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J & R Hall Transport Inc. Accessibility Plan

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Definitions

Accessibility

Accessibility refers to the proactive identification, removal, and prevention of barriers so that persons with disabilities can fully and equally access employment opportunities, facilities, services, programs, communications, and technology.

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 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."



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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, episodic, or invisible in nature—that, in interaction with a barrier, hinders a person's full and equal participation in society."

General

Executive Summary

J & R Hall Transport Inc. is committed to fostering a culture of inclusion, accessibility, and respect throughout our organization. Accessibility is an important part of our values and supports our ability to attract, retain, and support employees while providing exceptional service to our customers and communities.

We recognize that creating a barrier-free workplace and service environment is an ongoing journey. Through this Accessibility Plan, J & R Hall Transport Inc. commits to identifying, removing, and preventing barriers that may affect employees, applicants, customers, drivers, contractors, and visitors.

This plan has been developed in accordance with the Accessible Canada Act (ACA) and serves as a framework for continuous improvement. As our organization evolves, we will continue consulting with employees and stakeholders to better understand accessibility needs and identify opportunities for improvement.

Your Input and Feedback

J & R Hall Transport Inc. welcomes feedback regarding accessibility and this Accessibility Plan from employees, customers, contractors, stakeholders, and members of the public. Feedback helps us identify barriers, improve accessibility, and strengthen our commitment to inclusion.

We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs. If you have an inquiry or feedback, please reach out to: Sandy McCullough at s.mccullough@jrhall.ca or Jennifer Landry @ Jennifer.Landry@jrhall.ca

Individuals who require assistance providing feedback or who require alternative formats of this Accessibility Plan may contact us using the information above.



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Statement of Commitment

J & R Hall Transport Inc. is committed to creating an environment where all individuals are treated with dignity, independence, fairness, and respect.

We are committed to identifying, removing, and preventing barriers that may affect persons with disabilities in our workplaces, facilities, programs, services, communications, and transportation operations.

We believe accessibility benefits everyone and contributes to a stronger, safer, and more inclusive workplace and service experience.

Reporting Our Plan

In accordance with the Accessible Canada Act, J & R Hall Transport Inc. will:

- Publish annual progress reports outlining actions taken toward accessibility commitments.
- Review and update this Accessibility Plan every three years.
- Continue consulting with employees, including persons with disabilities, to evaluate progress and identify new opportunities for improvement.
- Incorporate accessibility considerations into future organizational planning and decision-making.

Addressing Areas Identified in the Accessible Canada Act Employment

J & R Hall Transport Inc. is committed to supporting employees and applicants throughout all stages of employment.

Our commitments include:

- Providing reasonable accommodations during recruitment, hiring, onboarding, and employment.
- Supporting employees returning to work following illness or injury.
- Promoting inclusive workplace practices and equal employment opportunities.
- Reviewing employment policies and procedures to identify and remove barriers.
- Increasing awareness of accommodation processes among managers and employees.



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Built Environment

J & R Hall Transport Inc. is committed to maintaining safe and accessible workplaces and facilities.

To improve accessibility within our facilities, we will:

- Identify and address accessibility barriers in offices, terminals, yards, and common areas.
- Consider accessibility requirements during renovations and facility upgrades.
- Evaluate accessibility features such as entrances, pathways, parking, and washroom facilities.
- Incorporate accessibility considerations into emergency preparedness planning.

Information and Communication Technologies (ICT)

Technology plays an important role in how employees and customers access information and services.

Accessibility initiatives include:

- Improving accessibility of digital documents and forms where practical.
- Reviewing website accessibility and online communication tools.
- Considering accessibility requirements when implementing new technologies.
- Encouraging the use of accessible formats and communication methods.

Communication Other Than ICT

J & R Hall Transport Inc. strives to provide information in ways that are clear, inclusive, and accessible.

To ensure accessible communication, we will:

- Use plain language where possible.
- Provide alternative formats upon request.
- Support communication accommodations for employees and customers.
- Promote awareness of accessible communication practices throughout the organization.

Procurement of Goods, Services and Facilities

Accessibility considerations will be incorporated into procurement practices whenever practical and appropriate.



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We will continue to:

- Consider accessibility requirements when purchasing equipment, technology, goods, and services.
- Work with vendors and suppliers that support accessibility and inclusion.
- Review procurement practices to identify opportunities for improvement.

Design and Delivery of Programs and Services

Accessibility should be considered from the beginning of any program or service design process.

To support inclusive service delivery, we will:

- Evaluate programs and services for potential accessibility barriers.
- Consider accessibility when developing policies, procedures, and service delivery models.
- Encourage employee feedback regarding accessibility concerns.
- Respond to accommodation requests in a respectful and timely manner.

Transportation

As a federally regulated transportation provider, J & R Hall Transport Inc. recognizes the importance of accessibility within transportation operations.

Our ongoing efforts include:

- Supporting reasonable accommodations for drivers and employees.
- Reviewing operational practices to identify barriers that may affect accessibility.
- Promoting safe and respectful working conditions for all employees.
- Ensuring accessibility considerations are incorporated into transportation-related policies and procedures whenever practical.

Consultations

J & R Hall Transport Inc. developed this Accessibility Plan through consultation with employees and by reviewing accessibility requirements under the Accessible Canada Act.

We will continue to seek feedback from employees, including individuals with disabilities, through surveys, discussions, and workplace consultations.



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Where appropriate, we will engage external organizations and accessibility professionals to help identify barriers and recommend improvements.

Feedback received through consultations will help guide future accessibility initiatives, annual progress reports, and future updates to this Accessibility Plan.