Accessibility Act Policy

Department owner: Human Resources

Group Express Inc. **Last update: May 2026**

Overview

Group Express Inc. is committed to fostering a culture of inclusivity and accessibility. This commitment is integral to our company culture and is essential for our continued growth and competitiveness as an employer in the trucking sector. We aim to contribute to a barrier-free Canada by developing an accessibility framework that enhances the experience of both our employees and the public we serve, through our services, products, and facilities.

We understand that creating a barrier-free environment takes time, and we are dedicated to the ongoing identification, removal, and prevention of barriers. Group Express Inc. will build upon our current efforts by developing our initial Accessibility Plan, as required under the Accessible Canada Act. This accessibility plan will continue to guide our organization in achieving our accessibility commitments and in fostering a culture of trust in accessibility.

To address gaps in these areas, it is crucial to recognize and understand the needs of individuals with disabilities. Therefore, this plan was developed in consultation with employees who identify as having a disability, through surveys, roundtable discussions, and one-on-one interviews. Additionally, we consulted with external organizations that serve people with disabilities in the development of this plan.

Audience

This policy is applicable to all Group Express Inc. employees, including Drivers, Hourly Staff, and Managers.

The initial opportunities remain the same as those identified during the development of the first accessibility plan.

• **Enhancing Recruitment:** Improving our ability to attract individuals with disabilities to jobs within our company and the trucking sector.

• **Expanding Accommodations:** Increasing the range and options for accommodations, particularly for drivers.

• **Providing Accessible Information:** Being better prepared to offer information in accessible formats upon request.

• **Upgrading IT Knowledge:** Enhancing the knowledge of our IT team and utilizing accessibility features in both current and future IT equipment, programs, and systems.

• **Implementing Accessibility Reviews:** Introducing processes that involve a thorough review through an "accessibility lens" for assessing facilities, procurement procedures, company programs, new initiatives, and ongoing services.

Your Input and Feedback (Recommended Subsection)

Group Express Inc. welcomes feedback on our Accessibility Plan from the public, employees, and stakeholders. Your feedback is valuable in helping us identify and remove accessibility barriers and strengthen our commitment to accessibility and inclusion.

If you have any inquiries or feedback, please use one of the contact methods below. We will respond to all feedback promptly. If you need assistance while providing feedback, please let us know, and we will do our best to accommodate your needs.

Contact: Julie Rousseau
Email: jrousseau@cat.ca
Phone: (800) 363-5313 ext. 6379

Website: https://www.groupexpress.ca/

Statement of Commitment

At Group Express Inc., we are dedicated to ensuring that our organization and the services we provide are accessible to everyone, including individuals with disabilities. We believe that all Canadians have the right to access our services equally, and everyone who works with us deserves to perform their jobs without encountering barriers.

Reporting Our Plan

As required by the Accessible Canada Act, we will publish an annual status report to measure our progress against our accessibility commitments. Additionally, we will review and update our Accessibility Plan every three years. Both progress reports and updates to our Accessibility Plan will be informed by consultations with individuals with disabilities.

Definition

Accessibility: Refers to the intentional and thoughtful consideration of the needs of individuals with disabilities when designing or modifying products, services, and facilities, ensuring they are accessible and enjoyable for everyone.

Barrier: The Accessible Canada Act defines a barrier as "anything—including physical, architectural, technological, or attitudinal elements, as well as anything related to information or communications, or the result of a policy or practice—that hinders the full and equal participation in society of individuals with an impairment. This includes physical, mental, intellectual, cognitive, learning, communication, or sensory impairments, as well as functional limitations."

Disability: The Accessible Canada Act defines a disability as "any impairment, including physical, mental, intellectual, cognitive, learning, communication, or sensory impairments—or functional limitations—whether permanent, temporary, episodic, or not immediately evident, that, when interacting with a barrier, hinders a person's full and equal participation in society."

Progress made since the 2023 Plan

Since the publication of our first accessibility plan, the organization has gathered feedback from employees and managers, notably through internal discussions and exchanges.

Key findings from the feedback:

- A need to improve the accessibility of certain equipment and work tools
- A desire to increase managers' awareness of inclusion and accessibility
- An interest in better understanding the available accommodation measures
- A need to improve the accessibility of physical and technological environments

Measures implemented in response to this feedback:

- Modifications made to certain trucks to enable drivers with disabilities to perform their duties
- Meetings held with managers to strengthen their awareness of inclusion and accessibility
- Reminder, during self-identification at hiring, of the confidentiality of personal information and the importance of representation data
- Review of certain HR policies to incorporate a clearer accommodation approach
- Identification of physical and technological barriers in order to initiate actions aimed at implementing concrete measures over the coming year

Employment

The “Employment” area aims to ensure that candidates and employees with disabilities, as well as individuals who face barriers, receive support throughout their employment lifecycle.

Barrier #1: Our company is competing to attract employees, and, at present, we are still not attracting enough candidates from underrepresented groups such as persons with disabilities.

Actions:

- Review the Careers section of our website to increase the visibility of the various types of jobs available to persons with disabilities in the trucking industry, highlighting our commitment to including them on our team.
- Continue to educate hiring managers on accessibility and on how they can ensure a barrier-free recruitment, selection, and accommodation process.
- Inform candidates, during job interviews, of the availability of accommodations; adapt equipment and tools to meet the specific needs of employees.

Built Environment

The "Built Environment" area ensures that workspaces and the work environment are accessible to everyone.

Barrier #2: Some areas within the office and truck yard may restrict the mobility of employees and visitors with disabilities

Actions:

- Systematically integrate accessibility criteria, particularly for persons with reduced mobility, into the process of selecting and acquiring new offices or terminals.

- Establish a permanent advisory committee of internal stakeholders that will meet annually to provide feedback on proposed changes to the design of the built environment and to prioritize implementation efforts.

Barrier #3: Safety signage in our buildings and truck yard is not accessible to individuals with low vision

Actions:

- Analyze, in collaboration with the Real Estate department, the feasibility of implementing tactile signage and braille at key points within buildings to improve accessibility.

- Improve, as needed, the lighting of safety signs and directional indicators in the yard.

Information and Communication Technologies (ICT)

"Information and Communication Technologies" refer to the various tools used to send, store, create, share, or exchange information.

This includes:

- Our website
- Our web applications, such as Outlook
- The documents we use, such as PDF and Word files, and presentations like PowerPoint
- Employees' mobile phones and tablets
- Virtual meeting platforms such as Microsoft Teams

Barrier #4: Lack of knowledge and experience regarding accessibility technologies, which are evolving rapidly.

Actions:

- Provide training to IT department employees as well as managers to strengthen their knowledge of accessibility, particularly regarding the accessible features of the software used within the organization.
- Ensure that the IT team regularly communicates to employees any new accessibility features available in systems and technological tools.

Barrier #5: Lack of communication to employees regarding the availability of accessible technology tools.

Actions:

- Integrate, into the onboarding process for new employees, a presentation of the available accessibility features and tools (e.g., screen magnification, Read Aloud in Word, captions in Teams).
- Adapt training and policy dissemination platforms to include audio versions of written content and captions for audio or video training materials.

Communication Other Than ICT

This area requires that organizations provide barrier-free access to all communications produced for the public, clients, and employees.

Barrier #6: The company does not communicate frequently enough to employees that alternative formats for communications are available and that they can request them.

Actions:

• Identify service providers and establish contracts or agreements to create alternative formats, where appropriate and necessary, upon request, so that these formats can be delivered within a reasonable timeframe.

• When requested, we are committed to providing these alternative formats as quickly as possible and within the timelines set out in the Accessible Canada Regulations:

- print
- large print
- braille
- audio format
- An electronic format that is compatible with assistive technologies designed to support persons with disabilities.

Procurement of Goods, Service and Facilities

The "procuring (buying) goods, services, and facilities" area ensures that accessibility is considered from the outset of the purchasing process.

Barrier #7: Group Express Inc. procurement procedures and practices do not systematically take accessibility requirements into account.

Actions:

- Update procurement procedures to include accessibility checks for all goods and services being purchased.
- Ensure accessibility considerations are included in procurement document templates (e.g., requests for proposals) to inform external suppliers and confirm that the products and services provided will comply with the Accessible Canada Act.

Design and Delivery of Programs and Services

When designing and delivering the Company's internal and external programs and services, accessibility considerations must be integrated from the very beginning.

Barrier #8: To date, no structured and standardized approach has been put in place to ensure the integration of accessibility into the organization's programs, processes, and services.

Actions:

- Rely on regulatory requirements to consult persons with disabilities by creating a forum composed of employees from various sectors of the company—including drivers, mechanics, yard workers, IT, HR, finance, safety, etc.—to review and provide feedback on all programs, processes, policies, and services. This forum will review existing programs and services and then provide guidance for the development of future programs and services.
- Develop and promote guidelines on how to apply the organization's accessibility vision when reviewing its policies, programs, and services.
- Create an accessibility checklist to ensure that key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and the Accessible Canada Regulations to those responsible for developing programs, processes, and procedures.

Transportation

This area of focus in the Accessible Canada Act pertains to the transportation of people and goods. Vehicles used by organizations and regulated by the federal government must account for operational barriers and provide necessary accommodations for employees operating the vehicles.

Barrier #9: Certain physical disabilities can make performing the duties of a driver more difficult or require specific accommodations.

Actions:

- Allocate a budget to make modifications to trucks to enable persons with reduced mobility to work as drivers at Group Express Inc.

Consultations

To bring Group Express Inc. commitment to providing an accessible workplace for all to life, we developed our accessibility plan in consultation with our employees, including those living with disabilities.

We gathered feedback and recommendations from members of our team through various meetings held throughout the year, as well as through one-on-one discussions with employees with disabilities, allowing them to share their perspectives and propose ideas.

We will continue to actively promote accessibility among all our employees, including those living with disabilities, as well as within the working groups established as part of this plan. This approach will enable us to track our progress and ensure that we implement the changes to which we have committed.