



CARAVAN/JOBS TRAINING CENTRE INC.

ACCESSIBILITY PLAN



JUNE 1, 2024





General

CARAVAN / JOBS Training Centre Inc. is committed to promoting a diverse, inclusive, and accessible work environment, as one of Canada's Best Managed Companies, and an employer of choice. Not only is this an integral part of our Company culture, we recognize the benefit it provides in maintaining our presence as one of Canada's premiere cross border transportation providers. We believe that our strength and continued growth lies in building an organization that values diversity, inclusion and accessibility for our employees, the public we serve, and towards contributing to a barrier-free Canada for all.

We know that creating a barrier-free environment takes time and we are dedicated to the ongoing efforts to identify, remove, and prevent barriers. CARAVAN / JOBS Training Centre Inc. will build on our current initiatives through the development of our initial Accessibility Plan in compliance with the Accessible Canada Act. The Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessible environment.

To address gaps in these areas, we recognize the importance of understanding the needs of those with disabilities. As such, our initial plan was developed in consultation with employees who identified as having a disability through employee surveys and 1:1 interviews, as well as review of our internal operation in roundtable discussions with a cross section of employees actively interested in contributing to an accessible environment.

Feedback Process

CARAVAN / JOBS Training Centre Inc. welcomes feedback from the public, employees, and stakeholders regarding our Accessibility Plan. This feedback is valuable as it helps us identify accessibility barriers and builds upon our efforts and commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will promptly respond to all feedback received. If you require assistance while submitting your feedback, please let us know and we will strive to accommodate your needs. You can also contact us to request this accessibility plan in alternate formats.

Contact Information:

Helene Bastille, Human Resources
2284 Wycroft Road, Oakville, ON L6L 6M1
Telephone: 905-338-5885
Email: Accessibility@caravangroup.com
Website: www.caravangroup.com



Definition

The Accessible Canada Act aims to make Canada barrier-free by January 1, 2040, by identifying, removing, and preventing new barriers in the following areas:

1. Employment
2. Building Environment
3. IT and Communication Technology (ICT)
4. Communication other than ICT
5. Procurement
6. Design and Delivery
7. Transportation

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.

The Accessible Canada Act **defines a barrier** as "Anything - including anything physical, architectural, technological or attitudinal, anything that is based on information or communication or anything that is the result of a policy or a practice - that hinders the full and equal participation in society of persons with impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

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, in interaction with a barrier, hinders a person's full and equal participation in society."

Statement of Commitment

Caravan / JOBS Training Centre is committed to understand and take proactive steps to provide an accessible, inclusive, barrier-free environment. To ensure our facilities and services are supportive to allow our employees with disabilities the ability to perform their jobs free of barriers. Our goal is to make our services and workplace accessible for all Canadians.

Reporting our Plan

As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years.



Addressing Areas Identified in the Accessible Canada Act

In accordance with the Accessible Canada Act, we fully embrace the requirement to review our organization, and have diligently identified some barriers that prevent accessibility in the 7 key areas outlined in Section 5 of the Accessible Canada Act. We recognize the importance of equal access and participation and are actively committed in removing barriers and strive to provide an inclusive experience for all.

Employment

The “employment” areas ensure that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Barrier #1:

Our recruitment process does not clearly offer accessible options for candidates and employees, resulting in our underrepresentation of disabled employees within our workforce.

Actions:

- Educate hiring managers on accessibility, and barrier-free recruitment processes.
- Use language that encourages and welcomes individuals with disabilities to apply to our jobs, highlighting our commitment to Diversity, Equity and Inclusion in the workplace and reasonable accommodations through the recruitment process.
- Enhance our careers section on our website to simplify language, increase visibility, and offer alternative means and formats in submitting applications.

Barrier #2:

Improve our communication practices to ensure employees are educated in seeking reasonable accommodations throughout their employment lifecycle.

Actions:

- Train and develop a framework that clearly outlines responsibilities and guides Managers in the accommodation process.
- Review current practices and conduct an accommodations assessment to address any gaps.
- Improve accommodation policies, processes, and forms so employees are aware and can ask for support, as needed.
- Improve our onboarding package to include our commitment to provide reasonable accommodation.

Built Environment

The “build environment” ensures that workspaces and work environment are accessible for all.



Barrier #3

We recognize the need of creating inclusive and accessible spaces that allow all individuals to navigate our facilities without limitations:

Actions:

- Audit our facilities to identify barriers and improve areas, where feasible, such as:
 - Automatic doors
 - Accessible washrooms
 - Accessible exterior walkways and entrances
- Provide accessible designated parking space.
- Provide ground floor accommodations to upper-level offices, to support those with needs.

Information and Communication Technologies (ICT)

“Information and communication technologies” are various technological tools used, to send, store, create, share, or exchange information.

Barrier #4

Our Company website, and online JOBS Training/Learning Centre intranet site are not fully accessible.

Actions:

- In consultation with vendors, audit and update web/intranet sites striving to provide accessibility tools and software ensuring WCAG2.1 compliance, where feasible.

Communication Other Than ICT

To provide barrier free access for our employees, clients, and the public to all forms of communications that the Company produces for this audience.

Barrier #5

We recognize that we do not have a consistent process in providing alternate formats of communications, in a timely manner.

Actions:

- Review and develop procedures to standardize the process of providing communications in alternate formats upon request, in a timely manner.
- Alternate formats shall become available in
 - print,
 - large print,
 - audio format, and
 - electronic format



Barrier #6

We recognize that Company internal communications often contain forms, images, and language that may not be accessible for those individuals with vision impairments, cognitive or learning disabilities.

Actions:

- Review and develop procedures to consistently offer alternate formats in communications, including forms and training materials.
- Review and audit existing communications to simplify content and materials to promote the use of clear and concise language, where feasible.

Procurement of Goods, Services and Facilities

We have and shall continue to provide procurement practices to accommodate workstations and tools, to support those with needs.

Actions:

- We will continue to review, update, and develop procurement procedures to ensure accessibility is considered when procuring goods and services.

Design and Delivery of Programs and Services

Accessibility considerations must be part of the process from the onset, when designing and delivering internal and external programs and services.

Barrier #7

We currently have no standard approach or framework for ensuring all programs, processes and services have taken accessibilities into account.

Actions:

- We shall aim to provide consistent framework by developing guidelines on evaluating accessibility measures when reviewing company policies, programs, and services.
- To assist in this initiative, we will develop an accessibility checklist to aid as a guide in ensuring accessibility considerations are considered.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes, and procedures.

Transportation

Our vehicles are provided with the latest technologies, and satellite communications, however modifications related to accessibility remain challenging.



We shall continue to consider reasonable accommodation requests, to support those with accessibility needs.

Consultations

To align with CARAVAN / JOBS Training Centre Inc.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback and input from our team members several ways:

- Companywide survey.
- 1:1 interviews with employees with disabilities so they can share their ideas and provide valuable feedback.
- Focus groups and round table discussions with employees interested in making our work environment accessible to all.

We will conduct ongoing employee surveys, including those with disabilities, and focus groups established as part of this Accessibility Plan, to strengthen our understanding, track our progress and ensure the successful implementation of our initiatives.

CARAVAN / JOBS Training Centre Inc. has made its commitment to become a leader in transportation by drawing on the wealth of unique Canadian perspectives. We will continue to expand upon our Diversity and Inclusion commitments to ensure full alignment with our overall corporate culture strategy and realize the changes we've set out to achieve in being accessible to all.