



# ACCESSIBILITY PLAN

June 1<sup>st</sup>, 2024

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## 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.

### *Accessible:*

Environments, services, and products that are designed to be usable by people with disabilities, allowing them to interact with and benefit from them without barriers.

### *Barrier:*

The *Accessible Canada Act* defines a barrier as “anything – including physical, architectural, systemic, organizational, technological or attitudinal, any 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.”

### *Accommodation:*

In the context of persons with disabilities, “accommodation” refers to modification or adjustments made to environments, practices, or services to enable individuals with disabilities to participate fully and equally. This can include changes to physical spaces, the provision of assistive devices, or alterations to policies and procedures.

### *Accessibility Plan:*

The Accessibility Plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers. This plan was prepared and published by June 1<sup>st</sup>, 2024, and will be updated every three years following that, or sooner if necessary.

## **General**

### *Executive Summary*

Professional Carriers Inc. (the Company) is committed to building a culture of inclusivity and accessibility with all stakeholders. This includes providing a barrier-free environment for customers, employees, job applicants and anyone requesting access to our premises or services. This will not only strengthen our workplace culture, but also ensure our continued growth and competitive advantage as an employer in the transportation industry. This accessibility framework will enable us to support employees and the public we serve, in addition to providing them with the best experience possible when accessing our services, products, and facilities.

Creating this barrier-free environment will take time and the Company is committed to the ongoing identification, removal, and prevention of barriers. As required under the *Accessible Canada Act*, this initial plan will guide us in meeting our accessibility commitments and in upholding our workplace culture of inclusivity.

It is imperative to consult with employees who identify as having a disability and external organizations that serve people with disabilities for this plan to be both informed and effective. This has been done through roundtable conversations and reviews of current policies and procedures with those parties.

### *Feedback Process and Contact Information*

The Company welcomes feedback regarding the implementation of its Accessibility Plan and any barriers encountered by persons with disabilities. Persons who provide formal feedback will receive acknowledgement of their feedback in the same manner as it was received, unless the feedback is submitted anonymously. The feedback will be reviewed in good faith and steps will be taken to address any barriers that are identified.

Requests for the Accessibility Plan in an alternative format and feedback can be submitted by telephone, in person, fax, or email to:

**Lesley McBride**

**Recruitment and Safety Manager**

54 Somerville Road

Somerville, NB

E7P 3C8

[lmcbride@professionalcarriersinc.com](mailto:lmcbride@professionalcarriersinc.com)

(P): 506-375-8600 ext. 225

(F): 866-375-8600

The alternative format requested will be made available as soon as feasible. If the plan is requested in a Braille, ASL, or audio format, it will be provided 45 days after the day the request

was received. Other formats, such as large print, will be provided within 15 days after the day the request was received.

### *Statement of Commitment*

At Professional Carriers Inc., we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

## **Employment**

The Company understands that in order to contribute to a more diverse and welcoming workplace culture, we must work to improve workplace accessibility and ensure that the recruitment and selection process is accessible to applicants with disabilities. Practices and procedures are reviewed to identify, remove, and prevent barriers. Accommodations are made when necessary, during the recruitment and selection stages, and throughout the employment lifecycle.

- Review the current job application processes for persons with disabilities who experience barriers and evaluate potential alternatives.
- Review policies and procedures pertaining to accommodations for employees and candidates with disabilities and make plans to remove any barriers that are discovered.
- Enhance the careers section on our website to increase visibility to Canadians with disabilities of the jobs available in the trucking sector, highlighting our commitment to their inclusion in our workforce.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.
- Provide online learning on accessibility and inclusiveness to employees.
- Offer training on unconscious bias to supervisors to improve awareness of accessibility issues.

## **The Built Environment**

To promote a space of inclusivity, the Company wishes to make its facilities free of physical barriers and improve accessibility.

- The Company will evaluate its offices and facilities to assess the need for further accessibility features.
- Emergency and disaster response plans will be reviewed and updated as needed to account for employees and visitors with disabilities.

- Evaluate that smoke detectors and other emergency alarms have visual and auditory signals.

## **Information and Communication Technologies**

The Company recognizes that systemic barriers exist within technology and that this presents a lack of accessibility for persons with disabilities.

- Evaluate current software for accessibility functionality.
- Add accessibility as an evaluation metric when acquiring or developing new software technology.
- Review website content for any minor barriers.

## **Communication Other Than ICT**

The Company is committed to providing accessible communication to its customers, employees, job applicants, suppliers, and any visitors that access the premise. Both content and medium are important considerations to remove any barriers that exist.

- Train employees who work on communications about accessibility and how to identify barriers.
- Review virtual meeting practices to identify accessibility barriers.
- Evaluate improvements to accessibility during the orientation process.

## **The Procurement of Goods, Services and Facilities**

Systemic barriers and unconscious bias have the potential to impact procurement practices. The Company will consider accessibility in this process where possible.

- Procurement practices will be reviewed and improved, when reasonable, to consider accessibility in the purchase of goods and services.

## **The Design and Delivery of Programs and Services**

With other businesses as our primary customers, evaluating the design and delivery of services to the public is not applicable.

- Evaluate the design and delivery of programs and services with respect to employees and customers with disabilities.

## **Transportation**

The Company provides transportation of goods services and, as such, barriers to the public are not considered as they do not provide passenger transportation services. The focus will be on evaluating potential barriers that exist for employees and candidates such as ramps, curbs and lack of vehicle and equipment adaptability. The Company will work towards reducing barriers for employees with disabilities to the extent reasonable, pursuant to relevant legislation.

- Access the accommodations available for vehicles and equipment that would be compliant with relevant legislation.

## **Consultation**

To align with the Company's commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees who have disabilities and Ability New Brunswick. Their mission is to “empower the independence and full community participation of persons throughout New Brunswick who have a mobility disability” (*Ability New Brunswick*. (n.d.). <https://www.abilitynb.ca/>).

The consultation process included:

- A review completed by Ability New Brunswick of a draft of the Accessibility Plan
- Roundtable conversations with staff including those with disabilities