

Accessibility Progress Report- 2025

General

We have designated a Special Project Manager to manage inquiries on behalf of VA 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: accessibility@vatransport.com
- Call by phone at: 1-800-363-8175
- Mail us at: 600, rue Louis-Pasteur, Boucherville, Québec J4B 7Z1

We will confirm that we have received your feedback within five business days.

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
- Braille
- Audio format

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

The Areas of Our Accessibility Plan

Employment

VA Transport Inc. is committed to fostering an inclusive workplace that supports and values every employee. To achieve this, we aim to enhance the recruitment and retention of employees from underrepresented groups, including persons with disabilities. We also strive to expand accommodation options in an environment where such supports have traditionally been limited.

Progress:

- The careers section of our company website has been enhanced to increase visibility and accessibility of job opportunities within the trucking sector, specifically targeting persons with disabilities.
- A comprehensive training session was delivered to our Recruiter and all hiring managers to equip them with the knowledge and skills necessary to ensure a barrier-free hiring, selection, and accommodation process. This training will be provided to all new managers upon hiring or promotion to maintain consistent practices.

How to Order Alternate Formats

To request a copy of this progress report or a description of VA Transport's feedback process in an alternate format (such as print, large print, braille, or audio), please contact:

Delphine Audet

Special Project Manager

VA Inc.

600, rue Louis-Pasteur

Boucherville, Québec J4B 7Z1

Email: accessibility@vatransport.com

Phone: 450-641-0082

Website: <https://vatotal.ca/en>

Consultations

To ensure our Accessibility Plan reflects the needs of all employees, including persons with disabilities, VA Transport Inc. developed the plan in consultation with staff at all levels. We gathered input through multiple channels, including:

- A company-wide survey open to all employees.
- In-depth interviews with employees who identify as having disabilities, allowing them to share their perspectives and suggestions.

Summary of Initial Opportunities Identified

- Enhancing recruitment strategies to attract more persons with disabilities to employment opportunities within our company.
- Expanding accommodation options and supports for all employees, with a focus on roles such as drivers and dock workers.
- Improving readiness to provide information and communications in accessible formats upon request.

- Increasing the IT team's knowledge and capacity to utilize accessibility features in current and future technology, systems, and software.
- Implementing a thorough review process that applies an accessibility lens to the assessment of facilities, procurement procedures, company programs, new initiatives, and ongoing services.

Accessibility Statement

At VA 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.

Built Environment

Maintaining the accessibility of our built environment remains a top priority. We continually work to identify and remove barriers that exist within our office, warehouse, garage and truck yard.

While many of our office buildings are leased and may lack features like automatic doors or ramps, we are working with landlords to make improvements where possible. Accessibility features such as ramps will be added as needed, and accessibility will be a key consideration in future lease renewals or relocations.

Progress:

- The illumination of yard signs regarding safety and direction indicators are completed.
- The installation of signs that has clear, large, embossed lettering throughout the premises, warehouses, garages, and yards are in process.

Information and communication technologies

Information and Communication Technologies (ICT) refer to the infrastructure and tools that enable modern computing and the transmission of information. Ensuring accessibility in our digital systems is a key priority in our commitment to equity and inclusion.

We are actively working to align our practices with best-in-class standards for accessible learning and development. Our focus is on training, documentation, and system modernization to ensure that all employees — including persons with disabilities — can access the same information and benefit from the same level of service.

Barrier: Limited accessibility knowledge within the IT team.

Description: The current IT team lacks expertise in accessibility technology and may be unable to adequately support persons with disabilities in the workplace.

Actions Taken:

- Ongoing training of IT staff to increase awareness of accessibility technologies and improve support for users with disabilities.
- Development and promotion of training materials for users with accessibility needs (e.g., increasing screen text size, activating screen readers in MS Word, enabling closed captioning in MS Teams).
- Creation of accessibility checklists and documentation for employees involved in building or procuring IT systems. *(Completed)*

Progress:

- A Director of IT has been hired with a mandate to embed accessibility practices into IT services. Accessibility training is now part of their development plan and will be rolled out across the IT team.
- Accessibility training resources have been made available to all end users, supporting them in utilizing the built-in features of our current technologies.

Barrier: Tools and software have limited or poorly used accessibility features.

Description: Many IT systems used in the company lack robust accessibility capabilities, or the existing features are not effectively implemented or communicated.

Actions Taken:

- Completed an inventory of IT systems to evaluate current accessibility capabilities. *(Underway)*
- Initiated the progressive rollout of enhanced accessibility functionality across systems. *(Ongoing)*

Progress:

- Several modernization projects are underway to update legacy tools. Notably, a new version of our customer web portal is being deployed, built to meet WCAG 2.0 guidelines compliance standards.

Barrier: Inconsistent access to alternate formats of communication for employees and stakeholders.

Description: The company lacks a standardized process to ensure alternate formats (e.g., large print, audio, braille) are made available in a timely and consistent manner.

Actions Taken:

- Identifying service providers and developing agreements to supply alternate format communications when needed. *(Underway)*

- Preparing frequently used documents and communications in alternative formats for quick distribution. *(Underway)*
- Commitment to providing alternate formats as quickly as possible and within the timelines prescribed by the Accessible Canada Regulations. *(Completed)*

Accessible Formats Include: Large print, recorded audio, electronic text, braille, and other formats usable by persons with disabilities.

Progress:

- Research is ongoing to identify industry best practices for accessible communication.
- We are enhancing employee training and awareness to ensure consistent availability and delivery of alternative formats upon request.

Procurement of Goods, Services and Facilities

VA Transport Inc. is committed to integrating accessibility considerations into all procurement practices. We aim to ensure that the goods, services, and facilities we purchase are accessible to all employees, partners, and clients, in line with the principles of the Accessible Canada Act.

Barrier: Inaccessible features in newly purchased or rented facilities.

Description: Some newly acquired or leased facilities, such as offices, terminals, or warehouses, have not consistently included accessibility features such as barrier-free entrances, automatic doors, accessible washrooms, or clear signage. The absence of a formalized accessibility review during real estate procurement increases the risk of acquiring spaces that do not meet accessibility standards.

Actions Taken:

- Developed an accessibility due diligence checklist to assess properties before purchase or lease. *(Completed)*
- Provided training to real estate and facilities teams on evaluating physical accessibility during site visits. *(Completed)*
- Engaged with real estate brokers to ensure accessibility criteria are incorporated in property searches. *(Underway)*
- Initiated post-occupancy accessibility reviews for all new locations acquired since January 2025. *(Underway)*

Accessibility Considerations Include: Step-free entryways, power door operators, accessible washrooms, parking, signage, and interior navigation.

Progress:

- The checklist is now used for all procurement evaluations of physical spaces.

- One newly acquired distribution hub in Québec has been assessed and partially retrofitted based on accessibility findings (e.g., installation of ramps and accessible signage).
- Additional assessments of existing sites are scheduled through Q4 2025.
- Collaboration with brokers continues to ensure early-stage screening for accessibility compliance.

Design and Delivery of Programs and Services

Ensuring accessibility is embedded from the outset in the design and delivery of all internal and external programs, services, and policies is a critical part of our commitment to equity and inclusion. To create lasting and systemic accessibility improvements, we are strengthening our consultation processes, standardizing inclusive design practices, and reviewing key internal systems.

Barrier: No standardized approach to ensuring accessibility across all programs, services, and internal processes.

Description: The Company currently lacks consistent mechanisms to incorporate accessibility considerations when designing or updating programs, services, and policies.

Actions Taken:

- Establish a multidisciplinary Accessibility Consultation Forum, including employees from departments such as operations, IT, HR, finance, and security, to review existing and future programs and services. *(Underway)*
- Develop and promote clear internal guidelines on how to apply an accessibility lens to company policies, programs, and services. *(Underway)*
- Create and implement an Accessibility Checklist to help guide accessibility considerations in the development of programs and services. *(Completed)*
- Provide training on the Accessible Canada Act and related regulations to all employees responsible for developing programs, services, or procedures. *(Ongoing)*
- Conduct a company-wide review of all existing policies to ensure accessibility and remove any potential barriers. *(Underway)*
- Review and revise the onboarding process to ensure it reflects inclusive design and accessibility best practices. *(Completed)*
- Develop and integrate a voluntary self-identification form for persons with disabilities and members of equity-deserving groups into the onboarding process across all activity hubs. *(Completed)*

Progress:

- The **Accessibility Consultation Forum** has begun preliminary consultations and is prioritizing key services and employee touchpoints for review.
- A draft of the **Accessibility Lens Guidelines** is currently being reviewed and tested by pilot departments.
- The **Accessibility Checklist** has been incorporated into planning documentation for all new programs and service design initiatives.
- Accessibility training has been launched for HR, operations, and policy development teams, with further rollout planned across the organization.
- Several policies have already been updated as part of the **company-wide policy review**, with continued work planned through 2025.
- The **onboarding process** has been reviewed and updated to reflect inclusive practices, including accessibility orientation materials.
- The **self-identification form** is fully operational and now part of the onboarding process in all activity hubs, allowing for better demographic insights and tailored inclusion strategies.

Barrier: Limited involvement of persons with disabilities in the co-design of programs and services.

Description: While accessibility efforts are ongoing, there is currently no formal or consistent process to directly involve persons with disabilities—either employees or external stakeholders—in the **co-design** of programs and services. This may result in solutions that do not fully reflect the lived experiences or needs of those most impacted.

Actions Taken:

- Develop a process for including persons with disabilities in co-design or user-testing sessions for new or significantly revised programs, tools, or services. *(Not Started)*
- Build relationships with external disability advocacy groups or accessibility experts to inform service design. *(Underway)*
- Ensure meeting formats, feedback tools, and engagement methods are themselves accessible to participants. *(Ongoing)*

Transportation

VA Transport Inc. is committed to regularly reviewing our travel policies and communications related to transportation to ensure they are inclusive and free of barriers. This includes both the transportation of goods — where we ensure workplace accommodations for drivers and logistics staff — and transportation to and from our facilities, where we strive to support accessible commuting options for employees, visitors, and partners. Our goal is to create a transportation environment that enables all individuals, including persons with disabilities, to travel safely, comfortably, and independently.

Barrier: Limited accessible transportation options to and from our activity sites.

Description: Public transit and other transportation services near our sites may have limited accessibility features or inconsistent availability, creating challenges for employees and visitors with disabilities.

Actions Taken:

- Conducted a comprehensive assessment of public transportation accessibility around our main activity hubs. *(Completed)*
- Distributed accessible transit information and resources to all employees through internal communications and the company intranet. *(Ongoing)*
- Established partnerships with accessible taxi and ride-sharing services to offer reliable alternatives for employees with mobility challenges. *(Underway)*
- Upgraded parking facilities to include designated accessible parking spaces close to building entrances. *(Completed)*
- Improved accessible pathways linking parking areas, transit stops, and facility entrances to ensure safe and barrier-free movement. *(Ongoing)*

Progress:

- Employees are regularly informed about available accessible transportation options and how to request assistance.
- Accessible parking requirements have been met or exceeded at all activity sites.
- Feedback from employees has identified further needs for accessible transit improvements, which are being relayed to local transit authorities.
- Coordination with external transportation providers is increasing to ensure timely and accessible options for shift changes and special circumstances.

Consultation

What we consulted on: As part of our ongoing commitment to accessibility, we sought input from participants regarding their experiences interacting with VA Transport Inc. This consultation focused on understanding the nature of these interactions, identifying any barriers encountered, and gathering ideas or suggestions for improvement.

When we consulted: To maintain continuous engagement, we conducted a consultation session early in the year, in February 2025.

Who was consulted: We invited feedback from employees with disabilities within our organization, as well as individuals with disabilities from outside the company.

How we consulted: Recognizing the importance of inclusive and accessible engagement, we ensured all consultations accommodated participants' needs. Although we have only one employee with a disability who works remotely, we invited this individual to provide feedback on our first progress report through virtual meetings to facilitate participation.

Key Questions Asked:

- What are your overall thoughts on the progress report?
- How do you perceive the company's progress over the past year?
- How would you evaluate your experience with the consultation process? What worked well, and what could be improved?
- Do you have any additional comments or suggestions regarding the progress report?

What we learned:

From these consultations, several important themes emerged:

- The need for creating accessible documents and providing ongoing accessibility training for all employees.
- A desire to better understand and implement best practices for accessible meetings and events, and to incorporate these more fully into our approach.
- Opportunities to leverage technology, tools, and website enhancements to further improve accessibility.

Feedback

Over the past year, VA Transport Inc. has actively encouraged and received feedback from employees, customers, and other stakeholders regarding accessibility. This ongoing feedback process plays a crucial role in identifying barriers and guiding our continuous improvement efforts.

Feedback Received:

- Concerns that yard signs are insufficiently illuminated at night, are too small, or are not optimally placed for visibility and safety.
- Suggestions for improved communication of accommodation options during the hiring and onboarding process.
- Comments about the need for greater accessibility in digital platforms, including enhanced screen reader compatibility and alternative text for images on the company website.
- Recommendations to expand training on accessibility awareness across all departments.

How Feedback Is Collected:

- Via email submissions to designated accessibility contacts.
- Virtual meetings and surveys during consultation sessions.

Acknowledgement and Tracking:

All feedback is acknowledged promptly, with confirmation sent to the sender when contact details are provided.

Response and Action:

- Priority items, such as safety-related concerns about signage, are addressed quickly.
- Other suggestions feed into medium- and long-term planning cycles, with progress reported in our annual Accessibility Progress Report.
- Follow-up communication is provided to contributors, when applicable, to inform them of actions taken or planned.

Commitment to Continuous Improvement:

VA Transport Inc. values all input and remains committed to creating an accessible environment. We encourage ongoing feedback and strive to create an open dialogue to ensure our accessibility initiatives meet the needs of all stakeholders.