

## **ACCESSIBILITY PLAN**

### **2023-2026**

#### **1. GENERAL INFORMATION**

##### **1.1 Engagement**

Transport Inter-Nord is committed to building a culture of inclusion and accessibility. Not only is this part of our corporate culture, but ensuring access to everyone is imperative to our continued growth and competitiveness as an employer in the trucking industry. We will contribute to a barrier-free Canada by developing an accessibility framework that will ensure that the employees and the public we serve have the best possible experience with our services, products and facilities.

We know that creating a barrier-free environment takes time and we are committed to identifying, removing and preventing barriers on an ongoing basis. Transport Inter-Nord will build on the efforts we are already making when developing our initial accessibility plan, as required by the *Accessible Canada Act*. This accessibility plan will guide our organization in meeting our accessibility commitments and creating a culture of trust in accessibility.

To achieve this, it is important to recognize and understand the needs of persons with disabilities. For this reason, this plan was developed in consultation with employees who self-identify as disabled through surveys, roundtable discussions and one-on-one interviews. In addition, external organizations that assist persons with disabilities were consulted in the development of this plan.

At Transport Inter-Nord, we are committed to ensuring that our organization and the services we offer are accessible to everyone, including people with disabilities. All Canadians have the right to benefit from our services in an equitable manner and those who work with us have the right to perform their work in an environment free of barriers.

##### **1.2 Description of Transport Inter-Nord**

Founded in 1990 by Louis McLaughlin and his sons Steve and Dave, the family business has grown steadily over the years.

Today, now that Louis has taken his well deserved retirement, Steve and Dave have become the company's key administrators, with their brother Yan managing evening operations.

True to the tradition of family businesses, the third generation has joined the venture, with Mélissa working in administration and her brother Kevin covering daytime operations.

From its beginnings in the family garage to an operation occupying over 60,000 square feet of office and warehouse space, 160 employees and a fleet of over 260 units serving some 465 towns and cities in Quebec, the company's expansion is still going strong.

### 1.3 Commentaries

We welcome your feedback on our plan and accessibility within the company. You can submit your commentaries to:

- **Roxanne Bonin, Director HR**  
Email address: roxanne.bonin@inter-nord.com;  
Phone: 450 438-7133 poste 755;  
Postal address: 455, Boulevard Lajeunesse Ouest, Saint-Jérôme, J5L2P7

### 1.4 Report on the progress of the plan

In accordance with the *Accessible Canada Act*, our organization is committed to publishing an annual status report assessing our accessibility progress. In addition, we will review and update our accessibility plan every three years. These progress reports and updates to our plan will be developed in collaboration with consultations with persons with disabilities.

### 1.5 Definitions

- **Accessibility:**

Refers to the need for persons with disabilities to be considered intentionally and thoughtfully when products, services and facilities are designed or modified, so that they can be used and appreciated by anyone, regardless of their abilities.

- **Barrier:**

The *Accessible Canada Act* defines the barrier notion 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 the disability notion 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, in interaction with a barrier, hinders a person's full and equal participation in society."

## **2. EMPLOYMENT**

At Transport Inter-Nord, accessibility must be ensured at every stage of the evolution of employment within the company. We are committed to all persons in under-represented designated groups to apply the concept of accessibility to our various positions.

We recognize that we need to survey and/or identify active employees living with disabilities.

Second, we need to improve our recruitment practices to make it easier to hire people with disabilities.

### **Actions to be taken:**

- Distribute the self-identification form to our existing employees;
- Further promote the self-identification form when hiring;
- Make changes to job postings and the "Career" section of our website to encourage candidates from designated groups to apply when the job requirements permit;
- Raise awareness of recruitment staff of potential bias towards designated groups.

## **3. BUILT ENVIRONMENT**

We have one facility in the province of Quebec. There is one terminal including a mechanic side, warehouse and offices. We maintain and repair the facility as required, and all construction and renovation work on our terminal complies with the *National Building Code*.

### **Actions to be taken:**

- Increase the involvement of those responsible for developing new facilities and/or selecting rental locations;
- Conduct an assessment of all our facilities to identify accessibility barriers;
- Increase involvement of those responsible for major building repairs.

#### **4. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)**

We are a large company with a variety of technologies and systems. Some of these are ready-to-use standard products that we have purchased, and others have been customized or created by us. We have a great technology team, which allows us to stay up to date with changes and thus continuously improve. We ensure that our website complies with the *Government of Canada Standard on Web Accessibility*, both in terms of content and presentation.

##### **Actions to be taken:**

- Ensure that new systems meet current accessibility standards;
- Be aware of new communication technologies and consider them when developing and/or acquiring new software.

#### **5. COMMUNICATION, OTHER THAN ICT**

The communications priority area recognizes that each person gives, receives and understands information in different ways. Organizations are expected to take these differences into account and communicate in various accessible formats to those who need it. Communication products include, for example, hiring documents, compliance documents and our corporate policies.

We recognize that our current communication processes do not reflect differences.

##### **Actions to be taken:**

- Assess how we could make important documents more accessible to all groups;
- Equip the Human Resources team to facilitate internal and external communications in plain language.

#### **6. PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

We continually seek to adapt our practices to make our services as inclusive as possible for people with disabilities. It is with this in mind that accessibility criteria must always be taken into account in all our decisions and operations.

We need to consider accessibility early in all procurement processes to reduce potential barriers.

**Action to be taken:**

- Commit to an assessment process that considers accessibility when purchasing goods and services in facilities.

**7. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

Transport Inter-Nord's services mainly concern the transport of goods. Our customers are mainly companies. As a result, people with disabilities working for our customers may interact with us through our website or through direct contact with our customer service or sales team. We have never received complaints about the accessibility of our programs and services from our clients.

**Actions to be taken:**

- Ensure that accessibility is considered in the creation of programs and services;
- Commit to developing an internal accessibility policy to demonstrate Transport Inter-Nord's commitment.

**8. TRANSPORTATION**

Transport Inter-Nord transports goods and not people. Since the *Accessible Canada Act* is about transporting people, our actions do not apply in this sector.

**9. CONSULTATION**

In order to realize Transport Inter-Nord's commitment to making our work environment accessible to all, we have developed our accessibility plan by consulting our employees, including those living with disabilities.

We collected feedback and advice from our team members and external organizations in a variety of ways.

We met with employees who identified themselves as part of the designated groups in one-on-one meetings. The goal was to better understand their situation and their views on current practices and improvements that could be made.

We consulted with external organizations that provide support to persons with disabilities to better understand and obtain recommendations on how to improve accessibility of buildings, truck courses and company programs and services. The organizations we consulted included:

- Alliance for the Equality of Blind Canadians;
- Canadian Association of the Deaf;
- Health Canada, Persons with Disabilities Network.

We will continue to survey employees, including those with disabilities, and any working groups that have been created as part of this accessibility plan to measure our progress and ensure we are making the changes we have committed to.

## FEEDBACK PROCEDURE

Transport Inter-Nord encourages you to share your observations regarding the accessibility barriers you have encountered during your interactions with the company or regarding the implementation of its accessibility plan.

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."

### Person responsible for the feedback process

We welcome your feedback on our plan and accessibility within the company. You can submit your commentaries to:

- **Roxanne Bonin, Director HR**  
Email address: roxanne.bonin@inter-nord.com;  
Phone: 450 438-7133 poste 755;  
Postal address: 455, Boulevard Lajeunesse Ouest, Saint-Jérôme, J5L2P7

### How to submit your feedback?

You have several ways to provide your comments to Transport Inter-Nord including by mail, phone, email, survey, on social networks, via our official complaints procedure or by going to one of our terminals.

**Postal address:** 455, Boulevard Lajeunesse Ouest, Saint-Jérôme, J5L2P7

**Phone:** 450 438-7133, extension 755

**Email:** rh@inter-nord.com

#### Facebook :

*Write us a message*      *private*      <https://www.facebook.com/transport.inter-nord>

**Instagram:** [https://www.instagram.com/transport\\_internord](https://www.instagram.com/transport_internord)

Write us a message private

**LinkedIn:**

Write us a message private

<https://www.linkedin.com/company/transport-inter-nord-inc>

### Feedback-handling procedure

Your commentaries will be taken into account to continually improve our accessibility efforts. They could be dealt with immediately or as part of the development of our future accessibility plan. Details on the feedback we receive and how we take it into account will be reflected in our status reports, published between the different versions of the accessibility plan.

Individuals who share their observations may provide personal and contact information, but this is not mandatory. If you prefer to submit your comments anonymously, the online form or live chat is the best way to do so. This way, we will not see your contact information (phone number or email address).

### References

- EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. *Summary of the Accessible Canada Act*. <https://www.canada.ca/en/employment-social-development/programs/accessible-canada/act-summary.html>;
- EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. *Guidance on accessibility plans*. <https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance/accessibility-plans.html>;
- EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. *Guidance on the Accessible Canada Regulations: Sample Accessibility Plan Template*. [https://www.canada.ca/content/dam/esdc-edsc/documents/programs/accessible-canada/accessible-canada-regulations-guidance/GuidanceOnACR-Template\\_ENG.pdf](https://www.canada.ca/content/dam/esdc-edsc/documents/programs/accessible-canada/accessible-canada-regulations-guidance/GuidanceOnACR-Template_ENG.pdf);



- TRUCKING HR CANADA. *Liste de vérification – s’assurer de sa conformité en tant qu’employeur.* April 2023. <https://truckinghr.com/wp-content/uploads/2023/06/AODARegChecklistF.4-1.pdf>.