

# **ACCESSIBILITY PROGRESS REPORT**

Walker's/Capital Group of Companies Limited

May 2026



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# General

## **Executive Summary**

As a federally regulated employer, Walker's/Capital Group of Companies Limited ("Walker's/Capital Group of Companies", "Walker's/Capital Group", "WCG") is governed by the Accessible Canada Act and Regulations, with the goal of making Canada barrier-free by January 2040. This involves identifying, removing, and preventing any barriers for people with disabilities that arise because of where or how they work.

A smaller company with staff and facilities distributed over four locations, Walker's/Capital Group of Companies is using a multi-layered framework comprising the core management team with representatives at each location, an ongoing and open feedback process reaching employees and customers/external stakeholders, as well as input from additional relevant external sources to enable collaborative work across the company to develop, monitor and continually improve our Accessibility Plan as we identify, remove, and prevent barriers for persons with disabilities and to monitor progress to address legislated requirements.

## **Overview 2025-2026**

In June of 2024 we published our initial Accessibility Plan to meet our obligations under the Accessible Canada Act and the Accessible Canada Regulations. For 2026 we have prepared our second Progress Report regarding the objectives and actions outlined in our 2024 report, to similarly meet those obligations. This report will provide updates on the progress WCG has made in the past year toward implementing our Accessibility Plan. It will additionally discuss challenges faced and responses to those challenges. There is much work yet to be done.

Since June 2025 we have continued to communicate with staff via emails, posters, intranet resources, and company policy to highlight our commitment to inclusion and obligations under the Act. We have continued to promote our feedback process with invitations to staff, directly and/or via common area postings (bulletin boards, intranet) to provide feedback regarding barriers, action items, or other observations and to become involved in the implementation and planning process.

## **Overview of Organization**

Incorporated in 1996 and headquartered in Kingston, ON, Walker's/Capital Group of Companies provides household, commercial, and institutional relocation and related

services to customers moving locally, within Canada, and around the world; additionally, WCG provides office installation services to commercial clients. Walker's/Capital Group of Companies is a member of United Van Lines Canada - one of Canada's Best Managed Companies, the Canadian Association of Movers, Installnet, and our local Chambers of Commerce. Our commitment to quality, safety and sustainability is rooted in our family values and our care for employees, partners, and customers, and the communities where they work and live.

### **Accessibility Statement of Commitment**

Walker's/Capital Group of Companies is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessible Canada Act and Regulations and in alignment with our business practices, capabilities and values.

We will always consider the seven guiding principles during the decision-making process in the development of our accessibility plan as outlined in Section 6 of the Accessible Canada Act:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

## **How to provide feedback**

Feedback may be sent to our Accessibility Working Group % Human Resources.

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

For more information on how to send your feedback, see our feedback process description <https://www.pleasemoveme.ca/legal> under the Accessibility Policy link.

## **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 request asap. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

Contact us:

- Email: [aca@walkerscapitalgroup.ca](mailto:aca@walkerscapitalgroup.ca)
- Phone: 1-800-267-3170 ext 231
- Mail: Accessibility Working Group % Human Resources, Walker's/Capital Group of Companies Limited, PO Box 2020, Kingston ON K7L 5J8

## **Consultations**

WCG staff were invited (by email, intranet and postings on physical information boards) to contribute feedback to our Accessibility Plan, to review our Plan, to contribute feedback at any time, and will be invited to review this Report to provide input as we continue to work on removing barriers. Staff were given an opportunity, if they wished, to identify themselves as a person with a disability and provide feedback from that perspective. The option to provide any/all feedback anonymously is also available.

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

We consulted through in-person, one on one communication during the period of 2025-2026 in our branch locations, primarily Kingston.

Consultations about access took place at the time of the interaction with our premises and/or services. Questions included:

- Ease of entry/access to public office areas (i.e. reception);
- Legibility and clarity of a document (e.g. print size, understanding of content as written);
- Clarity of a verbal communication (e.g. telephone call or across reception desk);
- Ease of finding an item on website (e.g. pricing information for packing boxes);
- What could make [*subject item*] better?

### **Who we consulted:**

We consulted individuals with disabilities. Consultations continued to be part of our service delivery and employee engagement. The engagements were inline with service delivery/interactions and the consultations were down in 2025-2026 compared to the previous year. Mobility, hearing, and vision disabilities were represented in these engagements. Intellectual disabilities were not identified or represented as far as we are aware though in conversation with our field staff we have begun to determine a need to understand and better serve our customers who may fall into this category.

In addition, it remains a pressing need to reach further into the community to obtain relevant input. We have identified several organizations to contact as we continue to work on our actions plans, progress reports, and prepare for our updated Accessibility Plan. We will reach out by email to initiate the process.

- Abilities to Work
- Canadian Disability Foundation
- Council of Canadians with Disabilities
- Canadian Association of the Deaf
- CNIB
- Queen's University Office of Accessibility
- City of Kingston Municipal Accessibility Advisory Committee

We remain committed to growing awareness and participation in the coming year.

For the upcoming year we are developing a revised feedback form to deliver to staff, visitors to our sites, and customers (as an option). This will be available digitally via our existing platforms and as a printed copy for physical distribution. It will likely replace our current online form which has been too general.

The proposed new survey will be modeled on ones used by others in our industry with some success (rate of feedback). Once finalized we will plan to roll out to staff in Q3 2026 and again in Q2 2027 to capture any updates and/or new staff. The survey will be added to customer communication materials and distributed on a yet to be defined frequency and target model.

The proposed survey contains 14 statements plus one open question. The 14 statements can be rated on a 1-5 scale (1 - strongly agree, 5 - strongly disagree):

1- I didn't face any difficulty applying for a job at this company.

2- My job tasks can be adapted or adjusted to meet different needs or abilities.

3- I feel respected and included, regardless of any disability or health condition

4- The places I work (office, warehouse, customer sites) are easy to access and move through for people with mobility needs (workspaces, washrooms, hallways, etc.)

5- Signs, lighting, and layout in the workplace support people with different vision, hearing, or sensory needs.

6- I don't face any challenges using the technologies at work.

7- The training materials are in a format that is easy to understand.

8- Work instructions are given in ways that I can access and understand.

9- I feel comfortable communicating with my team, even if I use a different way to communicate with others.

11- I do not face barriers or delays because of my disability when requesting work supplies.

12- I feel included in training, safety programs, and other services, no matter my ability or condition.

13- Company vehicles are accessible or adjustable for drivers or helpers with different physical needs.

14- The loading and parking areas support workers with various abilities and needs.

15 - Open Question: Do you have any suggestions or experiences you wish to share to improve workplace inclusivity and accessibility?

## **Feedback Received 2025-2026**

Feedback has still been low and as identified above, one of the focal areas for improvement in our process. In the past year we heard that some of our facilities, particularly in older spaces, remain in need of improvements to see better access for mobility. Our workforce is aging and staff requirements are evolving.

This includes washrooms at some locations

Steps at outer and inside entryways/doorways

Doors that are heavier/stiffer and harder to open/hold open.

While the feedback in this matter in 2026 was staff-sourced, we believe it would echo customer (who visit our site, not a large percentage of our customers) feedback if received.

*Improvements to the built environment in our older facilities have been identified as priority tasks.*

**Challenge:** Construction costs remain high and related capital expenditures need to be incorporated into the company's budget.

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- Additional feedback, from staff, is regarding the compliance of our website with WCAG 2.1.

We have taken this feedback into consideration in the following ways:

*The marketing team has reached out to our website service provider to complete an accessibility audit of our website and prepare a list of actions/edits required to ensure compliance with WCAG 2.1.*

**Challenge:** We switched providers in late 2024 and have had to restart the project to a degree. **Update - it is likely that we will be rebuilding our website in the next 12-18 months and will look to ensure the website reflects the requirements of the ICT standard.**

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- New hires - provide a mentor/work partner for new hires to support all aspects of training and orientation, including awareness of our Accessibility Plan and commitment.

We have taken this feedback into consideration in the following ways:

*Our mentorship program continues to be developed. The awareness of the company's obligations under the Accessible Canada Act and encouragement of feedback by all stakeholders including staff, is being incorporated into our existing mentorship program efforts. This requires cooperation between Branch Managers and Human Resources to effectively identify mentor candidates and support good partnerships between mentors and mentees.*

*Some new management and supervisory staff in 2026 has given us the opportunity to deliver the requirements from the start - i.e. the standard is communicated to the new*

leaders during their onboarding and we hope this supports a more consistent application and implementation of the model.

## **Progress in the Seven Areas of Section 5 of the Act**

We will continue to measure the progress of our Accessibility Plan, related action plans, and subsequently identified areas of need by tracking results made on the actions below. Progress in each area of this report is described below.

### **1. The built environment**

Walker's/Capital Group is a multi-faceted service business in the transportation and warehousing sector, responsible for planning, resourcing, coordinating, and facilitating/executing the movement (receipt and delivery) of household/institutional/commercial/office customers' goods and effects locally, intra- and inter-provincially, and internationally. Walker's/Capital Group operates at four locations in Ontario - three of which are owned, and one of which is leased, including offices, warehouses, and yards. All Walker's/Capital Group locations should be accessible for employees, drivers, owner-operators, customers, suppliers/partners as appropriate and the public.

#### **Barriers 1-4 Parking Areas and Ramps/Entrances, Corridors, Ramps/Common Areas/Signage**

We have considered our facilities (owned or leased) according to age, use, and need to triage the actions required to remove access barriers. Some smaller improvements have already been made including lighting, signage, alarms. Other improvements requiring greater capital investment are now in planning and budgeting phases.

Additional lighting was installed in 2025-26 at two locations. New entry doors and replacement of existing stairs is scheduled for 2026 at one location.

#### **Barrier 5 Environmental**

Ice, snow, grit, standing water, uneven yards have been addressed in an ongoing fashion and/or slated for repair (grading, filling where needed).

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Evaluation of built environment improvements is underway and will continue. Our **action plan provides a timeline of 1 to 4 years** depending on the complexity of the project(s) and

additional consultations and external audits informing the improvements required to fully address the barrier(s).

## **2. Employment**

Walker's/Capital Group will ensure that people with disabilities have opportunities to participate in all aspects of employment to the fullest extent possible.

### **Barrier 1 Recruitment**

Recruitment processes that ensure people with disabilities experience no adverse impact in the process.

Our job descriptions and job postings have been reviewed and updated to ensure that all physical, cognitive and sensory elements are identified. Language is simplified and clear wherever possible.

The application process requires additional input and auditing to assess barriers it may present to persons with disabilities. The interview process does already provide options for accommodation however this will benefit from further assessment.

### **Barrier 2 Workplace and Ergonomics**

Ensure that the needs of people with disabilities is a part of workplace set up and that the tools and resources that exist for all employees are to meet ergonomic needs.

We continue to assess the workplace set up to evaluate any additional supports and resources that may be required. We are committed to a respectful and responsive process to provide needed tools and supports when and where needed and work with staff to get this right.

### **Barrier 3 Training**

We continue to seek out meaningful and practical resources for leaders in the organization to assist them in improving knowledge around disabilities and barriers and to drive a culture of inclusion. We review the training provided to all staff to monitor its current and relevant content and ensure it is of benefit and effective.

We will continue to assess our delivery methods to ensure all training provided is available and accessible to all, providing supports and alternatives as needed.

### **Barrier 4 Inclusion of People with Disabilities**

Support culture of inclusion at WCG by including input from people with disabilities in our

organization in policy and program design.

We're updating our current feedback options (i.e. content of survey tool) and while we maintain the current feedback opportunities (as published in 2024) we continue to monitor and assess to determine additional options that may better support and encourage participation and inclusion from all staff and particularly persons with disabilities

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**Our Action plan in this area is underway and ongoing**, with several items already completed as described. The need for additional consultation and assessment is slated for **2025-26**.

### **3. Information and communication technologies**

In this area, awareness, knowledge development, documentation and communication have been identified as paths to removing multiple barriers under each subcategory. We will need to work closely with our IT service providers to explain what is needed and seek guidance on how to achieve it. Additionally, further input from persons with disabilities will help us truly assess (test) current and proposed solutions for relevance and efficacy.

#### **Barrier 1 - IT Accessibility Features Communication and Education**

More investigation is required to identify what technological support and features ensure our communication platforms (training, intranet, marketing, service delivery) are accessible.

Training will be required to support the related staff to either access, offer, or inform about the identified technologies (e.g. HR to assist job applicants by providing alternatives to or support with standard online form; Customer care can support clients with alternative estimate formats; employees know how to access company news in format that supports their needs).

Documentation to capture the supports and ways to access/request them will be required.

#### **Barriers 2 & 3 - Hardware and Equipment/Software and Applications**

More investigation is required to identify what technological support and features ensure our various equipment (e.g. computer workstations) items and related programs (e.g. timecards, CRM programs) are accessible.

Training will be required to support the related staff to either access, offer, or inform about the identified technologies (e.g. HR to assist job applicant by providing alternatives to or support with standard online form; Customer care can support client with alternative estimate formats; employee knows how to access company news in format that supports their needs).

Documentation to capture the supports and ways to access/request them will be required.

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**Action plan timeline for this area is now - 2-3 years.** Ongoing input from affected staff and customers will be beneficial to ensure the information and supports provided is meaningful and applicable.

#### **4. Communication, other than information and communication technologies**

We have begun an audit and updating of all communications (digital or otherwise) to assess format and content with the lens of inclusion, clarity, and accessibility. Additional input from internal and external parties regarding user experience will be required to make sure we are on the right track. Documentation and further policy development will support understanding and consistent application of the identified processes and standards.

#### **Barriers 1-3 - Accessibility of Website(s) and Intranet; Internal Documents and Templates; Accessibility of External Documents and Publications (including Accessibility Plan and Updates)**

Update existing internal/external documents and publications and ensure new documents/publications are created in an accessible format.

Create and apply guidelines for use of plain language in all communications.

Identify and provide training, education, and support for staff related to creating and delivering communication materials that meet accessibility standards.

#### **Barrier 4 - Feedback Related to Accessibility**

Customers, employees, and the public need to have a means to provide feedback related to Accessibility at Walker's/Capital Group, anonymously or otherwise, including at Walker's/Capital Group's facilities, communication, information technology, employment,

procurement, design and delivery of programs and services, or transportation. Webforms and in person communication have been used to date (please see Feedback Process section) however WCG is aware that even in this endeavour, there are accessibility concerns (access to the means to provide feedback).

Consult with IT, based on feedback received from employee, customer, and external input/consultations, to identify technological supports that will assist in awareness and access and use of the existing (and any new) Feedback mediums.

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**Action plan timeline is now <2 years.**

## **5. The procurement of goods, services and facilities**

People with disabilities may face barriers when inquiring about or engaging with Walker's/Capital Group for the procurement or supply of goods, services and facilities. The desired state is for Walker's/Capital Group to make it standard practice to consider accessibility at the early stages of procurement or supply of all goods, services, and facilities to help prevent barriers. It will also be important for procurement processes to include a statement of expectations from vendors and to ensure accessible equipment and tools are available from suppliers in a timely manner.

**Action Plan timeline - 1-2 years:** An enhanced policy needs to be drafted regarding our relationship with vendors/suppliers to clarify expectations; outline the process to assess if a vendor/supplier aligns with our commitments and obligations under the Act; to communicate our commitment to inclusion and barrier free transactions to the vendor/supplier; and to provide guidelines for assessing related procedures for accessibility and implementing alternatives/alterations where needed. We are looking ahead to the requirement to conduct a conformity assessment when purchasing goods or services that fall under the ICT Standard.

## **6. The design and delivery of programs and services**

The identification of barriers under any of our programs and services for customers and employees fall under the other six areas of the Accessible Canada Act and Regulations, such as Employment for employee services and Information and Communication Technologies for both employees and customers. As new programs and services are developed, external partners and internal employees with disabilities will be engaged to

review and prevent barriers. Existing programs and services are currently being evaluated and updated as described elsewhere in this report.

As many of our services are delivered at customer sites (e.g. customers' homes or offices), there is additional assessment indicated here to determine (i) how our staff meet the needs and respect the dignity of persons with disabilities as we engage with them as service providers on their own premises and (ii) how our staff may be supported in environments that are not directly within our control.

## **7. Transportation**

We did not identify any barriers in this category as this “transportation” subheading applies to other federally regulated businesses (such as telecommunications providers) and not only to transportation providers. Walker's/Capital Group does not provide transportation services to the public or to employees. Based on our understanding, accessible transportation does not apply.

## **Conclusion**

- WCG will continue to assess, monitor, and measure our objectives and progress to ensure we are actively making progress toward removal of the barriers identified in our Accessibility Plan, as well as any subsequently identified barriers.
- The proposed revision of our feedback survey is anticipated to provide more detailed and insightful feedback informing our goals for the next 1-2 years. The onus will be to properly highlight and deliver the opportunity to participate to staff, customers, partners, vendors, and community members as may be appropriate and stakeholders will be encouraged to share feedback to support the full implementation of our current Accessibility Plan and/or development of our next, updated Accessibility Plan. We will refocus on seeking greater input from individuals with disabilities and/or organizations with expertise in this field.
- All received feedback will be carefully reviewed with ownership and senior management. If additional areas of need are identified they will be added to our working plan (based on our 2024 Plan) and our 2027 Accessibility Plan. Action items will be communicated to relevant staff to complete.

## Definitions

**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 useable for all. This includes areas or aspects of the environment that have been adapted for use by people with disabilities.

**Accessibility:** a combination of factors that influence a person's ability to function within an environment regardless of disability; equal access to society for everyone.

**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, evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.