



# **ACCESSIBILITY PROGRESS REPORT**

June 2025

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# 1. General

## Executive Summary

As a federally regulated employer, Day & Ross Inc. (“Day & Ross”) is governed by the Accessible Canada Act and Regulations, with the goal of making Canada barrier-free by January 2040. This involves identifying, removing, and preventing any barriers for people with disabilities that arise because of where or how they work.

Day & Ross is using an integrated framework to enable collaborative work across the company to develop, monitor, and continually improve our Accessibility Plan as we identify, remove, and prevent barriers for persons with disabilities, and to monitor progress to address legislated requirements.

## Overview of Organization

Founded in 1950 and headquartered in Hartland, New Brunswick, Day & Ross serves a range of freight and delivery solutions to top brands across North America. Day & Ross is recognized consistently as one of Canada’s Best Managed Companies and has been named a Top Company for Women to Work for in Transportation since 2018. Our commitment to quality, safety, and sustainability is rooted in our family values and our care for employees, partners, and the communities where they work and live.

## Accessibility Statement of Commitment

Day & Ross is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessible Canada Act and Regulations and in alignment with our business practices, capabilities, and values.

We will always consider the seven guiding principles during the decision-making process in the development of our accessibility plan as outlined in **Section 6 of the Accessible Canada Act**:

- 1. all persons must be treated with dignity regardless of their disabilities.*
- 2. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.*
- 3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.*
- 4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.*
- 5. laws, 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 faced by persons.*
- 6. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and*
- 7. 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.*

Day & Ross published our first Accessibility Plan in June 2023. As per the requirements of the Accessible Canada Act and the Accessible Canada Regulations, we will have conducted consultations with individuals with disabilities to prepare progress reports in 2024 and 2025.

## How Information Was Gathered

A cross-functional Accessibility Task Force of Day & Ross leaders was created to:

- Develop an action plan to identify, eliminate, or prevent obstacles.
- Establish methods for measuring the effectiveness of these actions.
- Set a timeline for completing the actions.
- Identify immediate steps that can be taken.
- Report any new barriers discovered since the last update.

Furthermore, our Accessibility Committee, as well as employees, and the public were actively involved and invited to share their input.

This report will highlight advancements in the identification, elimination, and prevention of barriers following the publication of our initial Accessibility Plan.

To request the Day & Ross Accessibility Progress Report or the Feedback Process in an alternate format (print, large print, braille, or audio) or to provide feedback on our Progress Report, please contact:

### **Accessibility Specialist**

#### **Day & Ross**

**398 Main St, Hartland, NB E7P 1C6**

**TELEPHONE: 1-506-245-4616**

**EMAIL: [accessibility@dayross.com](mailto:accessibility@dayross.com)**

We welcome inquiries and feedback from the public, vendors, customers, and employees on the barriers experienced when dealing with Day & Ross. Feedback and inquiries will be reviewed with relevant members of the Day & Ross Accessibility Task Force in a timeframe consistent with the requirements under the Accessible Canada Act and Regulations. All questions and feedback will be acknowledged in the same format in which it was received.

## Alternative Formats

You can request alternative formats of this Progress Report by contacting [accessibility@dayross.com](mailto:accessibility@dayross.com). An electronic version of this Progress Report can be downloaded immediately from our website.

Day & Ross will provide alternative formats as soon as possible. We commit to providing them within these timelines:

- Print & Large print (larger text): 15 days.
- Braille (a system of raised dots that people who are blind or with low vision can read with their fingers): 45 days.
- Audio (a recording of someone reading the text): 45 days.

## Overview of Progress

In 2024, we created, communicated, and published our initial Accessibility Progress Report in line with Accessible Canada Act and Regulations.

Since then, we have also:

- Communicated to our employees and reinforced the company's goal to be a place where everyone belongs. We shared that we maintain our commitment to inclusion and removing any barriers for people with disabilities that arise because of where we work or how we work.
- Invited all employees to review our Accessibility Progress Report and provide feedback.
- Our Accessibility Committee, which is a combination of employees and members of the public, continue to meet at least twice annually, or more frequently as required, to share feedback on our activities underway to improve accessibility.
- Consulted with disability organizations for input and guidance.
- Provided our annual update to our Senior Leadership Team on our progress regarding accessibility initiatives, and to identify next steps and budget considerations.
- Added questions around accessibility to our annual employee engagement survey.
- Offered learning opportunities with Keynote speakers and resources for employees on World Mental Health Day, International Day of People with Disabilities, Develop Empathy and Gain Influence by Listening.
- Engaged Ability NB to get their insight and feedback on opportunities to work with other trucking companies, facility assessments, and our Accessibility Progress Report.
- Created an Accommodation Log to document the support provided to our employees, both with and without disabilities, as well as those recovering from workplace injuries. Accommodation may be temporary or permanent in nature. In 2024, we received a total of 115 accommodation requests for the following:
  - Providing alternative equipment
  - Ergonomic assessments
  - Change of shift
  - Service animal
  - Work from home
  - Change of schedule
  - Change of work location
  - Extra time to complete tasks
  - Role adjustment
  - Adjust work duties
  - Restrictions/limitations
  - Extra breaks

- Worked with CIEVA (Community Industries Employment Vocational Association). CIEVA provides support services to adults from the age of 19 with intellectual disabilities, enabling them to be productive contributing citizens within our local community. Our local adult with a support worker has been working with us for the past 7 years.

## 2. Progress under the Accessible Canada Act's 7 Pillars

We will continue to measure the progress of our Action Plan by tracking results we make on the actions listed below.

### The Built Environment

In alignment with our commitment to accessibility, Day & Ross is actively assessing our significant properties to identify and establish a work plan aimed at eliminating barriers. We are also collaborating with external consultants to facilitate building assessments. The insights gained from these assessments are guiding our efforts and strategy to create a more inclusive and accessible built environment.

#### Completed Actions:

- The 5 sites listed have been assessed internally/externally to identify barriers in parking areas, ramps, entrances, corridors, internal ramps, common areas, signage and environmental:
  - Moncton – 651 Frenette Avenue, Moncton, New Brunswick
  - Hartland – 398 Main Street, Hartland, New Brunswick
  - Fredericton – 65 Mackenzie Drive, Fredericton, New Brunswick
  - Brampton – 75 Van Kirk Drive, Brampton, Ontario
  - Woodstock – 714880 Country Road 4, Woodstock, Ontario
- Two site assessments are scheduled for the Fall 2025
- A Built Environment Accessibility checklist has been created to support internal building assessments.

We will continue to work on identifying and removing barriers related to Parking Areas and Ramps, Entrances, Corridors, Internal Ramps, Common Areas, Signage and Environmental.

### Employment

Over the past year, Day & Ross has prioritized recruitment and training initiatives, while also enhancing workplace ergonomics and expanding our wellness programs to provide multiple sessions that promote employee well-being. These cover a range of areas, all designed to support an inclusive and accessible workplace where wellness is valued. We've listed actions taken in 2024 associated with our Accessibility Plan below.

Additionally, we have increased budget allocations to support employee ergonomics and training initiatives in the upcoming year. We have implemented modifications to our annual employee engagement survey to better address inclusion, including questions regarding employees' identification as persons with disabilities as well as follow-up questions related to inclusion, accommodations, and sense of belonging.

We have launched a new training program for our Leadership Principles and also made significant progress training all of our leaders in leadership and coaching techniques to support a

more transparent and trusting culture where persons with disabilities are comfortable to identify and seek accommodations and be connected to resources through more effective leadership.

## **Completed Actions:**

### **Recruitment**

- Updated all internal and external job boards to reflect interview process and how to request accommodation for any element of the process. All job postings now reflect the following information:

*“As a federally regulated employer, Day & Ross fully supports the principles of employment equity and encourages all qualified members of the designated groups to apply. Day & Ross is committed to ensuring equal access and participation for people with disabilities and meeting their needs in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Accessible Canada Regulations and in alignment with our business practices, capabilities, and values.”*

### **Workplace & Ergonomics**

- In 2024, we conducted two ergonomic assessments to ensure employees were set up with a proper workplace workstation to avoid future injury and ensure they were accommodated.

### **Training**

- Initiated a Request for Proposals process for a new Learning content vendor. Included in the RFP was a requirement for accessibility tools to ensure that people with disabilities can participate and access training as required.
- Deployed resources to start development of virtual training covering what neurodivergence is, design and facilitation tips for making content accessible, and how to make learning environments more inclusive. Once completed, this will be piloted with the Human Resources team and others who conduct regular facilitation within our business.
- Established a standard process to ensure accessibility is considered when creating learning and development programs.
- Learning Manager spent time and resources starting on a “Duty to Inquire” training. This will continue development and be deployed in 2025.
- Invested time and resources to start development of manager and employee Disability Awareness training.
- Deployed three sessions of Mental Wellness in the Workplace training that also covered in-depth employer duty to accommodate and duty to inquire.

### **Inclusion of People with Disabilities**

- Continued current partnering with external Provincial Disability advocacy and education groups to consult on company plan and learn industry best practices.
- Expanded our Employee Engagement Survey to include questions about whether employees identify as people with disabilities and if yes, subsequent questions about feedback on inclusion, belonging and safety within our workplace. These started development in 2024 for inclusion in the 2025 survey.
- Implemented accessibility software to accommodate an employee who self-identified as having a disability. This was a result of a collaboration with our IT team, and guidance from

a consultant, Neil Squire Society, who helped determine the best accessibility software to accommodate the employee.

### **Talent Processes**

- Included an accommodation lens in the Progressive Discipline Process and trained managers on critical questions to drive context and understanding.
- Committed to training 90% of our people leaders in the fiscal year in our Driving Great Leadership Program. This program equips managers to have more effective coaching conversations and courageous conversations with their employees. This will help build trust and create safety for employees to discuss requirements and accommodation they may need, in the hopes of developing a more inclusive culture.
- In September 2024, we hosted a North America wide two-day conference for all “Director and above” employees in Toronto, ON, where we launched our leadership principles. One of these principles is “Bringing out the best in our people” which is supported by the action of “We foster trust and inclusion by listening first and showing humility.” In doing so, one of the outcomes will be a more inclusive and accommodating culture.

### **Information and Communication Technologies (ICT)**

Building on our commitment to accessibility, the IT team has taken meaningful steps to enhance support for employees with disabilities. A key focus has been engaging with external consultants, including the Neil Squire Society, to assess accessibility gaps and identify areas for improvement. These insights are shaping our approach to creating a more inclusive and accessible technology environment.

In addition to these assessments, we have implemented a structured IT support process to assist employees with accessibility needs related to software and hardware. This ensures that individuals have the necessary tools and accommodations to perform their work effectively. To drive long-term progress, we have also developed the Accessibility 2040 Roadmap, outlining key priorities, estimated costs, and an implementation timeline for enhancing accessibility across IT communication, hardware, and software.

### **Completed Actions:**

- Consultation with Neil Squire Society: A meeting was held with Neil Squire to identify possible specialized support for accessibility improvements. Key insights and recommendations from the consultation will guide further implementation.
- Development of a complete IT support process, which provides assistance and addresses accessibility requests from individuals on Software & applications and Hardware space.
- Development of the Accessibility 2040 Roadmap: The comprehensive plan was developed, outlining key priorities, estimated costs, and implementation timelines to enhance accessibility across IT communication, hardware, and software.

### **Planned Assessments and Implementations**

#### **IT Communication & Education**

- Conduct a comprehensive assessment in collaboration with Neil Squire to identify accessibility challenges related to IT communication.
- Develop and distribute training materials to improve IT support teams' knowledge of accessibility features.
- Enhance awareness of available accessibility tools and resources for employees and guests.



- Implementation Timeline: 2025 – 2027

### **Hardware & Equipment**

- Assess and prioritize accessibility improvements for office and operations equipment.
- Implement high-priority solutions identified by Neil Squire’s assessment, including:
  - Ergonomic workstations
  - Assistive technologies for visually and hearing-impaired employees
  - Accessible printers and scanning devices.
- Develop procurement guidelines ensuring accessible hardware selection.
- Implementation Timeline: 2025 – 2027

### **Software & Applications**

- Evaluate current software and applications for accessibility gaps.
- Implement prioritized recommendations from the Neil Squire assessment to enhance user accessibility, including:
  - Screen reader compatibility improvements.
  - Keyboard navigation alternatives
  - Clearer communication features within applications
- Review service catalog and IT support processes to integrate accessibility-first options.
- Implementation Timeline: 2025 - 2027

## **Communication Other than ICT**

We have made progress in our goal to create and promote communications practices and tools for Day & Ross employees so they can share information and meet in an inclusive and accessible way.

### **Completed Actions:**

- A new Accessibility Resources hub was added to our employee intranet. New resources developed include a Plain Language Guide, tips for creating accessible documents, and a Quick Reference Guide for using tools in Microsoft Office.
- We are developing an internal awareness campaign around Accessibility and tools available for managers and their teams, which will be ongoing through established communications channels.
- Accessibility Training has been created for employees who have roles creating communications and documents, including members of Marketing & Communications team. Broader training will be made available for other departments in the future.
- We are in the early stages of auditing the user experience of our website, intranet, and marketing materials to identify gaps and make improvements to meet accessibility standards. This work will be our focus in the year ahead.

## Procurement of Goods, Services, and Facilities

The focus on the past year from a procurement perspective was to rewrite procurement policies to reflect the company's commitment to accessibility. Enhanced policies mirror what is important when choosing vendors, products, service, and providers. The next step will be to adopt a policy that will shape a more inclusive environment.

### **Actions completed:**

- A revised Procurement of Goods, Services, and Facilities policy has been finalized to ensure consideration of accessibility requirements.
- Expanded the procurement catalogue to include Amazon Business. This will allow for a larger catalog to draw materials/products to support the accessibility advance.
- We will continue to review major vendors' portfolios to confirm that, as an organization, they can deliver goods and services that would match the needs of Day & Ross accessibility requirements.

## Design and Delivery of Programs and Services

The identification of barriers under any of our programs and services for customers and employees falls under other pillars of the Accessible Canada Act and Regulations, such as Employment for employee services and Information and Communication Technologies for both employees and customers. As new programs and services are developed, external partners and internal employees with disabilities will be engaged to review and prevent barriers.

## Transportation

This "transportation" subheading applies to other federally regulated businesses (such as telecommunications providers) and not only to transportation providers. Day & Ross does not provide transportation services to the public or to employees. Based on our understanding, accessible transportation does not apply.

## **3. Consultations**

All employees were emailed an invitation to review our Accessibility Plan and our Accessibility Progress Report to provide feedback as we work towards becoming barrier-free. We also sought input from the following external parties through meetings, emails, and phone calls:

- Employee Accessibility Committee
- Ability New Brunswick
- Office of the Chief Accessibility Commissioner
- Neil Squire Society

## Recommendations

The Neil Squire Society was hired to conduct an Assistive Technology Assessment for an employee with dyslexia. The following recommendations were made:

- The speech-to-text feature available in the Windows operating system was found to be disabled on the employee's device and should be enabled.
- The Assistive Technology Specialist provided a demonstration on how to utilize speech-to-text (STT) and text-to-speech (TTS) functionalities within Outlook and other Microsoft applications.
- To enhance the employee's experience using Google Chrome, the Specialist assisted in organizing favorite websites and applications on both their laptop and smartphone.
- It is recommended to implement the Google Chrome Text-to-Speech Extension to improve comprehension, efficiency, and time management.
- A yearly subscription to Grammarly Premium will be provided to support the employee's writing needs.

We will continue to work with external consultants throughout the accessibility planning process to help identify, prevent, and overcome barriers.

## 4. Feedback Received

Our process ensures that all feedback is reviewed by the Accessibility Task Force and other appropriate leaders as required to identify the appropriate action to be taken.

### Employee Feedback

- **Travel Policy:** We received a request to review the company travel policy to accommodate travel expenses for employees with a disability who may require additional expenditures while travelling. We reviewed our travel policy and have added the following "If you have an accommodation request that would require us to alter this policy, please advise your manager or HR partner".
- **Facility Noise:** Support individuals with hearing loss by reducing competing sounds, adding contrast to walls or ceilings to lessen echoes, room lighting and workstation location. Pink Noise Boxes were installed at the Somerville, NB location; however, they are presenting challenges for individuals with auditory disabilities, as they require lower ambient noise levels for optimal comfort.
- **Onboarding:** Consider assigning a mentor or buddy to new hires to help welcome them to the company during their onboarding. We have a successful "Buddy System" in place at our GFCC, and we will continue to evaluate opportunities to extend this approach to other areas of the organization.

## 5. Definitions

**Accessible:** a place that is easily reached, an environment that is easily navigated, a program or service that can be easily used or obtained, script that is easily understood, technology that is usable for all. This includes areas or aspects of the environment that have been adapted for use by people with disabilities.

**Accessibility:** a combination of factors that influence a person's ability to function within an environment regardless of disability; equal access to society for everyone.

**Accommodation:** the modification of a work environment for an employee who is ill, injured, or has a disability so they can perform job functions safely and efficiently.

**Barrier:** 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:** any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment—or a functional limitation—whether permanent, temporary, or episodic in nature, evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.