



Accessibility Plan - June 1, 2024

GENERAL

Carmen Transportation is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises or access information provided by the company. We strongly believe in our organization contributing to a barrier-free Canada for everyone.

This accessibility plan is prepared to meet our obligations under the Accessible Canada Act and Accessible Canada Regulations. This plan contains details of the company's policies and practices in relation to the identification and removal of barriers. This plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company. We acknowledge that creating a barrier-free environment takes time, and therefore, we are dedicated to ongoing efforts to identify, remove, and prevent barriers.

This accessibility plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Audio; and
- Electronic

The company welcomes any feedback from the general public and any other stakeholders. Any feedback or questions regarding this plan or requests for copies of the accessibility plan in an alternative format can be addressed via our published Feedback Process and Feedback Form (available on our website under our Accessibility tab).

If you require assistance while submitting your feedback, or would like to request an alternate format please inform us by contacting:

Tanya Innocente, HR Administrator

416-667-9700 ext. 267

tanya@carmentransportation.com

3700 Weston Rd, North York, ON M9L 2Z4

EMPLOYMENT



Carmen Transportation understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

The company has implemented the following to identify, remove, and prevent new and existing barriers in relation to employment:

- Where necessary, accommodations will be made during the recruitment and selection stages, and throughout the employment lifecycle by HR
- All training and development programs provided will consider an employee's barriers and abilities, and will be provided in alternative formats as required and available.
- All Managers are provided with training on accessibility so they can contribute to barrier free recruitment and employment
- All employees are provided with training on accessibility during their onboarding process

The company remains committed to addressing existing barriers and preventing new barriers in employment. After a thorough review and through feedback and consultations, the following outstanding barriers were identified:

Barrier: Not enough information for individuals applying to our job ads on equal opportunity and accommodation during the hiring process. Going forward, Human Resources will add a statement to job ads that encourages and welcomes individuals with disabilities to apply to our jobs, emphasizing our commitment to providing equal opportunities and reasonable accommodations throughout the hiring process.

Barrier: We understand the need to improve our communication practices in addition to initial accessibility training to ensure that individuals are fully aware and reminded of the diverse range and variety of accommodations available to them. To address this, Human Resources will be taking proactive measures to enhance our communication efforts, ensuring that individuals continue to be reminded and provided with information regarding accommodation options and the process involved on an ongoing basis (not just during onboarding).

THE BUILT ENVIRONMENT

Carmen Transportation will work with our Lease Landlord to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access.



The company remains committed to addressing existing barriers and preventing new barriers in the built environment. After a thorough review and through feedback and consultations, the following barriers were identified in the built environment:

Barrier: We have steps coming into the front entrance, which were an identified barrier. We have authorized two other entrances for those that experience the stairs as a barrier. We will continue to assess that these are adequate on an ongoing basis.

Barrier: Our fire alarm system does not have visual warnings to alert deaf persons of a fire. This year, we will be following up with our landlord on the option to install these within the building we rent.

Potential Barrier: Our facilities are not fully wheelchair accessible, we are tenants and lease our building. Currently, there have been no identified individuals who would require immediate changes, however we will keep this at the forefront if it becomes a barrier in the future. We would communicate with our landlord should the need arise and no other accommodations are available within the current built environment.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Carmen Transportation understands that communication to and with the company is vital to an individual's access to the company's services. To help ensure compliance, the company has implemented the following to identify, remove, and prevent new and existing barriers in relation to information and communication technology:

- Upon request, the company will provide or arrange for accessible formats and communication supports for employees, applicants, or persons utilizing information and communication technologies when accessing services
- The company consults with the individual to determine the specific barrier and the best way to provide support.
- We will use our feedback process to assist us in improving information and communication technologies usage within the company.
- We will thoroughly assess any technologies we implement in the future to ensure accessibility is considered as part of the audit process.

The company remains committed to addressing existing barriers and preventing new barriers in relation to information and communication technologies. After a thorough review there were no current barriers identified that exist in relation to information and communication technologies used at the



company. However, we will be asking our outsourced IT department to ensure that ongoing feedback and suggestions for improvement are provided proactively.

COMMUNICATION OTHER THAN ICT

Carmen Transportation understands that communication with the company can take many forms and requires a variety of options to be inclusive of all individuals. The company remains committed to addressing existing barriers and preventing new barriers in relation to communication other than ICT. After a thorough review, the following barriers were identified that continue to exist in relation to communication other than ICT at the company:

Barrier: Although we are committed to providing alternate formats in communication when requested, our organization lacks a standardized process to ensure the timely availability of alternate communication formats for employees and stakeholders. We will identify suitable service providers and establish costs and timelines for providing alternate formats that are readily available. This will help avoid additional delays in securing alternate formats if required. We are committed to the continuous evaluation and improvement of our alternate format communication processes. This involves soliciting feedback from employees and stakeholders.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Carmen Transportation is committed to ensuring that all individuals can access the company's services. The company has implemented the following methods to allow individuals to obtain our services:

- Our standard process to place orders is Online through our EDI portal, however, we offer the following alternative options:
 - Telephone orders;
 - Email orders;
 - Fax is also available.

The company remains committed to addressing existing barriers and preventing new barriers in relation to the procurement of our services. After a thorough review, there were no current barriers identified when accessing our services as the above methods accommodate all individuals at the moment. However, we will continue to monitor and assess potential barriers, especially if we adjust the order process in the future.



THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The company remains committed to addressing existing barriers and preventing new barriers in relation to the design and delivery of the company's programs and services. After a thorough review, the following barriers were identified that continue to exist in relation to the company's design and delivery of the company's programs and services:

Barrier: We do not have a Policy for providing accessible customer Service. Within 2 months we will develop a policy on accessible customer service which includes communication supports, service animals and alternate formats. We will train all customer facing employees and managers on the policy.

Transportation

Carmen Transportation strives to ensure accessible transportation services are available for persons with a disability. The company remains committed to addressing existing barriers and preventing new barriers in relation to the company's transportation services. The following barriers were identified that continue to exist in relation to the company's transportation services:

Barrier: Although no employees have come forward with accessibility issues to our trucks, we have not done a thorough audit of potential barriers entering our trucks. This year we plan on reaching out to our company drivers to inquire about any potential barriers they may be experiencing but have not communicated to us. We will highlight using our feedback process to assist with this. We want to create an environment where drivers feel comfortable bringing concerns forward when accessing our trucking equipment.

CONSULTATIONS

Carmen Transportation recognizes that persons with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the *Accessible Canada Act*:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they can and want to have regardless of their disabilities;
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;



- Policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination persons face;
- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Accordingly, the company is committed to ensuring that persons with disabilities are involved in all decision-making regarding its policies, programs, practices, and service delivery. In preparation of this Accessibility plan, the company emailed all staff to notify and encourage participation in our Accessibility Plan. Although no employees came forward, we will continue to encourage staff on an ongoing basis to participate through our onboarding and training efforts.

We are partnered with an HR Consulting company (Pivotal Integrated HR Solutions) which assisted in providing feedback on this Accessibility Plan and our Feedback Process and Form.

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.”



CONCLUSION

Carmen transportation will continue to monitor progress to meet our accessibility goals and removing barriers on an ongoing basis.

We will encourage feedback using our feedback process and indicate that the feedback will be used to help us continue to implement our accessibility plan.