



Canadian Accessibility Act
Accessibility Plan
2023-2026

DOCUMENT PRODUCED IN LEVIS
DECEMBER 9, 2024
HUMAN RESOURCES DEPARTMENT

Introduction

The Canadian Accessibility Act is a federal statute established to identify, remove, and prevent barriers faced daily by persons with disabilities. Enacted in 2019, its primary objective is to achieve a barrier-free Canada by 2040. In pursuit of this goal, the Act requires federally regulated employers with 100 or more employees to prepare and publish an initial accessibility plan.

The key areas that employers should address in their accessibility plan are:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communications, other than information and communication technologies
- Procurement of goods, services, and facilities
- Design and delivery of programs and services
- Transportation

General Provisions

Transport Jacques Auger Inc. is committed to fostering a culture of inclusion and accessibility. This commitment is an integral part of our corporate culture, and ensuring access for all is essential to our growth and competitiveness. We aim to contribute to a barrier-free Canada by developing an accessibility plan that will ensure our employees, suppliers, customers, and visitors have the best possible experience with respect to our services and facilities.

We recognize that creating a barrier-free environment takes time, and we are committed to the ongoing identification, removal, and prevention of barriers. Transport Jacques Auger Inc. will build upon the initiatives we have already undertaken in preparing our initial accessibility plan, as required under the Canadian Accessibility Act. This plan will guide our organization in fulfilling our accessibility commitments and in cultivating a culture of trust and confidence in accessibility.

To achieve this, it is essential to recognize and understand the needs of persons with disabilities. For this reason, this plan was developed in consultation with employees who identify as persons with disabilities, through surveys and one-on-one interviews. In addition, an external organization that supports persons with disabilities was consulted as part of the development of this plan.

Accessibility Plan Objectives - Summary:

- Enhance the attraction of persons with disabilities to employment opportunities within our company and the transportation sector.
- Expand the scope and availability of accommodations, particularly for drivers.
- Be better prepared to provide information in accessible formats upon request.

- Improve accessibility for both current and future equipment, programs, and information technology systems.
- Establish processes that incorporate more thorough reviews when evaluating facilities, procurement procedures, company programs, new initiatives, and services provided.

Your Feedback and Input

Transport Jacques Auger Inc. values feedback on our accessibility plan from the public, our employees, and our partners. Such feedback is invaluable as it helps us remove accessibility barriers and strengthen our commitment to accessibility and inclusion.

If you have any questions or wish to provide feedback, please use one of the contact methods listed below. We will respond to all feedback in a timely manner. If you require assistance in providing your feedback, please let us know, and we will make every effort to accommodate your needs.

Contact: Karl-Érik Tremblay CRHA, Human Resources Advisor

Address: 860, Archimede, Levis, Quebec, G6V 7M5

Email: karl-erik.tremblay@tja.ca

Phone: 418-835-9266 #2395

Website: www.tja.ca

You may use the contact information provided above to request a copy of our accessibility plan and a description of our feedback process in alternate formats. We will provide the requested format as promptly as possible. For example, braille or audio formats may take up to 45 days, while large print, standard print, and electronic formats may take up to 15 days.

We will use the feedback we receive to:

- Prepare reports summarizing frequently received comments;
- Present the feedback to internal working teams;
- Incorporate the collected feedback into the preparation of our progress reports and our next accessibility plan.

Statement of Commitment

At Transport Jacques Auger Inc., we are committed to ensuring that our organization and the services we provide are accessible to all, including persons with disabilities. Every Canadian has the right to benefit from our services on an equal basis, and all those who work with us have the right to perform their duties in a barrier-free environment.

Reporting on Our Plan

As required under the Canadian Accessibility Act, we will publish an annual status report measuring our progress in meeting our commitments. We will also review and update our accessibility plan every three years. The progress reports and updates to our accessibility plan will be guided by consultations and surveys with persons with disabilities.

Employment

The “Employment” area focuses on ensuring that job candidates and employees with disabilities, as well as those who face barriers, receive support throughout their entire employment cycle.

Barrier 1

Our company competes for talent, and at present, we are not attracting many candidates from underrepresented groups, such as persons with disabilities.

Actions:

- Enhance the Careers and Employment section of our website to increase the visibility of the various types of positions available to persons with disabilities. It is important to clearly communicate our commitment to including them as valued members of our team.
- Educate and work collaboratively with hiring managers on the importance of workplace accessibility and on how to carry out a recruitment, selection, and accommodation process that is free of barriers.
- Benchmark our current recruitment, selection, and onboarding practices regarding accessibility against those of other trucking companies.

Barrier 2

We need to develop a stronger understanding of the scope and variety of accommodation options available to persons with disabilities, particularly for truck drivers, as they represent the majority of our workforce.

Actions:

- Designate an executive who will be responsible for assisting managers in understanding their obligations within the accommodation process and for guiding them in supporting employees and implementing appropriate workplace adjustments.
- Establish a working group composed of managers, drivers, and persons with disabilities that can be consulted, as needed, when the company must assess accommodation options for an employee with a disability.
- Involve the Chief Financial Officer early in the process when accommodations are required, in order to identify a reasonable budget allocation for the accommodation in question.

Built Environment

The “Built Environment” area focuses on ensuring that all workplaces and work environments are accessible to everyone.

Barrier 3

Certain areas within the offices and truck yard may limit the mobility of employees with disabilities.

Actions:

- Install accessible ramps at main entrances for persons with reduced mobility.
- Automate the opening of doors at the company’s main access points.
- When major modifications are required to buildings or truck yards, consult a working group composed of managers, drivers, and persons with disabilities to ensure that accessibility considerations are fully incorporated.
- During upcoming renovations or as part of an accommodation process, ensure that accessible workspace is available on the ground floor for employees with disabilities.

Barrier 4

Safety signage in our building and truck yard does not adequately accommodate persons with visual impairments.

Actions:

- Install accessible signage (e.g., braille text, larger font size, etc.) at key locations within our buildings and truck yards.
- Improve the brightness and visibility of safety signs and other signage within the truck yards.

Information and Communication Technologies (ICT)

Information and communication technologies refer to the various tools used to send, store, create, share, or exchange information.

Barrier 5

The current IT team requires greater awareness of accessibility technologies and improved skills to effectively assist persons with disabilities in the workplace.

Actions:

- Provide training to IT employees to enhance their knowledge of accessibility and to teach them how to adapt services and improve interactions with persons with disabilities.
- Promote the use of accessibility features available in all software applications.

- Develop and promote support materials and training resources for persons with disabilities (e.g., enlarging on-screen items, enabling the read-aloud function in MS Word, enabling captions in MS Teams, and other similar features).
- Create checklists and support documents for employees in the IT department.

Barrier 6

Several tools and software applications used within the company have accessibility features that are not being used effectively.

Actions:

- Create an inventory of the IT systems used by the company to assess their accessibility capabilities.
- Gradually introduce and implement new accessibility features within IT systems.

Barrier 7

The inaccessibility of technologies commonly used in meeting rooms, training rooms, and conference rooms can limit the ability of persons with disabilities to fully participate.

Actions:

- Review the communication and information-sharing technologies used in meeting rooms, training rooms, and conference rooms to ensure they provide a high level of accessibility and comply with legal requirements.

Communications Other Than ICT

This area requires the organization to ensure barrier-free access to all communications intended for employees, customers, and suppliers. The company must ensure that all of its communications are readily accessible.

Barrier 8

The company does not currently have a consistent procedure to ensure that alternative formats of the communications it distributes to employees and other stakeholders are available and provided within reasonable timeframes.

Actions:

- Identify service providers and establish agreements to create alternative formats when appropriate and necessary.
- Prepare resources and regularly distributed company communications in alternative formats so they are ready to be provided upon request.
- When requested, commit to providing these alternative formats as promptly as possible, for example:
 - Printed letter

- Printed letter in large print
- Letter in braille
- Audio format
- Electronic format compatible with adaptive technology designed to assist persons with disabilities

Procurement of Goods, Services, and Facilities

The “Procurement of Goods, Services, and Facilities” area focuses on ensuring that accessibility is considered from the very start of the purchasing process.

Barrier 9

During the renewal of workstations in 2024, certain procurement practices that met accessibility requirements were applied when purchasing adjustable workstations and ergonomic chairs. However, there are still improvements to be made, as outlined below.

Actions:

- Establish procurement procedures that include accessibility checks when acquiring goods and services.
- Incorporate accessibility considerations into procurement documents (e.g., requests for proposals) to inform external suppliers and confirm that the products and services comply with the Canadian Accessibility Act.

Design and Delivery of Programs and Services

When designing and delivering the company’s internal and external programs and services, accessibility considerations must be integrated from the very beginning of the process.

Barrier 10

There is currently no established approach to ensure that programs, processes, and services incorporate accessibility considerations.

Actions:

- Consult a working group composed of managers, drivers, mechanics, IT staff, safety and prevention department personnel, and persons with disabilities to review and provide feedback on programs, processes, policies, and services. This working group will also provide guidance for the development of future programs and services.
- Develop guidelines on how to apply the review process when programs, processes, policies, and services are evaluated by the working group.
- Provide training on the Canadian Accessibility Act and the Accessible Canada Regulations to those responsible for developing programs, processes, and procedures.

Transportation

Transport Jacques Auger Inc. does not operate a fleet of passenger vehicles, as defined under the Canadian Accessibility Act. In this context, “transportation” refers to the movement of people rather than goods; therefore, transportation standards are not applicable to this plan.

Consultations

In support of Transport Jacques Auger Inc.’s commitment to making our work environment accessible to all, we developed our accessibility plan by consulting our employees, including those with disabilities. Consultations were carried out through surveys, and one-on-one

We will continue to conduct surveys with employees, including those with disabilities, as well as with any working groups established under this accessibility plan, in order to measure our progress and ensure that we are achieving the changes to which we have committed.

Definitions

Accessibility: Refers to the need for persons with disabilities to be intentionally and thoughtfully considered when products, services, and facilities are designed or modified, so that they can be used and enjoyed by people of all levels of ability.

Barrier: The *Canadian Accessibility Act* defines a barrier as: “Anything—including anything physical, architectural, information- or communications-related, attitudinal, technological, or the result of a policy or practice—that hinders the full and equal participation in society of persons with impairments, including physical, intellectual, cognitive, mental, or sensory impairments, learning disabilities, or communication or functional limitations.”

Disability: The *Canadian Accessibility Act* defines a disability as: “Any impairment, including a physical, intellectual, cognitive, mental, or sensory impairment, learning disability, or communication or functional limitation—permanent, temporary, or episodic, evident or not—that, in interaction with a barrier, hinders a person’s full and equal participation in society.”