



CARAVAN/JOBS TRAINING CENTRE INC.

ACCESSIBILITY PLAN



JUNE 1, 2026





General

CARAVAN / JOBS Training Centre Inc. is committed to promoting a diverse, inclusive, and accessible work environment. Not only is this an integral part of our company core values and culture, we recognize the benefit it provides in maintaining our presence as one of Canada's premiere cross border transportation providers. As one of Canada's Best Managed Companies, and an employer of choice, we believe 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. With this plan, we continue our commitment to meet our accessibility objectives, in alignment with the Accessible Canada Act. It incorporates lessons learned from our 2025 Progress Report and builds upon the foundation of our original 2023 Accessibility Plan. Highlighting the progress, we have made to support a more accessible and inclusive workplace through improved digital technologies, enhanced training, policy development, and continued support of our employees and workplace.

To address accessibility needs, this plan was developed in consultation with employees who identify as having a disability via employee surveys, and 1-1 interviews.

A summary of this Accessibility Plan include:

- Employment – Strengthening barrier-free recruitment, onboarding, and accommodation practices throughout the employment lifecycle, with ongoing training for all hiring managers and staff.
- Built Environment – Continuing interim accommodations while working toward capital improvements to enhance facility accessibility of our premises.
- Information and Communication Technologies – Completing website redesign to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, with continued accessibility training for IT staff and an accessibility checklist for all new software procurement.
- Communication Other Than ICT – Providing alternate formats (print, large print, Braille, audio) upon request within required timeframes, with consistent accessible standards applied across all internal communications.
- Procurement – Embedding accessibility requirements into procurement procedures, including a formal checklist and staff training for consistent application.
- Design and Delivery of Programs and Services – Implementing a formal accessibility checklist for all new programs and policies, with ongoing consultation with persons with disabilities and staff training on the Accessible Canada Act.



- Transportation – Focused on supporting employees in driver roles through reasonable accommodation, research into driver-specific accessibility options, and benchmarking with industry peers.

Feedback Process and Contact Information

CARAVAN / JOBS Training Centre Inc. welcomes feedback from the public, employees, and our stakeholders regarding our Accessibility Plan and Progress Reports. This feedback helps us identify accessibility barriers and strengthens our 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.

Contact Information:

Helene Bastille, Human Resources
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Website: www.caravangroup.com

Definitions

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

- Employment
- Built Environment
- Information and Communication Technologies (ICT)
- Communication Other than ICT
- Procurement of Goods and Services
- Design and Delivery of Programs and Services
- 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 Inc. is committed to providing an accessible, equitable, inclusive, and barrier-free environment. We foster an organizational culture that values diverse lived experiences and are committed to providing facilities and services that enable all employees to perform their jobs free of barriers. Our goal is to ensure that our services and workplace are inclusive and accessible for all Canadians.

Reporting Our Plan

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

You may also request a copy of this Accessibility Plan, Progress Report, or Feedback Process description in the following alternate formats:

- Print
- Large print
- Braille
- Audio format

For print and large print, we will send the requested format within 15 days. Braille or audio formats may take up to 45 days.

Addressing Areas Identified in the Accessible Canada Act

In accordance with the Accessible Canada Act, we have reviewed our organization across all seven priority areas. The following reflects the barriers we have identified, the progress made since 2023, and our renewed commitments for the next three years.

Employment

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



Barrier #1: Recruitment and Attraction

Caravan is committed to promoting a respectful, diverse, inclusive, equitable, and barrier-free workplace for all, including increasing attraction from underrepresented groups.

Progress to Date:

We have accomplished all the actions set out in addressing this barrier identified in our first accessibility plan, and have completed the following:

- Educated existing hiring managers on accessibility and barrier-free recruitment processes. All new hiring managers now receive this training during onboarding.
- Standardized job description and posting templates with inclusive language, reflecting our commitment to diversity, equity, inclusion and reasonable accommodations.
- Added our DEI and accommodation commitment statement to all job postings, to encourage persons with disabilities to apply to positions and request accommodations during throughout the recruitment process.
- Engaged a consultant to enhance the careers section of our website to simplify language, increase visibility, and offer alternative application formats.

New Barriers Identified:

- Although we have accomplished the actions noted above, our company continues to face challenges in attracting applicants from underrepresented groups, such as persons with disabilities.

Actions to Remove Barriers:

- Continue to enhance the careers section of our website to ensure that accessibility improvements are effective, and increase visibility to attract more persons with disabilities to apply for available positions.
- Benchmark current recruitment, selection, and onboarding practices against leading accessibility used by other trucking companies, including data and trend analysis to identify gaps and opportunities for improvement.
- Continue to deliver accessibility training to all hiring managers and promote our accommodation process throughout the hiring process, including upon onboarding.
- Review and refresh job posting templates annually to ensure language remains inclusive and current, that encourage persons with disabilities to apply.

Barrier #2: Accommodation Throughout the Employment Lifecycle

Caravan is dedicated to cultivating a diverse workplace culture rooted in inclusion, equality, and respect, providing fair treatment and accessibility at every step of an employee's lifecycle.

Progress to Date:

To support this barrier, we recognized the need to strengthen our communication practices and ensure all employees are aware of our accommodation process and how to request reasonable accommodation, we achieved this through the following:



- Enhanced the language in our commitment to accessibility and accommodation in all Offers of Employment to reinforce support from the initial point of hire through onboarding and employment lifecycle.
- Improved our Accommodation Policy to increase awareness and provide employees with clear guidance on seeking accessibility support, including an accommodations request form to simplify the process for requesting support.
- Incorporated the Accommodation Policy in the onboarding package for all new hires.
- Trained existing managers on accessibility and reasonable accommodation processes. All new managers now receive this training during onboarding.

New Barriers Identified:

- We recognize that not all employees may feel comfortable disclosing their accessibility needs. Fear of stigma or confidentiality may prevent employees from seeking the accommodations they need to perform their role effectively.
- In addition, we also recognize the need to expand our understanding of the range and variety of accommodation options available to persons with disabilities in the truck driver position.

Actions to Remove Barriers:

- Continue to promote accommodation awareness and foster a respectful and supportive culture where employees feel safe to disclose accessibility needs without fear of stigma.
- Continue to expand and identify accommodation options specific to the truck driver role, including adaptive equipment, modified duties, and/or flexible work arrangements, where feasible.
- Conduct a review of the Accommodation Policy annually to ensure it remains current, consistent and effective.
- Provide refresher accommodation training to managers and leaders on a regular cycle.
- Ensure all new employees are made aware of the accommodation process during onboarding.
- Continue conducting 1:1 interviews and surveys with employees who identify as having a disability to gather feedback on the effectiveness of our accommodation processes., by early 2027.

Built Environment

The “built environment” area ensures that workspaces and the work environment are accessible for all.

Barrier #3: Physical Facility Accessibility

We recognize the need to create inclusive and accessible spaces that allow all individuals to navigate our facilities without limitations. We continue to work toward identifying and removing physical barriers.



Progress to Date:

- Created accessible designated parking spaces.
- Provided ground floor workstation accommodations to employees with upper-level office assignments who requested relocation.
- Provided height adjustable sit-stand desks, dimmable workstation task lighting, and Bluetooth headset adapters compatible with hearing aids, to all persons who requested accessible devices.
- Repositioned emergency equipment to ensure they are within easy reach for all individuals.

Actions to Remove Barriers:

- Continue to process reasonable accommodation requests in a timely manner, subject to operational feasibility.
- Periodically audit our facilities to identify physical space barriers and note potential improvements, prioritizing actions based on available operational resources.
- Continue to evaluate accessibility enhancements at workstations, common entrances, washrooms, and meeting areas for barrier-free movement.
- Review signage across our facilities to identify opportunities for improved accessibility.

Information and Communication Technologies (ICT)

Information and communication technologies (ICT) are the various technological tools used to send, store, create, share, or exchange information.

Barrier #4: Website and Digital Technology Accessibility

Our company website and online training intranet did not previously fully support accessible technology features for persons with disabilities.

Progress to Date:

- Engaged our internal IT team to audit and redesign the company website to improve accessibility.
- Continued to educate our IT team on accessibility and ways to adapt technological services to improve the experience for persons with disabilities.
- We redesigned our website to meet current accessibility standards and improve the experience for all users.

New Barriers Identified:

- While progress has been made, we recognize that our internal IT team requires additional training to fully understand and implement IT accessibility requirements.
- We also recognize that many of the tools and software used in the company have accessibility capabilities that can be better utilized.



Actions to Remove Barriers:

- Provide digital accessibility training to all IT team members involved in developing, maintaining, or updating our website and digital tools.
- Continue to educate our IT team on evolving accessibility standards and best practices on an ongoing basis.
- Establish a process and create a checklist to assess the accessibility conformance of any software, tools, or digital technologies purchased for use on our website or intranet before procurement.
- Review our online training intranet site for accessibility and implement improvements, where feasible.
- Review and take inventory of all IT systems currently used by the company to identify and assess their accessibility capabilities.
- Gradually introduce and expand new accessibility features across our IT systems.
- Deliver and promote training for all employees on how to use the accessibility features on all available programs.

Communication Other Than ICT

Caravan is committed to providing fair, open, transparent, and accessible communication and documentation formats free from barriers.

Barrier #5: Alternate Format Communications

We recognized that we did not have a consistent process for providing alternate formats of communications in a timely manner.

Progress to Date:

- Established a process to provide alternate formats of communication upon request, best suited to the needs of the recipient, including print, large print, Braille, and audio format.

Actions to Remove Barriers:

- Ensure alternate format requests continue to be fulfilled within the required timeframes: print and large print within 15 days, Braille and audio within 45 days.
- Educate all staff responsible for communications the accessibility standards and alternate format process, so that are aware and consistently apply accessibility across all digital platforms.

Barrier #6: Accessible Internal Communications

We recognized that our internal communications, including intranet site, often contain forms, images, and complex language that may not be accessible for individuals with vision impairments, cognitive, or learning disabilities.



Progress to Date:

- Provided tools, procedures, and resources to those responsible for developing content to ensure communications are distributed in accessible formats.
- In consultation with persons with disabilities, began the process of auditing existing policies, processes, training materials, and forms to simplify content, promote clear and concise language, and add visuals where feasible.

New Barriers Identified:

- While progress has been made, we recognize that we are inconsistent in applying the accessible standards across all internal communications.

Actions to Remove Barriers:

- Continue to consult with employees who have identified as having a disability, to review our intranet site and internal documentation through an accessibility lens.
- Complete the audit of existing internal policies, training materials, forms and other communications, and update to improve readability, clarity, and accessibility.
- Continue to provide resources and guidance to staff responsible for content creation to maintain accessible communication standards.
- Ensure all new internal communications are created in accessible formats and plain language from the outset.

Procurement of Goods, Services and Facilities

We commit to deploy procurement procedures and practices with accessibility considerations from the outset.

Progress to Date:

- Updated procurement procedures to ensure accessibility is considered when procuring goods and services.

Actions to Remove Barriers:

- Update the procurement procedures to include an accessibility checklist when procuring goods and services.
- Train staff involved in procurement on accessibility requirements to ensure these criteria are consistently applied, from the onset.

Design and Delivery of Programs and Services

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

Barrier #7: Accessibility Framework for Programs and Services

We identified that we had no standard approach or framework for ensuring all programs, processes, and services had taken accessibility into account.

**Progress to Date:**

- In consultation with persons with disabilities, reviewed and provided feedback on policies, processes, and training programs through an accessibility lens.
- Developed guidelines and provided training to individuals responsible for designing new programs and services.

New Barriers Identified:

- While progress has been made, we recognize that we are inconsistent in applying the accessible standards across all programs and services.

Actions to Remove Barriers:

- Continue to consult with persons with disabilities when reviewing or developing programs and services.
- Develop and implement a formal accessibility checklist to be used when reviewing or designing company policies, programs.
- Embed the accessibility documents and standard program developed, so it is applied consistently from the outset.
- Provide ongoing training on the Accessible Canada Act and Accessible Canada Regulations for staff whose role involves developing programs, processes, or procedures.

Transportation

Caravan provides the transportation of goods. We do not transport passengers and are therefore not subject to the passenger transportation provisions of the Accessible Canada Act.

Progress to Date:

- Reviewed and processed reasonable accessible accommodations, from those who requested support.

New Barriers Identified:

- We recognize that employees in driver roles may face accessibility barriers related to the operation of vehicles, yard equipment, and dispatch tools used in the course of their work.

Actions to Remove Barriers:

- Continue to consider and process reasonable accommodation requests from employees to support.
- Research and educate ourselves on the range of accessibility accommodations available specific to the truck driver role.
- Benchmark with other organizations in the trucking industry to identify best practices for accommodating drivers with disabilities.



Consultations

In accordance with the Accessible Canada Act and CARAVAN / JOBS Training Centre Inc.'s commitment to make our workplace environment accessible to all, this renewed plan was developed in ongoing consultation with a cross-section of our employees, including those with disabilities.

We gathered feedback and input from team members through:

- A companywide survey on accommodation policy awareness, accessibility support, and workplace progress.
- One-on-one interviews with employees with disabilities to share their ideas and provide feedback on our accessibility plan and progress to date.
- Focus groups with a cross-section of employees, Senior Management, and Human Resources committed to making our work environment inclusive and accessible.

We have compiled input received through these channels to strengthen our understanding, measure our progress, and build upon our initiatives toward a barrier-free workplace

Conclusion

CARAVAN / JOBS Training Centre Inc. has made a sincere commitment to becoming a leader in transportation by drawing on the wealth of diverse perspectives within our workforce and the communities we serve. We are proud of the progress made since our original 2023 Accessibility Plan and recognize there is more work ahead.

This renewed plan reflects both what we have accomplished and where we are going. We will continue to improve and expand upon our accessibility and inclusion commitments, addressing new regulatory requirements, strengthening our digital accessibility, supporting our employees, and working toward a fully barrier-free workplace for all.