

ET TRANSPORT

**ACCESSABILITY PROGRESS
REPORT 2025**

Introduction

At ET Transport we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

General - Definitions

Barrier — 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. (*obstacle*)

Disability means 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. (*handicap*)

Alternate formats

You can request alternate formats of this report, for example:

- Print or large print
- American Sign Language (ASL) / Langue des signes québécoise (LSQ) / Indigenous Sign Language video
- Braille
- Audio format
- Electronic format compatible with adaptive technology intended to assist people with disabilities.

To request alternate formats of this report:

call us at 905-669-0481 ext. 507

email us at hr@ettransport.ca

Consultations

We facilitated consultations involving individuals with diverse disabilities, encompassing both physical and cognitive impairments. The sole feedback received pertained to the enhancement of our communication formats, specifically the inclusion of audio options.

As indicated earlier in this document, our IT department is actively working to implement all specified alternative formats.

Overview of progress - Progress under the Accessible Act's 7 priority areas

Employment

Barrier #1:

Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.

Action 1: Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in the trucking sector, highlighting our commitment to their inclusion in our workforce. **Completed**

Action 2: Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process. **On track**

Action 3: Benchmark current recruitment, selection and onboarding practices against leading accessibility practices in other trucking companies and different industries. **Completed**

Progress:

We have enhanced our website to promote inclusivity and encourage individuals with disabilities to apply for our available positions. Additionally, our job advertisements have been revised to incorporate our Accessibility Statement, inviting candidates with diverse disabilities to submit their applications. We maintain active partnerships with various trucking companies and industry organizations to benchmark and implement best practices in employment. By the conclusion of 2025, we will be launching training modules focused on Disability Awareness and Accessibility for our hiring managers, accompanied by a comprehensive accommodation process. This initiative aims to enhance leaders' understanding of best practices related to accessibility and the necessary accommodations

Barrier #2:

There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in becoming truck drivers.

Action 1: Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments. **Completed**

Action 2: Develop a work team consisting of managers, drivers, persons with disabilities and a disability accommodation consultant to assess and identify options for a wider range and variety of potential accommodations. **Completed**

Action 3: Management and finance will determine and implement an accommodation budget to allow for assistive equipment such as enhanced audio, illumination improvements etc. **Upcoming**

Progress:

We have established a Work Health and Safety Committee to proactively prevent and address workplace hazards, illnesses, and injuries. Our goal is to foster a safe and positive work environment while also addressing potential accessibility concerns.

Additionally, we have revised our Workplace Accommodation Directive to clarify the roles and responsibilities involved. This update was informed by consultations with employees with disabilities. In addition, we have introduced a new Workplace Accommodation Procedure that complements the updated Directive. This Procedure establishes a framework for effective workplace accommodations by detailing the steps for identifying reasonable accommodation options. It emphasizes the importance of collaboration between employees and their managers when a need arises based on any of the prohibited grounds of discrimination. Due to current significant downturn in the trucking industry and current financial status of the business, implementation of assistive equipment is currently on hold and will review the budget in December 2025.

Built environment

Barrier #3:

Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.

Actions 1: Automate door openers in the Company's primary pathways. **Completed**

Actions 2: Establish a standing advisory committee of internal stakeholders to provide feedback on additional proposed design changes to the built environment and assign priority for completion.

Completed

Barrier #4:

Safety signage in our buildings and truck yard is not accessible for people with low vision.

Actions 1: Install signs with tactile and Braille text in key locations throughout buildings and the truck yards. **In Progress**

Action 2: This includes tactile walking surface indicators to warn of hazards, including the tops of stairways. **In Progress**

Action 3: Improve illumination of current yard signs regarding safety and direction indicators. **In Progress**

Progress:

Automatic door openers have been installed in all main pathways within the office and truck yard. An internal advisory team was formed to provide feedback on accessibility upgrades, and their recommendations helped guide the installation process. These improvements have made our spaces easier to access for everyone especially individuals with mobility challenges.

We have successfully installed all essential signage in strategic locations throughout the building and truck yard, including any necessary hazard warning signs. We regularly engage in internal discussions with our designated team members to ensure that all barriers surrounding the building and yard are adequately addressed. A few additional signs are pending installation, with an anticipated completion date set for December 2025.

Information and Communication Technology (ICT)

Barrier #5:

The current IT team is outsourced through a 3rd party company.

Action 1: Ensure that IT company has employees with accessibility knowledge who are able to learn how to adapt services and improve interactions with persons with disabilities. **Completed**

Action 2: Deliver and promote end-user training on using accessibility features on all available programs. **In Progress**

Action 3: Develop and promote guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.). **Completed**

Progress:

The IT team is now internal. Team members possess accessibility knowledge and can directly support individuals with disabilities. Currently developing basic accessibility guides for Microsoft Office and business software.

Accessibility guides created, covering:

- Screen magnification
- MS Word reader activation
- Microsoft Teams closed captioning
- Keyboard navigation techniques

Barrier #6:

Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.

Action 1: Take an inventory of IT systems used by the company to measure accessibility capabilities. **In Progress**

Action 2: Progressively introduce new accessibility functionality to IT systems. **In Progress**

Progress:

Conducting a company-wide software audit to identify accessibility gaps and opportunities. Post-audit, improvements will be made across all systems to incorporate discovered accessibility features.

Barrier #7:

The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Action 1: Review the technology used in common conference, learning and meeting spaces to ensure that it meets a high level of accessibility and respects all legal and policy requirement. **In Progress**

Progress:

Upgrading audio and video systems in two primary conference rooms to enhance accessibility.

Communication with us (other than ICT)

Barrier #8:

The Company does not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.

Action 1: Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request. **In Progress**

Action 2: When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations: **In Progress**

- Print
- Large print
- Braille
- Audio format
- An electronic format that's compatible with adaptive technology meant to help people with disabilities.

Progress:

Working on compiling communication materials in all listed alternate formats.

Procurement of goods, services and facilities

Barrier #9:

ET Transport's procurement procedures and practices do not take into consideration accessibility requirements.

Action 1: Update the procurement procedures to include accessibility checks when buying goods and services. **Completed**

Action 2: Include accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services and confirms that they will abide by the requirements of the Accessible Canada Act. **Completed**

Progress:

We have been able to successfully implement the proposed actions by revising our procurement procedures to incorporate the mandatory accessibility checks. These changes are part of the ongoing commitment to continue creating a procurement process that is inclusive and barrier-free. They have been made to support the continuous improvement in procurement practices aligned with the Accessibility Canada Act.

Design and delivery of programs and services

Barrier #10:

Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Action 1: Leverage the mandatory requirement to consult with persons with disabilities by creating a forum consisting of employees from various departments including drivers, mechanics, yard workers, IT, HR, finance, security etc.,) to review and provide feedback on all programs, processes, policies and services. This forum will review current programs and services and then will provide input prior to the development of future programs and services. **Completed**

Action 2: Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services. **Completed**

Action 3: Create an Accessibility Checklist to help ensure key accessibility considerations are considered. **Completed**

Action 4: Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures. **In Progress**

Progress:

Necessary steps have been taken to address this barrier by making sure our programs and services are more accessible. Employees from different departments came together in a team that was created to receive feedback and share ideas. Knowing what the different departments' views are is important in seeing how the ideas can all be aligned. A checklist as well as some simple guidelines was created, to assist staff in considering accessibility when planning programs. Training those whose main responsibilities include program development and so forth, on the Accessibility Canada Act has started and will be finished by March 2026.

Transportation

Barrier #11:

ET Transport is currently limited in the options that it provides for employees that experience challenges and concerns with driving during dawn, dusk, or nighttime driving.

Action 1: Identify and implement "winter schedules" that will shift and/or shorten driving hours to align with dawn and dusk hours. **Completed**

Action 2: For long haul trucking, implement a two-driver arrangement so that nighttime driving can be done by the second driver. **Completed**

Progress:

We have implemented the "Samsara" Electronic Logging Device (ELD) system to monitor our drivers' hours of service. This system not only assists our drivers in adhering to federal Hours of Service



regulations but also ensures compliance with industry standard to optimize driver safety. Moreover, our dispatch team meticulously schedules routes to minimize or eliminate driving during dawn and dusk hours.

Feedback process description

Feedback from the public

We value the lived experience of people with disabilities, and we aim to meet the highest level of accessibility.

You can submit feedback on:

- this report
- 2024 Accessibility Plan
- any other barriers you encounter when dealing with Accessibility Standards Canada, including:
 - the accessibility of our services,
 - offices,
 - website,

How to submit feedback:

The Human Resources Manager is responsible for receiving feedback from the public. We will acknowledge all accessibility feedback we receive within 48 hours, except for anonymous feedback.

If you wish to remain anonymous, don't include your name when submitting your feedback.

To submit your feedback, you can:

Send us mail at: 7300 Keele St, Suite 200, Vaughan, ON L4K 0E5, Canada

Email us: hr@ettransport.ca

Call us: 905-669-0481 ext. 507