

# PENNER OIL

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Accessibility Plan



Last Updated: May 8, 2024

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## EXECUTIVE SUMMARY

The Accessible Canada Act (2019) requires federally regulated private sector entities with an average of between 10 and 99 employees to publish accessibility plans. The goal of the act is a barrier-free Canada by 2040.

Changing our culture to one of accessibility by default is the goal of this plan. To do this, we align our accessibility commitments under seven pillars:

1. Employment
2. Built Environment
3. Information and Communications Technology (ICT)
4. Communication, other than information and communication technologies
5. Procurement of goods, services and facilities and
6. Design and Delivery of Programs and Services (DDPS)
7. Transportation

Each pillar includes an outcome statement that defines the long-term mission, a list of key barriers, and a list of actions and solutions that target the barriers and lead to the outcome.

Our training focuses on providing managers with the knowledge of what to do when an employee faces a barrier and providing employees with accessibility knowledge and awareness to reduce stigma and bias.

We consulted with persons with disabilities in the preparation of our accessibility plan. The intent was to ensure the information obtained was meaningful and useful in identifying, removing and preventing barriers to accessibility.

The Accessible Canada Act includes a robust accountability framework. After publishing our first accessibility plan, we will update and publish a new plan every three years. We have also established a feedback form to allow employees and customers to inform the content of the plan and comment on its implementation. We will also prepare annual progress reports to document the main concerns expressed in feedback and explain how we have responded.

## PENNER OIL INC. - ACCESSIBILITY PLAN

### GENERAL

22% of Canadians are living with a disability. Each individual has different needs, and there is no one-size-fits-all solution to accessibility. In order to contribute to an accessible future, we must all participate in identifying, removing, and preventing barriers.

#### Corporate Information

- Reporting entity's legal name – Penner Oil Inc.
- Legal Structure – Corporation
- Address - 29 Mountain View Road CentrePort MB R4B 0A3
- Phone Number – 204-989-4300

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### FEEDBACK

Please use the following contact info to request our Accessibility Plan in an alternative format.

#### Contact Info

- Name – Bryna Skelly
- Position – Controller
- Address - 29 Mountain View Road CentrePort MB R4B 0A3
- Phone – 204-989-4300 ext 224
- Fax – 204-989-4303
- Email – [Bryna@penneroil.ca](mailto:Bryna@penneroil.ca)

Feedback is accepted by mail, telephone, email, and fax. Our Feedback Form is found at the end of our Accessibility Plan.

Feedback will be acknowledged in the same format it was received. Anonymous feedback will not receive an acknowledgement.

### ACCESSIBILITY COMMITMENTS

Changing our culture to one of accessibility by default is the goal of this plan. To do this, we align our accessibility commitments under seven pillars:

1. Employment
2. Built Environment
3. Information and Communications Technology (ICT)
4. Communication, other than information and communication technologies
5. Procurement of goods, services and facilities
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## 7. Transportation

Each pillar includes an outcome statement that defines the long-term mission, a list of key barriers, and a list of actions and solutions that target the barriers and lead to the outcome.

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### EMPLOYMENT

#### *Outcome Statement*

Our mission for accessibility under the Employment Pillar: Job seekers and employees with disabilities see Penner Oil as an employer of choice and can contribute at their full potential.

#### *Barriers*

##### Duty to Accommodate:

- Safety concerns regarding putting accommodation measures in place
- Documentation-heavy processes requiring medical reports and specialist opinions
- Having to repeat the accommodation process with every change in position and
- Stigma as an obstacle to making accommodation requests

#### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- Penner Oil has established a point of contact for all questions and requests related to accessibility.
- Penner Oil has established training available to all employees focused on providing employees with accessibility knowledge and awareness to reduce the effects of bias and stigma.
- Penner Oil has reviewed the language of job postings to support recruiting of employees with disabilities according to workforce availability.

We have solutions already in place:

##### Recruitment:

- Create awareness and provide training on ableism
- Design selection processes with accessibility needs in mind at the onset

##### Retention:

- Ensure that all employees are respected and feel valued
- Stop the stigma associated with disabilities

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## BUILT ENVIRONMENT

### *Outcome Statement*

Our mission for accessibility under the Built Environment Pillar: Employees of Penner Oil and visitors to the Winnipeg office, including those with disabilities, can make best use of our facilities through barrier-free access.

### *Barriers*

#### Mobility:

- Access to multiple ground level access points

#### Environment

- Ventilation and heating/cooling system can be noisy
- Meeting space should be accessibility-friendly
- Artificial light may cause irritation, stress, and pain

### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- Employees have daily tasks of monitoring and maintaining entry point access

We have solutions already in place:

#### Mobility:

- Ensure ground level access points (1 access point currently)
- Ensure regular building maintenance occurs in all seasons
- Halls and doorways are wide enough to pass through in a wheelchair or other assistive devices
- Temporary circulation routes that are put in place due to maintenance or construction must take accessibility into account

#### Environment

- Ventilation and heating/cooling system noise must be low enough to hear others at a comfortable volume
- Designated accessibility-friendly space and seating room should exist in gathering and meeting spaces
- Artificial light may cause irritation, stress, and pain, so areas with sufficient natural light are required

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## INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

### *Outcome Statement*

Our mission for accessibility under the Information and Communication Technologies Pillar: Penner Oil provides employees, including those with disabilities, with tools to enhance capacity and improve efficiency.

### *Barriers*

#### Training and Guidance:

- There is no listing of which current programs have accessibility features

### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- A listing of features will be circulated to those who use technology programs
- Accessibility will be considered when selecting future programs

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## COMMUNICATION, OTHER THAN ICT

### *Outcome Statement*

Our mission for accessibility under the Communications Pillar: Employees and customers of Penner Oil are able to communicate with Penner Oil through the means that works for them, in the format they can easily use and understand.

### *Barriers*

#### Plain language

- Documents, external and internal, tend to be complicated and challenging to follow

#### Culture and visibility

- Stigma associated with discussing disabilities

### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- Ensure all internal and external documents are written in plain language
- Penner Oil has established training available to all employees focused on providing employees with accessibility knowledge and awareness to reduce the effects of bias and stigma.

We have solutions already in place:

#### Plain language

- Simpler language in external documents
- Review plain-language writing and editing practices for a broad general public audience that includes those with disabilities

#### Culture and visibility

- Communication should establish an identity of diversity and inclusivity
- Tell stories of staff with disabilities to lower cultural barriers and raise awareness of physical and invisible disabilities

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## THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

### *Outcome Statement*

Our mission for accessibility under the Procurement Pillar: Penner Oil employees with procurement responsibilities consider accessibility requirements when relevant in their specifications for procuring goods, services, and facilities, so that the deliverables provide the necessary accessibility features.

### *Barriers*

#### Lack of awareness

- Lack of awareness of accessibility when defining procurement requirements

#### Availability of goods or services with accessibility features

- There is no listing of which current programs have accessibility features

### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- Penner Oil has established training available to all employees focused on providing employees with accessibility knowledge and awareness
- All employees with procurement responsibilities must read and understand the Accessibility Plan
- Add accessibility features as a decision criterion when selecting new goods or services

We have solutions already in place:

#### Lack of awareness

- Seek end user feedback when defining procurement requirements

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## THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

### *Outcome Statement*

Our mission for accessibility under the Design and Delivery of Programs and Service Pillar: Customers with disabilities are able to engage with Penner Oil.

### *Barriers*

#### Duty to Accommodate:

- The delivery of fuel to customers is heavily regulated
- The onus is on the customer to self-identify and then proactively seek accommodations

### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- Penner Oil has established training available to all employees focused on providing employees with accessibility knowledge and awareness to reduce the effects of bias and stigma.
- Penner Oil has established a point of contact for all questions and requests related to accessibility.

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## TRANSPORTATION

### *Outcome Statement*

Our mission for accessibility under the Transportation Pillar: Employees of Penner Oil are able to travel for work purposes in a safe and comfortable manner.

### *Barriers*

#### Stigma

- Employees are uncomfortable approaching managers for alternative travel arrangements

#### Duty to Accommodate:

- Safety concerns regarding putting accommodation measures in place
- Stigma as an obstacle to making accommodation requests

### *Actions and Solutions*

We are taking steps to remove and/or prevent those barriers, including:

- Penner Oil has established a point of contact for all questions and requests related to accessibility.



- Penner Oil has established training available to all employees focused on providing employees with accessibility knowledge and awareness to reduce the effects of bias and stigma.
- Penner Oil takes into account the accessibility of the driver group when purchasing new vehicles

## TRAINING

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### TRAINING

Our training focuses on providing managers with the knowledge of what to do when an employee faces a barrier and providing employees with accessibility knowledge and awareness to reduce stigma and bias.

We have provided training about accessibility to Penner Oil employees on the following topics:

- Disabilities
- Barriers
- General accessibility tips focused on interacting with people and communicating with people
- Ableism
- ‘Nothing Without Us’
- Consultations

## CONSULTATIONS

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### CONSULTATIONS

We take into consideration the 7 principles set out in [Section 6 of the ACA](#) when planning our consultations:

1. all persons must be treated with dignity regardless of their disabilities
2. 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
3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities
4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities
5. 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
6. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures
7. 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

We consulted with employees throughout the organizations across all departments. The intent was to ensure the information obtained was meaningful and useful in identifying, removing and preventing barriers to accessibility.

Our consultation process was representational of those who are affected by our accessibility plan. Consultations took place at our Winnipeg Office with individuals who are currently employed at Penner Oil.

Consultations took place after the 1<sup>st</sup> draft and prior to the final version of this Accessibility Plan so all responses received could be considered.

Participants were asked whether or not our plan:

- sets realistic and achievable goals
- explains how Penner Oil will achieve those goals
- covers all of the topics that it ought to
- is similar to or different from any other accessibility plans participants may have seen
- demonstrates that the consultations have been or will be meaningful
- is simple, clear and concise
- is laid out in a manner that they find accessible

We respect the time and energy of those individuals who consulted with us. Employee consultations occurred during their regularly scheduled working hours.

We have considered intersection and cultural considerations when providing this plan for feedback. We have used plain language and have strived to use respectful, gender-neutral, culturally sensitive, and culturally safe wording.

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## ACCOUNTABILITY

The actions for each Pillar are SMART (specific, measurable, achievable, relevant, timely), which means measurement and tracking are built-in.

The Health and Safety Committee monitors the implementation status of physical actions from the feedback form.

Leading up to annual reports on the accessibility plan, Bryna Skelly retains records of feedback and performs consultations to monitor for changes and identify new goals. The same processes support the redevelopment and publication of a new accessibility plan every three years.

## UPDATES

The Accessible Canada Act includes a robust accountability framework. After publishing our first accessibility plan, we will update and publish a new plan every three years.

Accessibility plans will be published on our website and printed where all employees have access.

We have also established a feedback form to allow employees and customers to inform the content of the plan and comment on its implementation. We will also prepare annual progress reports to document the main concerns expressed in feedback and explain how we have responded.

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#### PROGRESS REPORTS

Progress reports are published by the first and second anniversary of the deadline to publish each accessibility plan. A progress report will be published by June 1, 2025 and by June 1, 2026.

Progress reports will be published on our website and printed where all employees have access.

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#### UPDATED ACCESSIBILITY PLANS

The accessibility plan will be updated every 3 years.

Accessibility plans will be published on our website and printed where all employees have access.



**PENNER OIL ACCESSIBILTiy PLAN - FEEDBACK FORM**

Please use this form to provide feedback on our Accessibility Plan and its implementation. Additional pages can be used and attached to this form.

Name \_\_\_\_\_

Date \_\_\_\_\_

Contact Information \_\_\_\_\_

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**INTERNAL**

**MAIN CONCERNS IDENTIFIED**

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**HANDLING**

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