



GHOST
TRANSPORTATION
SERVICES

2026 ACCESSIBILITY PROGRESS
REPORT

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1. General

Ghost Transportation Services has designated the Administration Manager to manage inquiries on behalf of Ghost Transportation Services about our accessibility plans, progress reports, and feedback process.

The organization welcomes feedback from employees, customers, and the public. Your input helps the organization identify and remove barriers. Ghost Transportation Services is committed to taking meaningful action based on the feedback received. Feedback can be submitted anonymously or with your name and contact information. Once received, the organization will confirm that it has received your feedback.

You can share your feedback through the following methods:

- Send an email to: accessibility@ghosttrans.com
- Call by phone at: (306) 249-3515
- Mail us at: 715E – 46th Street West, Saskatoon, SK S7L 6A1

Feedback Process and Contact Information

When requested, Ghost Transportation Services will provide the Accessibility Plan, the feedback process or the Progress Report in alternate formats (print, large print, braille or audio). The organization commits to providing them within these timelines:

- Print & Large print (larger text): 20 days
- Braille (written language where people read by feeling raised dots with their fingertips): 45 days
- Audio (recording of someone reading the text out loud): 45 days

2. The Areas of Our Accessibility Plan

Employment

Ghost Transportation Services recognizes that accessible hiring and workplace practices help create a more diverse, inclusive, and welcoming work environment. We are committed to identifying and addressing barriers in recruitment, workplace culture, and employee interactions

that affect individuals with disabilities. Through targeted actions, we aim to improve awareness, remove stigma, and foster meaningful inclusion across all employment practices.

Progress:

- Revised our website and job postings to indicate that we are an equal opportunity employer and that we are committed to inclusion in the workforce.
- Educated hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.
- Provided disability awareness, communication and sensitivity training to employees and managers.

Build Environment

Ghost Transportation Services is committed to identifying and removing physical barriers within our facilities that may limit the mobility and independence of employees and visitors with disabilities. We are reviewing existing spaces for accessibility gaps and integrating inclusive design into all future site planning.

Progress:

- Scanned the office and facilities for barriers to accessibility.
- Determined priority areas and accessibility accommodations and will work towards planning a phased approach for the accommodation implementation.
- The company will ensure that all new site builds meet accessibility standards for new buildings.

Information and Communication Technologies (ICT)

Ghost Transportation Services is working to improve the accessibility of its digital tools and platforms to better support employees and users with disabilities. Efforts include training IT staff and auditing our website to address any accessibility gaps.

Progress:

- Trained IT employees to increase their knowledge and learn how to adapt services.
- Developed guidance and training documents for persons with disabilities (ex. making items larger on a screen, activate reader in windows, activating close caption on Zoom, etc.).

- Completed a website audit to determine areas that may not be accessible for persons with disabilities. Developed a phased approach to mitigate accessibility issues.

Communication Other Than ICT

Given the mobile nature of the trucking industry, Ghost Transportation Services recognizes the need to communicate through multiple formats to ensure all employees, regardless of location or access to technology, receive important updates. We are also working to improve our processes for providing alternate formats upon request, in line with accessibility regulations.

- Provided communications in a variety of methods, including meetings, conversations, and postings in areas where employees gather to ensure that important updates are received in a timely manner.
- Identified service providers to create alternate formats, where appropriate and when needed. When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations;
 - Print, large print, braille, audio format
 - An electronic format that's compatible with adaptive technology

The Procurement of Goods, Services and Facilities

Ghost Transportation Services is updating its procurement practices to ensure accessibility is a consistent consideration when acquiring goods and services.

Progress:

- Revised the procurement policy to reinforce that accessibility must be considered when procuring goods and services.

The Design and Delivery of Programs and Services

Ghost Transportation Services is working to establish a consistent approach to integrating accessibility into all programs, policies, and services.

Progress:

- Developed and promoted guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.

- Created an Accessibility Checklist to help ensure key accessibility considerations are considered.

Transportation

As part of the transportation and logistics industry, Ghost Transportation Services is committed to meeting accessibility requirements for our employees when using our vehicles to transport goods.

Progress:

- A survey was conducted for truck drivers, including those with disabilities, to obtain feedback on the barriers they encounter when transporting goods.
- No transportation-related barriers or areas for improvement were identified by respondents.

3. Consultations

To support Ghost Transportation Services' commitment to an accessible workplace the progress report in consultation with individuals with disabilities and those who work closely with them. The goal was to understand the client's and the public's experiences interacting with the organization, as well as to understand the current employee experience when it comes to accessibility.

The organization gathered feedback and input from our employees and members of the public in the following ways:

- Company-wide Surveys
- 1:1 Interview Consultations
- Requesting feedback on the Ghost Transportation Services Website

What was consulted on: The organization invited participants to share their experiences working with and interacting with Ghost Transportation Services, along with their perspectives on the 2024 Accessibility Report and 2025 progress plan. The consultation aimed to identify current accessibility needs, uncover barriers faced during interactions with the organization, and collect recommendations for improvement. Participants were also encouraged to provide general feedback and ideas to enhance accessibility across all areas of operations.

When they consulted: To support ongoing feedback, Ghost conducted surveys in 2024, 2025, and 2026 along with several 1:1 meetings throughout 2024-2026 to retrieve feedback.

Who was consulted: The organization sought feedback from employees with disabilities as well as individuals with disabilities outside of the organization.

How they consulted: Ghost Transportation Services invited employees and persons with disabilities to provide feedback through their website, an online survey, written email, and virtual or in-person 1:1 meetings if requested.

Questions Asked:

- Does the report reflect your lived experiences with accessibility barriers?
- Are there any important accessibility challenges you've encountered personally that aren't mentioned in the report?
- Do you have any additional or alternative solutions you would recommend beyond what's already on our list?
- Do you feel the report focuses on the right priorities when it comes to accessibility?
- Was any part of the report confusing, overly technical, or hard to understand?
- Are there any additional items you recommend we add, remove, or emphasize more in this report?
- As an employee, what types of accommodations do you need to perform your job effectively? (e.g., flexible working hours, assistive technology, modified workspace)
- Do you have any recommendations on how Ghost Transportation Services could improve the organization's policies and practices regarding disability inclusion and accommodation?
- Are there any specific initiatives or programs you would like to see implemented to support employees with disabilities?

What was learned from the consultations:

- Identified and implemented organization-wide strategies to support inclusive and accessible practices.
- Increased awareness and understanding of accessibility challenges individuals face, including non-visible disabilities.

4. Feedback

In the past year, the organization received the following comments via the feedback process:

Internal Feedback (Staff Survey)

- Ghost management must review its accessibility policies regularly throughout the year and update actions to ensure effective implementation.
- Investigate improving wheelchair and staircase accessibility at the main office.
- Increase management awareness of diverse disabilities and encourage knowledge-sharing across teams.

Public Feedback (Consultation Survey)

- While the plan covers major areas under the Accessible Canada Act, respondents recommended:
 - Inclusion of regular review cycles to align with evolving needs.

All feedback received has been tracked and considered as we identify future actions for improving accessibility at Ghost Transportation Services

5. Definitions

Accessible, Accessibility, Accommodation, Barrier, Disability

Accessible: a place that is easily reached, an environment that is easily navigated, a program or service that can be easily used or obtained, script that is easily understood, technology that is usable for all. This includes areas or aspects of the environment that have been adapted for use by people with disabilities.

Accessibility: having the necessary conditions to reduce or eliminate the barriers that hinder the full and effective participation of persons with disabilities on an equal basis with others.

Accommodation: the modification of a work environment for an employee who is ill, injured, or has a disability so they can perform job functions safely and efficiently.

Barrier: 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: 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.