ACCESIBILITY PLAN
PROGRESS REPORT
EARL HARDY TRUCKING INC
2025

Contents

GENERAL

Executive Summary

Earl Hardy Trucking Inc (EHT) is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the transportation and logistics industry. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. EHT will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees via employee survey.

A summary of initial opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.
- Expanding the range and options for accommodation.
- Being better prepared to provide information in accessible formats when requested.
- Improving the knowledge of our team and leveraging the capabilities of accessibility features in IT equipment, programs, and systems.

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 all.

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."

Your input and feedback

EHT welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Contact: Alejandro Celis – General Manager
Email: acelis@ehtcan.com
Telephone: +1 (519) 423-6868
Mailing Address: 584316 Beachville Road, Beachville, Ontario, N0J 1A0 – PO Box 190
Website: www.ehtcan.com

Statement of Commitment

At EHT 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.

AREAS INDENTIFIED IN THE ACCESSIBLE CANADA ACT

Employment

Barrier #1:
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 or part of the transportation and logistics industry.

Action(s):
Train hiring personnel to help them understand their responsibilities in the accommodation process; guide them in supporting all employees and implementing suitable workplace adjustments.

Progress:
We have trained our hiring team on the following areas: Accessibility Standards, Diversity and Inclusion in the Workplace, Hiring Right, and Mental Health Awareness.

Built Environment

Barrier #2:
Safety signage in our building is not accessible for people with low vision.

Action(s):
Install signs with tactile and Braille text in key locations throughout the building.

Progress:
We have purchased and installed a few signs with Braille text in key areas of our building.

Information and Communication Technologies (ICT)

Barrier #3:
Our team is not familiar with accessibility technology and does not know how to assist persons with disabilities in the workplace.

Action(s):
Train employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.

Progress:
We have trained our office team on the following areas: Accessibility Standards and, Diversity and Inclusion in the Workplace with the purpose of increasing their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.

Communication Other Than ICT

Barrier #4:
We do not have a process where our employees, customers and the public can request barrier free alternative formats of communication within a timely manner.

Action(s):
- Identify service providers to create alternate formats, where appropriate and when needed.
- Create a process to provide communication materials in alternative formats.

Progress:
We have created a new process called 'Provision of Communication Materials in Alternative Formats' to improve accessibility in our workplace. It outlines the purpose, scope, policy statement, request procedure, monitoring and review process, and contact information.

Procurement of Goods, Services and Facilities

Barrier #5:
We do not have a process or procedure to ensure accessibility is considered when procuring services or goods.

Action(s):
Create a procurement procedure to include accessibility checks when buying goods and services.

Progress:
A formal procurement procedure has been developed to ensure accessibility is considered in the acquisition of goods and services. The procedure outlines responsibilities, steps for integrating accessibility criteria, and evaluation of vendors. This supports inclusive purchasing practices. The procedure will be reviewed annually or when there are changes in accessibility legislation or best practices.

Design and Delivery of Programs and Services

Barrier #6:
There is a need to create a standard approach for ensuring all programs, processes and services have taken accessibility into account.

Action(s):
- Create an Accessibility Checklist to help ensure key accessibility considerations are implemented.
- Provide training on Accessibility Standards for those whose role is to develop programs, processes, and procedures.

Progress:
An Accessibility Checklist has been developed to serve as a consistent tool for promoting barrier-free access and supporting compliance. We have also provided our team with training on Accessibility Standards as well as Diversity and Inclusion in the workplace.

Transportation

Barrier #7:
Accessing a transport truck could potentially become challenging for drivers due to the repetitive nature and height of the steps involved.

Action(s):
We will provide and install extended tractor steps/folding steps, where applicable, to reduce the climbing distance when getting into truck cabs.

Progress:
We have not received any requests to date, so no installations have been completed at this time.

CONSULTATIONS

The consultation took place over a two-week period during which we distributed a physical survey to our employees. The purpose of the survey was to gather feedback and input on various accessibility-related topics, including barriers in the workplace, communication preferences, and suggestions for improvement. Employees were invited to participate, ensuring that voices from different roles were heard. A copy of the survey used during the consultation process is included in this progress report for reference.

FEEDBACK

In the past year, we have not received any accessibility-related feedback from employees, customers, or the public; however, we continue to actively encourage input to help us identify and remove potential barriers.

Accessibility Feedback Form

We value your feedback as we strive to create a more accessible and inclusive environment. Please use this form to share your experiences, concerns, or suggestions.

1. Contact Information (Optional)
Name: _____
Email: _____
Phone (optional): _____

2. Date of Feedback Submission
Date: _____

3. Area of Feedback
☐ Employment
☐ Built Environment (e.g., buildings, signage, washrooms)
☐ Information and Communication Technologies (e.g., websites, systems)
☐ Communication (e.g., customer service, documents, signage)
☐ Procurement (goods and services accessibility)
☐ Programs and Services (e.g., events, applications)
☐ Transportation (e.g., vehicles, travel experience)
☐ Other: _____

4. Please describe the issue, suggestion, or feedback
_____
_____

5. Would you like a follow-up?
☐ Yes, please contact me.
☐ No, I do not need a follow-up.

6. How can we improve or support accessibility better in this situation?
_____
_____

Thank you for helping us improve accessibility. If you prefer to give feedback verbally or through an alternative format, please contact: Alejandro Celis | acelis@ehtcan.com | (519) 423-6868

2025 Employee Accessibility Consultation Survey

Optional Information (You may leave blank if you prefer to remain anonymous):
- Name: _____
- Date: _____

General Understanding & Awareness

1. Are you aware of our organization's Accessibility Plan?

- - Yes
- - Somewhat
- - No
- - Not sure

2. Do you feel the organization is committed to accessibility and inclusion?

- - Strongly agree
- - Agree
- - Neutral
- - Disagree
- - Strongly disagree

Identifying Barriers

3. Have you experienced or observed any barriers to accessibility in your workplace? (select all that apply)

- - Physical (e.g., doorways, restrooms, elevators)
- - Technological (e.g., inaccessible software, websites)
- - Communication (e.g., lack of ASL interpreters, plain language)
- - Attitudinal (e.g., assumptions, lack of understanding)
- - Organizational/Systemic (e.g., policies, procedures)
- - No barriers experienced or observed
- - Prefer not to say

4. Can you share a specific situation where a barrier impacted you or someone else?

- - Yes (please describe below)
- - No
- - Prefer not to say

_____

5. Are there any tools, systems, or processes that are difficult for you or others to use?

- - Yes (please specify)
- - No
- - Not applicable

_____

_____

Workplace Culture & Attitudes

6. How inclusive do you feel the workplace is for people with disabilities?

- - Very inclusive
- - Somewhat inclusive
- - Neutral
- - Not very inclusive
- - Not inclusive at all

7. How confident are you in raising accessibility-related concerns or suggestions?

- - Very confident
- - Somewhat confident
- - Neutral
- - Not very confident
- - Not confident at all

8. Do you think your colleagues and supervisors understand accessibility needs and accommodations?

- - Always
- - Often
- - Sometimes
- - Rarely
- - Never

Progress & Improvements

9. Have you noticed any improvements in accessibility at work over the past year?

- - Yes
- - No
- - Not sure

10. What actions or changes have made the biggest positive impact?

- - Physical space changes (e.g., ramps, signage)
- - Updated digital tools or technology
- - Training or education for staff
- - New policies or procedures

- - None
- - Other (please specify)

_____

_____

Suggestions for Change

11. What changes would make your work environment more accessible and inclusive? (select all that apply)

- - Improved communication (e.g., plain language, captions, ASL)
- - Better assistive technology (please specify)
- - More training on accessibility and inclusion
- - More support for mental health
- - Other (please specify)
- - No changes needed

_____

_____

12. Are there any training, tools, or resources you think we should implement?

- - Yes (please specify)
- - No
- - Not sure

_____

_____

Feedback Process

13. Is it clear how to provide accessibility feedback within the organization?

- - Yes
- - Somewhat
- - No
- - I didn't know we could provide feedback

14. Have you ever submitted accessibility feedback? If yes, how was it handled?

- - Yes – it was addressed appropriately
- - Yes – but it was not addressed
- - No – I haven't submitted any feedback
- - I didn't know I could provide feedback