



## ACCESSIBILITY PLAN

### EXECUTIVE SUMMARY

Don Anderson Haulage Limited, and any of its subsidiaries (hereinafter “DAH” or “Company”) is deeply committed to fostering a culture of inclusivity and accessibility. This commitment isn’t just a part of our company philosophy; it’s essential for our sustained growth and competitiveness as an employer. We are firmly dedicated to contributing to a Canada that is barrier-free for all individuals. To achieve this goal, we are constructing an accessibility framework designed to enhance the experiences of our employees and the public we serve with our services, products, and facilities.

We understand that creating an environment free from barriers is a process that requires time and ongoing effort. DAH is unwavering in its commitment to continuously identify, eliminate, and prevent barriers. To formalize our commitment, we have developed our initial accessibility plan (“Accessibility Plan”) in compliance with the *Accessible Canada Act* (“ACA”). This Accessibility Plan will serve as our guiding document, helping us fulfill our accessibility promises and cultivate a culture that embraces accessibility with confidence.

Recognizing and addressing the specific needs of individuals with disabilities is paramount in bridging any existing gaps. Therefore, the formulation of this Accessibility Plan will involve close consultation with our employees who identify as having disabilities through employee surveys, roundtable discussions, and one-on-one interviews. Additionally, we will seek input from external organizations that provide services to people with disabilities during the development of this Accessibility Plan.

The Accessibility Plan will be reviewed and updated at least once every 3 years.

A summary of initial opportunities will be identified based on the consultation conducted in June of 2024.

### ACCESSIBILITY STATEMENT

DAH is committed to the objectives of the ACA. DAH will continue to provide its services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, DAH is committed to working with internal and external parties to make accessibility for all a reality.

### GENERAL

Our dedication to promoting inclusivity and accessibility includes an interactive feedback system, allowing both employees and the public to contribute their thoughts and suggestions. To offer feedback regarding accessibility, you can utilize any of the contact



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options listed below. If you need assistance while giving feedback, please inform us, and we will make every effort to accommodate your requirements. Should you decide to share your contact details, rest assured that we are committed to promptly responding to your feedback, maintaining the format in which it was conveyed. Alternatively, you may also choose to provide feedback anonymously.

- **Contact: Leanne Scott, Human Resources**
- **In person or by mail:** Don Anderson Haulage Limited, 36 Gordon Collins Drive  
PO Box 130 Gormley, ON L0H 1G0
- **By Telephone:** 905.927-2708
- **By email:** [leanne@andersonhaulage.com](mailto:leanne@andersonhaulage.com)

### DEFINITIONS

*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.

*Barrier* - 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.”

*Disability* - 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, interaction with a barrier, hinders a person’s full and equal participation in society.”

### CONSULTATION

The active involvement of employees with disabilities and their allies played a central role in pinpointing accessibility obstacles within DAH, ultimately shaping the commitments outlined in this Accessibility Plan. Our unwavering dedication extends to continued consultation and cooperation.

DAH will initiate the process by creating surveys and inviting participation of employees in virtual meetings. These sessions are aimed to enhance awareness and uncover accessibility barriers.

**DAH anticipates addressing any/all barriers identified in the following focus areas:**

### EMPLOYMENT

The goal of the 'Employment' area under the ACA is to ensure access to employment opportunities and accessible workplaces.

DAH is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Currently, DAH takes the following steps to ensure it continues to remain accessible to all individuals

- Notifies employees and the public about availability of accommodation(s) for applicants in the recruitment process.
- Notifies applicants who have been invited to participate in a recruitment, assessment or selection process that accommodation(s) are available.
- Notifies successful applicants of policies for accommodating employees with disabilities.
- Post on our website that accommodation(s) can be made available to those that request it.
- Informs all employees of all policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy).
- Provides in an accessible format information needed to perform the job and information which is generally available to employees in the workplace.
- Trains hiring managers to ensure that accommodations are available throughout the interview process.
- Provides individualized emergency response information to employees with disabilities when necessary.
- Prepares for the specific needs employees with disabilities may have in emergency situations.

### BUILT ENVIRONMENT

The built environment comprises of human-made structures, features and facilities; it is the physical environments where people live and work. The goal of the 'Built Environment' area under the ACA is to ensure all people can move freely around buildings and public spaces.

Currently, DAH provides publicly available emergency procedures/plan or public safety information in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information.

### INFORMATION AND COMMUNICATION TECHNOLOGIES

The goal of the Information and Communication Technologies ("ICT") area of the ACA is to ensure the accessibility of digital content and technologies.

ICT includes hardware, software, applications and websites for both external and internal facing systems for clients and employees.



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DAH is committed to meeting the communication needs of people with disabilities.

Currently, DAH maintains compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

DAH will continue to take the following steps to ensure it continues to meet its obligations under the ACA:

- Work with our web development group to ensure ICT compliance requirements continue to be met.
- Conduct an assessment of the DAH's website and testing for accessibility.

### **COMMUNICATION, OTHER THAN ICT**

The goal of the Communications area of the ACA is to ensure barrier-free services for persons with disabilities. This priority area of the ACA recognizes that people give, receive and understand communication in different ways. An organization is expected to take these differences into account and provide its communications in various accessible formats for people who require them. Some examples of communication products include signs, wayfinding, documents, forms, bills and receipts that are not technologically based.

Currently, DAH ensures:

- the accessibility of key documents, internally and externally, for people who request them in an alternative format.
- that the information is provided in a timely manner, at no extra cost, and that the person making the request is consulted in order to determine the most appropriate format or support.
- all staff are trained in the availability of communications in accessible formats and to whom requests should be forwarded.
- that specific people (Human Resources, Information Technology) are aware of the importance of responding to information requests.

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

The goal of the Procurement area of the ACA is to ensure the purchasing of goods, services and facilities is accessible.

### **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

The goal of the Design and Delivery of Programs and Services area of the ACA is to ensure that the services provided are accessible to all. When designing and delivering DAH's internal and external programs and services, accessibility considerations must be part of the process right from the very start.



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### TRANSPORTATION

DAH does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the ACA and the applicable regulations. This means that standards for Transportation are not in the scope of this Accessibility Plan. However, DAH provides accommodations to employees traveling for business and training purposes. We are committed to reviewing our policies and communications related to travel and transportation, as needed, to ensure they are barrier-free.

### FEEDBACK MECHANISM

The primary method for monitoring barriers to accessibility and collecting input from employees and the public is through a feedback mechanism, which is a required component of the ACA.

DAH's feedback mechanism is a process for receiving and handling input on the Accessibility Plan and any accessibility barriers encountered when interacting with DAH. The feedback received will be used to refine DAH's commitments and activities to align with the needs of persons with disabilities and be reflected in the feedback section of future progress reports.

DAH currently takes the following steps to ensure existing feedback processes are accessible to people with disabilities:

- Encourages feedback about our accessibility, including customer service, website, and employment practices.
- DAH welcomes feedback in person, by telephone, in writing, or by email. DAH is open to any other kind of assistive technology, device or methodology, including the use of sign-language interpreters or text to voice/voice to text apps.
- DAH will cooperate with the person in finding a communication method that works with his or her restrictions.

You can expect to hear back from us in 10 business days.

Members of the public and customers may provide feedback to DAH via the methods provided below. If you need assistance while giving feedback, please inform us, and we will make every effort to accommodate your requirements. Should you decide to share your contact details, rest assured that we are committed to promptly responding to your feedback, maintaining the format in which it was conveyed. Alternatively, you may also choose to provide feedback anonymously.

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**Employee methods** of providing and receiving feedback where accessible formats can be offered include:

- Annual Performance Reviews
- Open Door 'Policy' for general feedback between a Manager and Employee

Accessible formats of this document are available upon request, please contact Human Resources using the contact information provided above.

### REPORTING

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. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with consultants and persons with disabilities.

### CONCLUSION

This Accessibility Plan is part of our ongoing efforts and commitment to the long-term goal of a barrier free Canada by 2040. Every DAH employee has a role in increasing accessibility awareness and contributing to an accessible by default workplace of inclusion and acceptance.

If you have a question about this Accessibility Plan, please contact Human Resources using the contact information provided above.