



ACCESSIBILITY PROGRESS REPORT

June 2024

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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 for the past five years. 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 its 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

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. 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 2023, we created, communicated, and published our initial Accessibility Plan in line with Accessible Canada Act and Regulations.

Since then, we have also:

- Developed an Accessibility Statement of Commitment that includes the seven guiding principles stated in Section 6 of the Accessible Canada Act.
- 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 Plan and provide feedback.
- Invited all employees with or without a disability to become a member of the newly created Accessibility Committee. The Accessibility Committee, a combination of employees and the public, held their first launch meeting. They meet at least twice annually, or more frequently as required, to share feedback on our activities underway to improve accessibility. Currently, there are 15 committee members with the majority confidentially disclosing a disability. One member of the public is on our Accessibility Committee.
- Consulted with disability organizations for input and guidance.
- Offered learning opportunities for employees, including a presentation ("Understanding the Power of Disability") to mark International Day for Persons with Disabilities, and celebrated International Men's Day with a presentation from Corey Hirsch (NHL goalie and Olympic silver medalist) about the unique mental health challenges that men face.
- Engaged Ability NB to get their insight and feedback on our Procurement Policy, opportunities to work with other trucking companies, survey for the public facility assessments, and our Accessibility Progress Report.

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

The focus over the past year from a facilities perspective was to establish a baseline in the following areas: parking areas, ramps, entrances, corridors, common areas, signage, and general environments. External accessibility audits have been completed using the lens of newly built, moderately new buildings and buildings that have been within the Day & Ross network for an extended period. Planning and capital approvals are ongoing to begin and address issues within the network.

Action Plan: 1-3 years

Using a phased approach and with consultation, an audit will be conducted for all owned (25) and leased locations (85), including terminals, office, and yards to assess all barriers that may be present and require removal. This audit will encompass the noted barriers from our initial (June 1, 2023) Accessibility Plan:

- Parking Areas and Ramps
- Entrances, Corridors, Ramps
- Common Areas
- Signage
- Environmental

Detailed plans and execution within the capital projects will demonstrate Day & Ross' approach to eliminating barriers. This process to eliminate barriers will be capital-intensive due to Day & Ross' large property footprint spanning from the East Coast to the West Coast.

- The company engaged with Ability NB for an assessment of our Moncton, New Brunswick location which includes offices, terminal and dock in January 2024. Feedback shared will help inform future work.
- Day & Ross will continue to assess many of our large, owned properties to develop a work plan.

Action Plan: 3-5+ years

- Continuation of work addressing: Parking Areas and Ramps, Entrances, Corridors, Ramps, Common Areas, Signage and Environmental.
- New construction plans will build upon new information resulting from the ongoing reports, learning and feedback.

Employment

The focus over the past year has been on the recruitment and training components of our multi-year plan. Job templates have been updated and standardized to reflect commitment to accessibility and role critical criteria. The interview process has been enhanced to put more control and choice in the hands of the job seeker from self-scheduling, availability of accommodation in the interview process and multiple vehicles for candidate and company two-way communication. Leader training has been developed and implemented focused on anti-bias hiring practices. The company leadership development course has been revised to deepen the focus on the role of a leader to create an inclusive culture.

Action Plan: 1-3 years

Recruitment

- Identify key roles and assess essential physical and cognitive requirements, update job postings to reflect requirements and align hiring managers with requirements.
- Update all internal and external facing job boards to reflect interview process and how to request accommodation for any element of the process.
- Ensure recruitment materials are accessible and support different learning and processing styles.
- Launch Interview and Selection Process to educate hiring managers on recruitment practices, hiring, accommodation practices and bias.

- Implement simplified application questionnaire in lieu of conventional application form focused on required skills, interest, and experience.

Workplace & Ergonomics

- Audit current process to request ergonomic assessment and support.
- Review and clarify our definition of “workplace” based on blend of on-site and hybrid working arrangement.
- Create a clear and simple process for employee ergonomic assessment and support.

Training

- Ensure accessibility of learning tools.
- Create a standard process to ensure accessibility is considered when creating learning and development programs.
- Finalize and deploy “Duty to Inquire” training.
- Develop and implement manager and employee Disability Awareness training.

Inclusion of People with Disabilities

- Continue current partnering with external Provincial Disability advocacy and education groups to consult on company plan and learn industry best practices.
- Establish a process to ensure consultation with the Accessibility Committee when developing programs to capture diverse voices and input.

Talent Processes

- Enhance current Performance Evaluation Process to shift from pure performance evaluation to deeper, whole person context to minimize bias.
- Include an accommodation lens in the Progressive Discipline Process and train managers on critical questions to drive context and understanding.

Information and Communication Technologies (ICT)

From an IT perspective, we were able to identify major barriers and have created an internal IT team responsible for developing action plans for each barrier. We also developed our delivery roadmap, which is a framework that outlines how we are going to address the action items. In addition to that, we have started contacting external consulting to help us with the assessment of our IT environment to identify first action items.

Action Plan: 1-3 years

IT Accessibility Features Communication & Education

- Conduct research to identify the available technology for hearing solutions, ergonomic technology and disabilities solutions for communication and online learning.
- Document accessibility features available at Day & Ross.
- Document accessibility features available in the technology marketplace.
- Create a work plan to implement communication and education features to make them available to Day & Ross stakeholders.

Hardware & Equipment

- Conduct research to identify hearing solutions, ergonomic technology and disabilities solutions for office, terminal scanning equipment and in-cab truck hardware.
- Document accessibility features available at Day & Ross.
- Document accessibility features available in the marketplace.
- Create a work plan to implement hearing solutions, ergonomic technology and disability technology for office, terminal scanning equipment and in-cab truck hardware to make them available to Day & Ross stakeholders.

Software & Applications

- Conduct research to identify hearing solutions, ergonomic technology, and disabilities solutions for software and applications.
- Document accessibility features available at Day & Ross
- Document accessibility features available in the marketplace.
- Create a work plan to incorporate disability features in future software releases to make them available to Day & Ross stakeholders.
- We continue to conform with level AA of the Web Content Accessibility Guidelines (WCAG).

Action Plan - 3-5+ Years:

- Further actions will be determined based on learnings over the next three years.

Communication Other than ICT

Day & Ross has implemented the use of plain and inclusive language across the company's internal communications channels, external communications channels, websites, and social media. We know there continues to be an opportunity to improve our efforts to ensure equitable access to information about the company. We are updating brand guidelines and standards to ensure accessible practices when creating communications products and activities.

Action Plan: 1-3 years

Accessible Day & Ross Webpage & Intranet Page, External Documents & Publications

- Audit the user experience of our website, intranet, and marketing materials to identify gaps and make improvements to meet accessibility standards.
- Update existing external documents and publications and ensure new documents are created in accessible formats.
- Design and implement guidelines on plain language for external communications.

Accessibility of Internal Documents & Templates

- Create and promote communications practices and tools to Day & Ross employees so they can share information and meet in an inclusive and accessible way.

- Develop a checklist, templates, and other tools to communicate standards and guide employees in making documents accessible in Word, PowerPoint, PDF, Excel, Outlook and other media, digital content, and meetings.
- Develop and implement an internal Accessibility 101 course for employees to raise awareness about accessibility standards and the tools available.
- Support internal departments with tools and training to ensure their materials meet accessibility standards.
- Design and implement guidelines on plain language for internal communications.

Accessibility Features of Software & Equipment

- Work with IT to identify and promote accessibility features available to employees at Day & Ross to increase awareness and use.

Feedback Related to Accessibility

- Continue to leverage and improve the company's existing feedback tools to gather recommendations and identify gaps related to accessible communications.

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.

Action Plan: 1-3 years

- Using a phased approach and with consultation, an audit will be conducted to assess all barriers that may be present and require removal.
- From the onset of vendor setup through to execution of contracts, consideration of accessibility must be an important part of the review process.
- 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.
- Ensure internal policy and documentation are reflected to include accessibility requirements.
- Add as part of annual accessibility audit to access vendor forms and policy additions.

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 Accessibility Commissioner
- Canadian Disability Foundation
- Council of Canadians with Disabilities
- Canadian Association of the Deaf
- Canadian Council of the Blind

Recommendations

- Consider adding ASL (American Sign Language).
- Ensure water doesn’t pool on walkways by maintaining paths of travel.
- Provide shelter at entrances.
- Provide employment applications in various formats.
- Allow for virtual recruitment interviews and provide questions in advance for those who need time to prepare in their own way.
- Evaluate workplace set up by providing employees with Occupational Therapy assessments when requested.
- Computer systems need to be compatible with assistive technologies (Neil Squire Society recommended as a great resource).
- Use the word “disability” instead of “impairment.”

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.

- **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.
- **Onboarding:** Consider assigning a mentor or buddy to new hires to help welcome them to the company during their onboarding.

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.