

ACCESSIBILITY PLAN – PROGRESS REPORT

GENERAL

We have designated our Director, Safety & Compliance to manage inquiries on behalf of Grace Transport inc. about our accessibility plans, progress reports, and feedback process.

We welcome feedback related to our accessibility plan and progress reports from our employees, customers and members of the public. We are committed to reviewing the feedback we receive and taking meaningful steps to address barriers that are encountered when individuals interact with our business.

You can send feedback anonymously or you can include your name and contact information.

You can provide feedback in the following ways:

- Send an email to: **safety@gracetransport.com**
- Call by phone at: **226-289-9000**
- Mail us at: **880 Wright St, Strathroy, ON, N7G3H8**

We will confirm that we have received your feedback.

When requested, we will provide a copy of our accessibility plan, progress reports, or description of our feedback process in one of these alternate formats:

- Print
- Large print
- Audio format

For print and large print, we will send you the document within 15 days. For audio formats, we will send them to you within 45 days.

THE AREAS OF OUR ACCESSIBILITY PLAN

Employment

Barrier:

- 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, current truck drivers or administration staff.

Actions:

- Develop a framework that helps managers understand their responsibilities in the accommodation process and guide them in supporting their employees and implementing suitable workplace adjustments.
- Develop a work team consisting of managers, drivers and persons with disabilities to assess and identify options for a wider range and variety of potential accommodations.

Progress:

- **Managers and dispatchers have undergone or are scheduled to take a course on 'leadership training' which includes how to work with and accommodate all types of persons including personalities and disabilities.**

Built Environment

Barrier:

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

Actions:

- Review common paths of entry to make sure they are accessible to all.

Progress:

- Paths of entry have been reviewed are maintain to be accessible
- Moved the accessible parking spaces closer to the entrance as since the parking lot of gravel we felt this was the safer more accessible option

Information and Communication Technologies (“ICT”)

Barrier:

- The current IT team is not well versed in accessibility technology and does not know how to assist persons with disabilities in the workplace

Actions:

- Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.

Progress:

- IT staff are well trained on Assistive Technologies.

Communication Other Than ICT

Barrier:

- 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

Actions:

- Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request.

Progress:

- This action is still in progress

Procurement of Goods, Services and Facilities

Barrier:

- Grace Transport Inc’s procurement procedures and practices do not take into consideration accessibility requirements.

Actions:

- Update the procurement procedures to include accessibility checks when buying goods and services.

Progress:

- This action is still in progress

Design and Delivery of Programs and Services

Barrier:

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

Actions:

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.

Progress:

- We have started to add to memos that employees are welcome to come in and get in person assistance when needing to renew or upgrade documents.

- Conduct a Needs Assessment – sent out message for feedback to ALL employees in regards to if they felt there was room for improvement in any areas from on boarding to completing their day to day task.
- Review Content for Inclusivity

Transportation

Grace Transport Inc. does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act. This means that standards for transportation are not in the scope of this plan.

CONSULTATIONS

To align with Grace Transport Inc.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities and our JHSC members. We gathered feedback and input from our team members by conducting one on one interviews with employees with disabilities so they can share their feedback and ideas.

DEFINITIONS

Accessibility:

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

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 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.”

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, that, interaction with a barrier, hinders a person’s full and equal participation in society.”