

Accessible Canada Act for Canada Cartage

Accessible Transportation Planning and Reporting Regulations

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General

Executive Summary:

With a national network of terminals, cross-docks, and distribution centers, Canada Cartage is one of the largest and most trusted supply chain service providers. Canada Cartage promotes a culture of diversity and inclusion that provides the highest quality of service and enables full participation of its employees, clients and stakeholders in the delivery of its activities and its mandate.

The purpose of the Accessibility Plan under the *Accessible Canada Act* is to benefit all persons, especially persons with disabilities by the identification and removal of barriers, and the prevention of new barriers, in the identified priority areas. Canada Cartage is committed to meeting the accessibility needs of people with disabilities as per the *Accessible Canada Act* that require us to take the following steps:

1. Prepare and Publish our Accessibility Plan by June 1, 2023. The Accessibility Plan will focus on identifying, removing and preventing any barriers in the priority areas of employment, the built environment, information and communication technologies (ICT), communication, the procurement of goods, services and facilities, the design and delivery of programs and services and transportation. Accessibility Plans are to be updated and/or reviewed every three (3) years or as specified in regulation.

2. Set up a Feedback Process. Canada Cartage will implement a way to receive and deal with feedback about their accessibility and any potential barriers people may face in the organization.

3. Prepare and Publish Progress Reports: In 2024 and onwards, Canada Cartage will make regular progress reports that detail the actions the organizations need to take to implement their accessibility plans. The reports will focus on any feedback received and how the organization took the feedback into consideration. If applicable, Canada Cartage will consult people with disabilities when preparing reports.

Your Input and Feedback Mechanism

Canada Cartage welcomes feedback on our Accessibility Plan from our employees, the public and our customers. This feedback is valuable to us as it helps us to identify any barriers towards accessibility and build towards our commitment to diversity, equity and inclusion.

Human Resources is designated to receive accessibility feedback and will coordinate with internal subject matter experts that are responsible for each of the priority areas to meet new obligations described under the *Accessible Canada Act* as required.

Please reach out to Human Resources at one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback, please let us know and we will do our best to accommodate your needs.

Contact Name: Nicole Fraser (Eastern Canada) or Tricia Stefanuik (Western Canada)

Email: EmployeeVoice@canadacartage.com

Telephone Number: (905) 564-2115

Mailing Address:

Accessibility Feedback – Human Resources
 Canada Cartage
 1115 Cardiff Boulevard, Mississauga ON, L5S 1L8

Acknowledgment of receipt will be provided to the employee in the same manner that the feedback was received. Feedback may be provided anonymously, in which case acknowledgment of receipt will not be issued. This plan will be updated given any new developments that come into place and/or any feedback that is taken into consideration.

Accessibility Statement:

Canada Cartage is committed to adhering to the objectives and requirements outlined in *the Accessible Canada Act (ACA)*. We are determined in meeting the accessibility needs of persons with disabilities in a timely manner, through the implementation of the requirements of the ACA and its applicable regulations. If you require accommodation under the ACA at any point in the application process or in your employment duration, please let your local Human Resources Representative know.

Reporting On Our Plan

As required by the *Accessible Canada Act*, Canada Cartage will submit a status report every year that highlights our progress towards our commitments. We will review and update our Accessibility Plan every three (3) years. Progress Reports and any updates to our Accessibility Plan will be updated based on any appropriate feedback received or with any consultation with persons with disabilities.

Addressing Sections Identified in the Accessible Canada Act

Employment:

The employment section ensures that accommodations are available to candidates and employees upon request and accessibility is embedded into the company’s policies, processes and practices. Canada Cartage has created a culture of accessibility where respect and inclusion is integrated in all aspects of the workplace and all employees are empowered to achieve their full potential. We will continue to implement accessible practices to eliminate and prevent barriers to the recruitment, retention and promotion of persons with disabilities:

Barriers	Steps/Actions	Responsibility	Timeline
Recommended training on accessibility learning opportunities	Create and present content on accessibility learning	HR	Early 2024
Promote mechanisms for employees with disabilities to share experiences and/or raise their concerns	Post ACA plan at Head Office and promote feedback mechanism via Beaver and Radius Hub	HR/Communications	2023 - ongoing
Gather and review workforce data to gain insight into persons with disabilities	If required, create and conduct a self-identification survey for all employees	HR	Early 2024

The Built Environment:

The built environment section ensures that workspaces and the work environment are accessible for all employees. Canada Cartage has established a safe environment that is free of physical barriers, to improve the working conditions for all and any employees of various abilities.

Barriers	Steps/Actions	Responsibility	Timeline
Evacuation Plans	Document and review evacuation plans with employees with disabilities	Safety	2023 - ongoing
Investigation of H&S issues/incidents	Ensure that an accessibility lens is integrated in the investigation of any identified H&S incidents and/or workplace issues	Safety	2023 - ongoing
Spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities	Establish an advisory committee of internal stakeholders to provide feedback on any proposed design changes in the building	Safety/HR	2023 - ongoing

Information and Communication Technologies (ICT):

The information and communication technologies section refers to the various technological tools that are used to send, store, create, share and/or exchange information. Canada Cartage has provided the accessible technology to ensure that all employees have access to the tools and platform that are required to perform their work. We will work to continue ensuring that we have met all web accessibility requirements for those with disabilities:

Barriers	Steps/Actions	Responsibility	Timeline
New technologies/platforms	Acquire any new technologies and platforms with accessibility in mind	IT	2024 - ongoing
Technology review	Review all technology used in common conference, learning and meeting spaces to ensure it meets a high level of accessibility and respects all legal and policy requirements	IT	2023 - ongoing
Participation in Collaboration Platforms	Participate in groups through the Government of Canada’s collaboration platforms to identify best practices and shared lessons learned on complying with ICT’s accessibility requirements	IT	2024 - ongoing
Training	Train IT department on accessibility knowledge and learning how to adapt services/interactions with persons with disabilities.	HR	2024 - ongoing

Communication, other than ICT:

The communications section ensures that organizations provide barrier free access for the public, clients and employees for all of the communications that the Company produces. Canada Cartage has provided its communication in various formats for people who require them. Some examples of communication products include signs, forms, bills and receipts that are not technologically based. Canada Cartage will work to ensure the accessibility of key documents, internally and externally, for those who request them in an alternative format.

Barriers	Steps/Actions	Responsibility	Timeline
Ensure that alternative formats for all documents and communications are accessible for all employees if requested/needed	Establish a consistent process to ensure that alternate formats are being met for accessibility (print, large print, audio captioned format and an electronic format that aligned with adaptive technology)	Communications	2024 - ongoing

The Procurement of Goods, Services and Facilities:

The Procurement of Goods, Services and Facilities section ensures that accessibility is considered at the beginning of the buying process at all levels in the organization.

Barriers	Steps/Actions	Responsibility	Timeline
Review of procurement procedures and practices	Establish an Accessibility Checklist and integrate it into our procurement expectations, and each of the goods and services that we purchase.	Fleet/Operations	2024 - ongoing

The Design and Delivery of Programs and Services:

The Design and Delivery section ensures that the Company’s internal and external programs and services include accessibility considerations from the very start.

Barriers	Steps/Actions	Responsibility	Timeline
Review of existing programs, processes and services	Review any feedback on the programs, processes, policies and services in place.	HR	2024 – ongoing
Accessibility Checklist	Implement an Accessibility Checklist to ensure accessibility considerations remain intact when introducing new programs, policies and services.	HR	2024 – ongoing
Required Training	Provide training to the HR team on the <i>Accessible Canada Act</i> and <i>Accessible Canada Regulations</i>	HR	2023

Transportation:

Given that this section refers to the transportation of people and not goods and services, Canada Cartage does not coordinate a transportation system as defined in the *Accessible Canada Act*. This indicates that the standards for transportation are not in the scope of this plan.

Methodology

Consultations:

Canada Cartage's Accessibility plan aims to provide guidelines on how we have and will continue to eliminate any barriers and adapt to the changing demographics of our workforce.

We will survey employees, including those with disabilities and any working groups that have been developed as part of this Accessibility Plan, to gather feedback and input. If requested, we will host 1:1 meetings with employees with disabilities, to provide them with the opportunity to share any ideas and or feedback. Additionally, we will remain open on our improving accessibility to the Company's building space, yards, and implementing our programs, policies and services.

Appendix: Definitions

Accessibility

"The degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making things more usable and practical for everyone, including older people and families with small children."

Barrier:

The *Accessible Canada Act* defines a barrier as "anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is a result of a policy or 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:

The *Accessible Canada Act* defines a disability as "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, in interaction with a barrier, hinders a person's full and equal participation in society."