriers, including consultations with employees and stakeholders who experience disability. These consultations guided SWT to determine the barriers faced by persons with disabilities across the organization and form the basis of the remainder of this report.

### **4.0 DETERMINING, REMOVING, AND PREVENTING BARRIERS**

The following section explains SWT's commitment and plan of action to identify, remove and prevent barriers in the areas of:

- employment;
- the built environment;
- information and communication technologies;
- communication, other than information and communication technologies;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services; and
- transportation.

SWT conducted a survey of employees and stakeholders to identify potential barriers. In accordance with each above section, SWT outlines one or more barriers identified in the survey and outlines the action plan that will be taken to address the barrier(s) identified. SWT will update its Action Plan every three years. When the plan is updated, SWT will build from this plan and identify new barriers.

#### **4.1 EMPLOYMENT**

##### Barrier 1:

SWT does not communicate the role of new hires effectively.

##### Action Plan 1:

SWT will continuously check in with candidates and new hires to ensure they are transitioning to their role effectively, specifically on the topic of accessibility. Furthermore, SWT will communicate the job duties each new hire will serve to the employees in the new hire's sector.

Additionally, in support of this area SWT is committed to:

- developing disability awareness training for all employees;
- investigating changes to SWT software to improve accessibility;
- posting SWT job opportunities in a variety of formats; and
- offering employees the opportunity to self-identify as a person with a disability.

## **4.2 THE BUILT ENVIRONMENT**

### Barrier 2:

SWT Kyle, Wymark, Hazenmore have stairs to board rooms that are not accessible for all persons. Specifically, the main offices at Antelope do not have ramps to access the building.

### Action Plan 2:

Adopt a plan to implement ramps and/or other accessible means of travelling throughout all buildings. SWT will also undertake to assess opportunities for its built environment to become more accessible.

## **4.3 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)**

### Barrier 3:

SWT only communicates electronically via social media and their website, and text message communications.

### Action Plan 3:

SWT should assess additional forms of communication that are non-social media based and more accessible in nature, such as mailing newsletters. SWT will also look to refine its text messaging system to ensure all relevant information is communicated and information is sent in a convenient way.

Additionally, in support of this area, SWT is committed to establishing requirements to ensure accessibility in all technological communications or create alternative means to receive the same communication in an accessible format.

## **4.4 COMMUNICATION, OTHER THAN ICT**

### Barrier 4:

SWT must improve their communications with customers after orders are placed.

### Action Plan 4:

SWT will undertake an assessment on how communication can be improved with customers pertaining to their orders specific to accessibility.

Additionally, in support of this area SWT is committed to:

- providing alternate forms of communication upon request such as braille, sign language, and font enlargement; and
- promoting the option to request these alternate forms of communication so people are aware they are available.

## **4.5 THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

### Barrier 5:

SWT facilities have no wheelchair access.

Action Plan 5:

Adopt a plan to implement ramps and/or other accessible means of travelling throughout SWT buildings. SWT will undertake to assess other areas that need to be reconstructed to ensure all facilities are wheelchair accessible.

#### **4.6 THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

Barrier 6:

SWT is failing to adequately ensure training is being renewed and is up to date for all employees.

Action Plan 6:

SWT will develop a program and assign one staff member per location to regularly check in and monitor that all training is updated for each employee.

In support of this area, SWT is committed to building a process that will ensure all programs and services have been reviewed to ensure they are accessible.

#### **4.7 TRANSPORTATION**

No barriers were identified with respect to transportation; however, SWT is committed to removing barriers that it becomes aware of, and preventing new barriers from arising.

#### **5.0 CONCLUSION**

Everything SWT does is steeped in relationship. The quality of relationships – with SWT’S team, customers, Suppliers, and business associates, is what differentiates SWT within the industry and the general community. Trust is the foundation of SWT’s relationships and service. It is the outcome of honesty, integrity, and inclusion.

SWT recognizes that it is foundational to build a strong relationship and trust with all persons as it strives to be a choice for all people. SWT is dedicated to creating a space founded in inclusivity. SWT takes its commitment to accessibility seriously and is honoured to be able to serve all persons.