

FIRST PROGRESS REPORT JUNE 2024

1. GENERAL INFORMATION AND COMMITMENT

Transport Inter-Nord has been part of the Guilbault group since November 1st, 2023. We are committed to building a culture of inclusion and accessibility. Not only is this part of our corporate culture, but ensuring access for all is imperative for our continued growth and competitiveness as an employer in the trucking sector.

We know that creating a barrier-free environment takes time, and we are committed to identifying, removing, and preventing barriers on an ongoing basis. This progress report has been prepared to meet our obligations as an employer under the *Accessible Canada Act* and the *Accessible Canada Regulations*. The progress report aims to update on the progress made by Groupe Guilbault Ltd. in implementing our accessibility plan.

2. COMMENTARIES

We welcome your comments on our first annual progress report. You can submit your feedback by email, phone, or mail at the following contact details:

- **Roxanne Bonin, HR Director**

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Phone: 450-438-7133, #755.

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You can use the above contact details to request a copy of the description of our feedback process or our progress report in the following alternative formats: printed, large print, braille, audio or electronic format compatible with adaptive technologies designed to assist people with disabilities. We will provide the format you request as soon as possible. Processing time for braille and audio formats may take up to 45 days; printed, large print, and electronic formats, up to 15 days.

3. FEEDBACK

Following the publication of our accessibility plan, we have not received any comments from employees or individuals dealing with our organization. If we had received comments, we would have taken them into account. We would have followed up with the groups affected by the barrier raised in the comment and taken the necessary steps to correct that barrier.

4. CONSULTATIONS

As we prepared our progress report, we consulted the list of individuals who have declared a disability and work for Inter-Nord. Since only one person declared having a disability, we determined that the reference group was too small, and we did not conduct consultations. Prior to preparing our progress report, we knew that the self-identification form provided at hiring was not completed by a large proportion of employees. This is an obstacle we identified in our accessibility plan and are actively working on.

5. AREAS OF SECTION 5 OF THE ACCESSIBLE CANADA ACT

5.1 Employment

At Inter-Nord, accessibility must be ensured at every stage of employment within the company. We are committed to applying the concept of accessibility to our various positions for all individuals included in the designated underrepresented groups.

In our accessibility plan, we identified certain barriers related to employment. We have made the following progress to eliminate them:

- Barrier 1: Distribute the self-identification form to our current employees.
Progress update: We already had a self-identification form available that we hand out to new employees at hiring which they fill out on a voluntary basis. Few employees have returned the signed form. Before starting the distribution of the self-identification form to our current employees who have not yet filled it out, we reviewed the questionnaire to ensure it is compliant. The next step, which we will take over the next year, is to provide the updated form to active employees.
- Barrier 2: Further promote the self-identification form at hiring.
Progress update: As previously mentioned, the completion rate of the self-identification form at hiring is rather low. We reviewed our follow-up process after hiring to try to improve the completion rate. In 2025, we will transition to Workday, allowing employees to enter the information directly into their employee portal. Currently, we have reminded our HR managers of this information so that they can communicate it during the various follow-ups they conduct after hiring.

Barrier 3: Make changes to job postings and the “Career” section of our website to encourage candidates from designated groups to apply when the job requirements allow.

Progress update: We will add a statement to all our job postings mentioning our commitment to accessibility, diversity, and inclusion. We have written the statement and will start including it in our job postings immediately.

- Barrier 4: Raise awareness among recruitment staff about possible biases towards designated groups.
Progress update: Within three months of our accessibility plan being published, we met with the recruitment staff to raise awareness regarding the biases they may have towards designated groups.

5.2 Built environment

Transport Inter-Nord has only one location in Saint-Jérôme, at 455 Lajeunesse Boulevard West. The building includes office space, a garage, a dock, and a warehouse. We maintain and repair as needed, and all construction and renovation work comply with the National Building Code.

We have identified barriers in our accessibility plan and have made the following progress in eliminating them:

- Barrier 1: Increase the involvement of the responsible people when developing new facilities and/or renovating our current facility.
Progress update: Within three months following the publication of our accessibility plan, senior management has been informed of the Human Resources person who must be involved when we build new facilities or renovate our current buildings. The designated person in Human Resources will be informed when we build, renovate or rent new premises so that they can ensure accessibility of facilities.
- Barrier 2: Conduct an assessment of all our establishments to determine barriers related to accessibility.
Progress update: The assessment of our current establishments has not yet begun. We will start the evaluation this year to be able to provide an interesting update in our next progress report.
- Barrier 3: Increase the involvement of the responsible people during major repairs to buildings.
Progress update: As described in the first barrier above, a person on the Human Resources team is now designated and will be involved during construction, renovation or leasing of buildings.

5.3 Information technologies (IT)

We are a large company with a variety of technologies and systems at hand. Some are standard off-the-shelf products that we purchased, while others were customized or created by us. We have a large technology team which allows us to stay up to date with changes, and thus continuously improve ourselves. We ensure that our website complies with *Canada's government Web Accessibility Standard* both content-wise and presentation-wise.

In our accessibility plan, we identified two barriers related to information technology (IT). We have made the following progress in eliminating them:

- **Barrier 1:** Ensure that new systems meet current accessibility standards.
Progress update: Once a year, we perform an audit to ensure that all IT systems we have in place still meet current accessibility standards.
- **Barrier 2:** Keep informed of new communication technologies and consider them during development or acquisition of new software.
Progress update: Since the publication of our accessibility plan, we have not acquired or developed new software. However, we know that in 2025 we will migrate to WORKDAY, which is already used by Guilbault.

5.4 Communications, other than IT

The communications field recognizes that each person gives, receives, and understands information in different ways. Organizations must take these differences into account and convey their communications in various formats accessible to those who need them. Communication products include, for example, hiring documents, compliance documents, and our company policies.

We have identified barriers related to communications other than IT in our accessibility plan and have made the following progress in eliminating them:

- **Barrier 1:** Assess how we could make important documents more accessible to all groups.
Progress update: Over the past year, we have made important documents available to all employees at various locations, including the driver's counter, the HR office, and in the employee section of our website, where each employee has personalized access. Starting in 2025, we will transition to WORKDAY, already used by Guilbault, where all employees will have personalized self-service access. In fact, all employees have access to documents that are specifically intended and applicable to them. Following the publication of the accessibility plan, we evaluated how we could make documents accessible to all designated groups. In doing so, we found that few designated groups are represented within our organization, and that the standard format in which documents are available is sufficient.
- **Barrier 2:** Equip the Human Resources team to promote internal and external communications in clear language.
Progress update: We are currently evaluating available options to determine the best way to equip the Human Resources team. We plan to take a decision within six (6) months following the presentation of this progress report.

5.5 Procurement of goods, services and facilities

We continuously seek to adapt our practices to make our services as inclusive as possible for people living with disabilities. It is with this goal in mind that it is necessary to always consider accessibility criteria in all our decisions and operations.

We have identified an barrier in our accessibility plan, but have not yet taken action to eliminate it:

- **Barrier:** Commit to foreseeing an evaluation procedure that takes into account accessibility when acquiring goods and services in facilities.
Progress Update: We have not yet taken action but commit to creating an evaluation procedure by May 2025.

5.6 Design and delivery of programs and services

Inter-Nord Transport services, like Guilbault, primarily involve freight transport. Our clients are mainly businesses. Therefore, it happens that disabled people working for our clients interact with us through our website or directly, via our customer service or sales team. We have never received a complaint regarding the accessibility of our programs and services from our clients. However, we have identified two barriers and have taken the following measures to eliminate them

- **Barrier 1:** Ensure that accessibility is considered when creating programs and services.
Progress Update: Since the publication of the accessibility plan, we have evaluated our various programs and services to ensure their compliance. Following the analysis, we conclude that our programs and services are compliant.
- **Barrier 2:** Commit to developing an internal policy on accessibility to demonstrate Inter-Nord Transport's commitment.
Progress Update: This year, we have focused on obstacles from other areas covered under section 5 of the *Canadian Accessibility Act*. We plan to developing an internal policy on accessibility next year. The second progress report will reflect the completion of this commitment.

5.7 Transport

Inter-Nord transports goods rather than people. Since the *Canadian Accessibility Act* targets passenger transport, our actions do not apply in this sector.

6. CONCLUSION

Building a culture of inclusion and accessibility while creating a barrier-free environment takes time, organization, and rigor. Through our first accessibility plan, we committed to identifying and removing existing barriers within Inter-Nord, as well as preventing the emergence of new barriers. This progress report provided us with an opportunity to review the progress made so far.

Over the next year, we will continue to monitor and measure our progress to ensure that we achieve the objectives that have not yet been met. We will also encourage feedback through the process created for this purpose and use the comments to help us implement our accessibility plan.

Finally, a second progress report will be published by the end of May 2025. This new report will allow us to take stock of the progress made over the next year, always in connection with the implementation of our current accessibility plan. We will then prepare another accessibility plan one year later, on June 1st, 2026.