

General Information

This progress report is part of the organization's efforts to comply with the obligations under the *Accessible Canada Act (ACA)* and the *Accessible Canada Regulations (ACR)*. It provides an update on the progress made by your organization in implementing its accessibility plan. To this end, Martin Roy Transport (9064-4287 Québec Inc.) is committed to making its workplace, policies, programs, practices, and services accessible.

Please send your feedback to the Human Resources Department, which is responsible for receiving accessibility-related feedback. You can send your comments by email, phone, or mail using the contact information below:

Philip Bélanger

Humain ressources and OHS corrdinator

(819) 762-2620. Ext 237

philip@martinroytransport.com

rh@martinroytransport.com

543, Boul. Témiscamingue

Rouyn-Noranda (Quebec) J9X 7C8

You may use the above contact information to request a copy of our accessibility plan and our feedback process description in the following alternate formats: print, large print, braille, audio, or electronic format compatible with adaptive technologies used by persons with disabilities. We will provide your requested format as soon as possible. Braille and audio formats may take up to 45 days. Printed, large print, and electronic formats may take up to 15 days.

Contact us**Head office**

543, boulevard Témiscamingue

Rouyn-Noranda (QC) J9X 7C8

Phone: 819-762-2620

Free of charge: 1 877-762-2620

Fax: 819-762-3951

Email: info@martinroytransport.com

Feedback

As of the writing of this report, we have not received any feedback regarding our accessibility plan.

Consultation

In line with the organization's commitment to creating an accessible work environment for all, Martin Roy Transport (9064-4287 Québec Inc.) consulted individuals with disabilities during the development of the accessibility plan and the feedback process. The chosen method for consultation was a survey. Martin Roy Transport also held focus group discussions with terminal managers in February 2025.

Format: Survey (online and printed)

Period: September 18 to October 12, 2024

Participants: All employees were invited to participate

We asked participants the following questions:

1. How would you rate the overall accessibility of your work environment?
2. What aspects of accessibility do you find most problematic?
3. Do you have any suggestions for improving accessibility in our company?
4. How do you rate the layout of workplaces in terms of accessibility?
5. How do you rate access to buildings?
6. How do you rate the accessibility of parking?
7. How do you rate the complexity of internal forms and other documents?
8. Do you have any other comments or suggestions regarding accessibility?

Accessibility:

We have made our consultations accessible through the following means:

- ☐ Ensuring our site is wheelchair accessible
- ☒ Consultation documents were available in accessible formats
- ☐ Provision of sign language interpreters on request
- ☐ Closed captioning provided upon request
- ☐ Other (please specify):

People consulted:

For this first accessibility plan we have focused our actions on internal consultations. We wish to begin external consultations for the update of the plan in 2026.

We consulted:

- ☒ Disabled people
- ☐ Disabled people's organizations
- ☐ Accessibility experts
- ☐ Experts in the field of disability

Total number of participants: 19

Number of disabled participants: 1

Types of disabilities represented: Mobility

Areas Identified in Section 5 of the Accessible Canada Act (ACA)**Employment:**

We made the following progress in removing barriers identified in our accessibility plan:

- **Barrier 1:** Our job postings did not mention our commitment to accessibility and inclusion, nor did they explain how to request disability-related accommodations.
- **Progress Update:** We have added a statement to our job postings about our commitment to accessibility and inclusion. Within six months, we will include information on how individuals can request accommodations. We will also include examples of accommodations during the hiring process, such as providing a sign language interpreter for a job interview or giving extra time for a written test. We will start incorporating this language into our job postings within six months.
- **Barrier 2:** We currently do not require all managers and HR staff to undergo accessibility training.
- **Progress Update:** We have mandated that all managers and HR staff complete this training within six months of publishing our accessibility plan. The training highlighted the need to provide employees with disabilities equal opportunities for career advancement.
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The built environment

We made the following progress in removing barriers identified in our accessibility plan:

- **Barrier 1:** Several of our terminals are not accessible to individuals with reduced mobility.
- **Progress Update:** We now take accessibility into account for any acquisition, construction, and/or renovation projects for our buildings. Our newest terminals were built in compliance with building code accessibility requirements.

Information and communication technologies:

Our consultations did not allow us to identify and define barriers clearly. We must evaluate how we can make our information and communication technologies more accessible. We aim to identify specific barriers for the 2026 plan update.

Communication, other than information and communication

We made the following progress in removing barriers identified in our accessibility plan:

- **Barrier 1:** Existing documentation is often difficult to access.
- **Progress Update:** We began discussions to implement an intranet system or a shared space to facilitate access to our documentation.
- **Barrier 2:** Forms are written in complex or technical language, making them difficult to understand.
- **Progress Update:** We consulted around twenty internal employees to help us rephrase our internal and external forms using clear, simple, and concise language to make them easier to understand.

The acquisition of goods, services, and facilities

Our consultations did not allow us to identify and define barriers clearly. We must evaluate how we can make procurement processes more accessible. We aim to identify specific barriers for the 2026 plan update.

Design and delivery of programs and services:

We made the following progress in removing barriers identified in our accessibility plan:

- **Barrier 1:** Accessibility is not always considered when developing new programs and services.
- **Progress Update:** We began discussions with all HR managers to create a policy requiring consultation with persons with disabilities when developing new programs.
- **Barrier 2:** We do not have a customer service accessibility policy.
- **Progress Update:** All our services, including order placement and follow-ups, are carried out by phone or email.

Transportation:

Our consultations did not allow us to identify and define barriers clearly. We must evaluate how we can make transportation more accessible. We aim to identify specific barriers for the 2026 plan update.

Conclusion

This initial progress report allowed us to highlight several ongoing internal barriers related to accessibility. Martin Roy Transport (9064-4287 Québec Inc.) is committed to continuing its efforts to remove and prevent these barriers.

We encourage everyone to provide feedback on our accessibility process to help us implement our accessibility plan. You can send your comments to the following email addresses: rh@martinroytransport.com or philip@martinroytransport.com, or call us at: (819) 762-2620, ext. 237