

2024 Accessibility Progress Report – Walmart Fleet ULC

Alternate formats

1. [2024 Accessibility Progress Report \(PDF\)](#)
2. [2024 Accessibility Progress Report \(Large print PDF\)](#)

1. General

1.1. About Walmart Fleet ULC

Walmart Fleet ULC (“Walmart Fleet”), headquartered in Ontario, is a wholly owned and federally regulated subsidiary of Wal-Mart Canada Corp. (“Walmart Canada”) and is a licensed common carrier. Walmart Fleet maintains a fleet of approximately 450 tractors and 4,500 trailers. Walmart Fleet drivers cumulatively traverse approximately 70 million kilometres every year. Their primary task is the timely delivery of products to a network of more than 400 Walmart Canada stores across the country.

Walmart Fleet has been recognized four years in a row for the Top Fleet Employers program. This is a program of Trucking HR Canada, which honors trucking companies that meet and exceed HR standards of excellence. This national program recognizes the importance of having and implementing sound HR policies and practices in the trucking industry. Walmart Fleet was rated on its recruitment and retention practices, workplace culture, compensation, training and skills development, and innovative HR practices.

1.2. Our commitment to accessibility

Walmart Fleet drafted its first Accessibility Plan in 2023.

In 2023 to 2024, Walmart Fleet conducted research and consultations on accessibility, focusing on workplace accommodations and adjustments with Associates, including Associates with disabilities, and identified successes and opportunities for the different areas under the Accessible Canada Act.

In 2023, Walmart Fleet started implementing its Accessibility Plan. The purpose of this report is to document implementation progress.

1.3. Our progress to date

Walmart Fleet is committed to accountability in the implementation of its Accessibility Plan. Consultation and survey results are key in measuring our progress, successes and opportunities ahead.

To measure progress, Walmart Fleet relies on both objective and subjective metrics gathered through consultations across different Walmart Fleet teams.

These metrics are tied to the actions and supporting actions outlined in the 2023-2026 Accessibility Plan.

This report presents the progress made in each of the areas of focus under the Accessible Canada Act:

- 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.

Following the details on progress under each area of focus, the report contains information about the consultations performed and feedback received in 2024.

1.4. Alternate formats/Feedback Contacts

Associates, as well as the public, may provide feedback or request a copy of our 2023 – 2026 Accessibility Plan, 2024 Accessibility Progress Report, and/or Accessibility Feedback Process in an alternate format, by contacting us:

By email:

CAcompliance@walmart.com

By mail:

Program Manager – Accessibility
C/O Compliance Department
Walmart Canada
1940 Argentia Road
Mississauga, Ontario L5N 1P9

Accessible Format: Accessible formats of this Progress Report are available upon request. If you require an accessible format of this Plan, please use any of the contact methods (i.e., email, mail or phone) outlined in the “Feedback” section above.

1.5. Definitions

- “Accessibility” is the practice of ensuring that digital, physical and user experiences are designed for everyone, especially those with disabilities. Also referred to as Universal Design.
- A “disability” is 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.

- A “barrier” is 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.

2. Progress under the Accessible Canada Act’s 7 Priority Areas

Diversity of thought and of associates are essential to achieving our mission at Walmart Fleet, with 0.6% of our workforce identifying as living with at least one disability. We are committed to sustaining an inclusive workforce and fostering an accessible workplace where every associate can reach their full potential.

We are taking 7 key actions to improve accessibility by June 2026. These actions are based on the feedback we received during our consultations and these actions will address barriers to accessibility that were identified by Walmart Fleet associates under the Accessible Canada Act’s 7 priority areas. The status of each priority area, as well as a description of our progress to date, is provided below.

2.1. Employment Barrier

There is an opportunity to increase Associate awareness on accessibility and processes by which to get a workplace accommodation and / or adjustment.

Proposed Action (s)

1. All new and existing Walmart Fleet associates receive mandatory training on accessibility, disability awareness and accommodations. Ongoing.
2. People Leaders continue to provide accommodations and adjustments throughout the application, hiring process and Associate lifecycle. Ongoing
3. Walmart Fleet Accommodations Policy will be launched in 2024
4. Continue to discuss accessibility in the workplace with Walmart Fleet Associates on a regular basis, and to listen to their feedback as a method of assessing and course correcting, where applicable.

Progress

We created and delivered three (3) new training modules through our Learning Management System:

- Associate Accessibility Training outlines laws regarding accessibility, definitions of accessibility and barriers, how they may manifest in the workplace, our commitment to the prevention of new barriers. To raise

awareness further, various scenarios test the Associate's knowledge through multiple choice answers.

- Associate Accommodation Training provides Associates and People Leaders with the tools to effectively request accommodations and manage those requests respectively.
- We delivered an enterprise-wide mandatory Violence & Harassment Prevention Policy & Program training, which identifies disability as a protected ground from discrimination and harassment.

We are systematically providing accommodations throughout the application, hiring processes and Associate lifecycle. Associates feel comfortable requesting accommodations, whether they are formal, informal and / or relating to a disability, which speaks to the accessibility of our accommodations process.

We deliver training to all management and supervisory teams involved in processing accessibility and accommodations requests and achieving our commitments to accessibility at Walmart Fleet.

2.2. The Built Environment

Barrier

There is an opportunity to assess offices where Walmart Fleet operates for accessibility.

Proposed Action (s)

Walmart Canada conducted an accessibility assessment of its built environment in 2024. The results from the office space assessments apply to the office designs where Walmart Fleet operates.

Progress

The Walmart Canada team tasked with office designs, along with the Accessibility Manager, are reviewing accessibility best practices to embed in office space prototype designs.

2.3. Information and Communication Technologies (“ICT “)

Barrier

There is an opportunity to provide alternate format of ICT, such as learning, policies and process documents.

Proposed Action (s)

To have alternate formats available, such as hard copies of online training and process documents; simplify language; include images and 'how to' instructions, as well as provide material in hard and soft copy.

Progress

Policies and process documents are posted on information boards, providing Associates with direct access to the documents when they are at a work location. Ongoing.

People Leaders bring hard copies of online material to review and discuss with Associates. Ongoing.

People Leaders work directly with Associates to explain and walk them through accessibility and accommodations policies, processes and forms. Ongoing.

Barrier

There is an opportunity to improve truck software system to elevate accessibility of communications with dispatchers and GPS.

Proposed Action (s)

Explore potential improvement and / or upgrading in-truck software system for easier, more accessible communication channels with dispatchers.

Explore potential improvement to the GPS system for roadside updates.

Progress

To discuss with leadership and vendor for more seamless communication with dispatchers and road / travel information.

2.4. Communication, other than Information and Communication Technologies

Barrier

There is an opportunity to expand how we disseminate information accessibly and inclusively.

Proposed Action (s)

To provide required documentation in hard copy and with large print text, and for People Leaders to have copies on hand for easy reference.

Progress

People Leaders have hard copies of relevant policies and processes on hand to discuss with Associates and answer any questions. Ongoing.

People Leaders make time to communicate HR update, policy and process related information with WM Fleet Associates, and provide alternate formats, if different from what is already available (e.g., printed documents).

2.5. The Procurement of Goods and Services and Facilities

Barrier

There is an opportunity to provide feedback to truck leasing companies:

- Ergonomic and de-pressurised seating aligned with truck design.

- Truck and trailer back door.
- Easier way to enter and exit truck.

Proposed Action (s)

To provide feedback to truck leasing company:

- Service requests for ergonomic seating, and other non-vendor related accommodation requests, in a timely manner. Ongoing.
- barn-door to roll-up door on the back of trucks and trailers to make it more accessible, and easier to back in and out of parked store spaces.

Progress

The comfort and safety of drivers is of outmost importance to Walmart Fleet, and we continue to improve with respect to ergonomics, safety and accessibility by working on solutions internally where we can, and with our vendors as required.

2.6. Design and Delivery of Programs and Services

Barrier

There is an opportunity to streamline some of our internal processes to make them more accessible and inclusive.

Proposed Action (s)

Design and communicate new policies and business processes in an accessible manner by considering all Associates, including those who have disabilities.

Progress

Creating and implementing a Walmart Fleet Accommodations Policy and ensuring it is communicated in an accessible manner, such as offering the policy in alternate formats; posting it on the board; sending it to Associates, digitally and in hard copy; meeting with Associates to explain it to them, etc. Ongoing

2.7. Transport

Barrier

There is an opportunity to alleviate discomfort for long distance drivers.

Proposed Action (s)

Drivers to include accessibility and accommodations-based themes when providing the report on three issues at the end of their shift. Ongoing.

Progress

Work with the driver to identify solutions and apply the most effective solution in a speedy manner. Ongoing.

3. Feedback Process Description

Barrier

There is opportunity to improve timing of required training and surveys to align with Fleet business.

Proposed Action (s)

To provide People Leaders and dispatchers with training and survey timelines in advance of due date so they may better plan and manage drivers' schedules.

Progress

Share this feedback with the HR, Ethics & Compliance and Learning Teams to provide training and survey schedules ahead of time. Ongoing.

Gathering feedback from dispatchers and drivers is key, especially through grassroots meetings and end of shift reports, to ensure an inclusive and safe workplace at Walmart Fleet.

In fact, we gleaned through our consultations that Walmart Fleet is regarded as caring more about safety for all its Associates compared to other companies. Many drivers and Associates tend to return to Walmart Fleet because other companies are not as safe and inclusive. Focus on safety is of great important at Walmart Fleet, and it is appreciated and felt by all Associates.

As we continue to receive feedback, we will continue to respond and take action to address it. The feedback we receive is essential to continuous improvement, and our quest to becoming a barrier-free employer.

Consultations

Walmart Fleet recognizes the significance of the Accessibility Canada Act's "Nothing Without Us" principle and its beneficial effect in ensuring that accessibility barriers are effectively identified, addressed, and prevented.

In 2023, we continued engaging with Walmart Fleet associates with disabilities to seek their perspectives on the accessibility of our policies, processes and ways of working.

The Walmart Fleet Accessibility Progress Report includes information derived from various consultations undertaken in 2023-2024 with associates with disabilities, including insights gathered about accessibility from other consultations such as our annual engagement survey, grassroots discussions, end-of-day reports, four (4) focus groups and 34 Accessibility Feedback surveys conducted during Walmart Fleet's 2024 Annual General Meetings.

Feedback

Walmart Fleet has established a process for collecting feedback from associates and members of the public. The Accessibility Program Manager is responsible for gathering and tracking feedback and ensures it is responded to in a timely fashion, and in collaboration with People Leaders, as required.

To date, Walmart Fleet gathered feedback through grassroots conversations, one-on-one conversations with direct reports, surveys and consultations.

Feedback retrieved during these different methods of information gathering were included in this progress report. Walmart Fleet has not received any feedback about its 2023-2026 Accessibility Plan or accessibility issues more generally at Walmart Fleet from the general public.