



ACCESSIBILITY PLAN



DANFREIGHT SYSTEMS INC.
2023-2026



Summary

Faced with the lack of transportation services on the corridor linking California to Montreal, Daniel Bérard founded Danfreight Systems Inc. in 1998. With experience as a long-distance driver and in-depth knowledge of the agri-food industry, he chose to take up the challenge of meeting this need and offering a unique service to his customers. Thanks to his expertise, he has been able to grow his business over the years, which now has an impressive fleet of trucks and trailers. Our only terminal is located in Joliette.

To develop this plan, we considered seven aspects of our business to analyze how we could make it more accessible. These aspects are as follows:

Employment

The built environment (buildings)

Information and communication technologies (ICT)

Communications, outside of information and communications technology

Procurement of goods, services and facilities

Design and delivery of programs and services

Transportation

Our Plan

Over the next three years, we will:

- Simplify and ensure confidentiality of the disability disclosure process for staff members.
- Launch an accessibility awareness campaign for all staff.
- Collaborate with local agencies to increase the number of recruitments of people with disabilities.
- Raise awareness among the recruitment team to improve the hiring and onboarding of targeted individuals.
- To increase our visibility and openness in terms of accessibility through our networks and job offers.
- Strengthen training for managers on disabilities and accommodations.
- Update our Equity Statement and include it in all job postings.
- Update our emergency evacuation plans with clear instructions for people with disabilities.
- Ensure that the work environment encourages accessibility principles and promotes inclusion.
- Provide training on digital accessibility to staff working with technology.
- Publish public materials in accessible formats as much as possible.
- Redesign our website to make it as accessible as possible.

- Revise public messages to also target people with disabilities.
- Evaluate our existing guidelines and processes for accommodating staff with disabilities and make improvements where possible.
- Learn how to incorporate accessibility into the procurement of goods, services and facilities.
- Seek opportunities to include people with disabilities in future advertising campaigns.
- Integrate a section on our website dedicated to our accessibility plan, so that it is available to all.



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1 GENERAL

STATEMENT OF COMMITMENT

Our company, Danfreight Systems, is very excited to share our first accessibility plan with the public. We recognize the importance of creating a healthy, inclusive and accessible workplace for all. Our company culture values fairness and well-being for everyone, whether they are employed or not. We know that people with disabilities have valuable expertise in accessibility. That's why we're committed to listening to their feedback to help us achieve the goals set out in this plan.

1.1 CONSULTATION

To develop our accessibility plan, we solicited the participation of our employees through a voluntary survey. Employees, both with and without disabilities, shared their thoughts on the barriers at Danfreight Systems. This survey was sent out by email, and participants were given the opportunity to indicate their name at the end if they would like to continue the conversation with us about accessibility.

1.2 CONTACT INFORMATION AND COMMENT PROCESS

As part of our continuous improvement of our accessibility policies and procedures, we are also committed to collecting feedback from our customers, visitors and employees regarding their experiences. We welcome feedback on this accessibility plan.

Our feedback process is simple and efficient. You can send your feedback to our Human Resources team, anonymously or not, using one of the following communication methods:

MEANS OF COMMUNICATION	HOW TO REACH US
Online form	https://fr.surveymonkey.com/r/XFKLFSC
Email	rh@groupeconnexion.ca
Mailing address	1400 Lasalle Road, Joliette (Quebec) J6E 0L8
Telephone	450-960-5287 (toll-free) 1-800-730-6190 ext. 287

If you prefer to submit your feedback anonymously, you can use the link below which will not collect any personally identifiable information

<https://fr.surveymonkey.com/r/planaccessibility>

We will confirm receipt of your feedback. We will not respond to comments submitted anonymously (without name or contact information). We will keep a copy of all comments and proposed improvements in a centralized location for at least seven years. We will create reports on the feedback received in our periodic processes and use the feedback in the development of future accessibility plans.

1.4 OTHER FORMATS

You can request to receive this plan along with a description of our feedback process in alternative formats. To do so, use the following contact information:

Human Resources Department

By email : rh@groupeconnexion.ca

By phone : 450-960-5287

By mail: 1400 Lasalle Road, Joliette, Quebec H6E 0L8

A digital version of this plan that is compatible with assistive technology is available on our website: <https://www.danfreight.com>

We will respond to these requests as quickly as possible. For each of the requested formats, Danfreight Systems undertakes to make them available after a processing time of a few days:

- Printing: within 15 days of the initial request.
- Large print (larger font): within 15 days of the initial request.
- Braille (raised dot system that can be read by people who are blind or visually impaired using fingers): within 45 days of the initial application.
- Audio (recording of someone reading aloud): within 45 days of the initial request.

1.5 DEFINITIONS

- **Disability:** " An impairment that is permanent, temporary or episodic, whether or not it is manifest or not, and that interacts with a barrier that interferes with a person's full and equal participation in society."¹
- **Barrier:** "Any element, including anything that is physical, architectural, informational, communications, behavioural, technological, or the result of a policy or practice, that interferes with the full and equal participation in society of persons with physical, intellectual, cognitive, mental, sensory or other disabilities, learning or communication disabilities or functional limitations. »²

¹ <https://www.canada.ca/fr/emploi-developpement-social/programmes/canada-accessible/loi-resume.html>

² <https://www.canada.ca/fr/emploi-developpement-social/programmes/canada-accessible/loi-resume.html>

- **Inclusion:** "Acknowledging, valuing and using diverse identities, abilities, backgrounds, cultures, abilities, experiences and perspectives, while respecting human rights."³

2. SECTORS DESCRIBED UNDER SECTION 5 OF THE ACCESSIBLE CANADA ACT

2.1 EMPLOYMENT

During the development of this accessibility plan, we found that people's levels of knowledge about accessibility and disabilities varied widely. To achieve the objectives outlined in this plan, we recognize that our staff must share a common understanding of the topics in question.

- By June 2026, we will begin working with local agencies to hire people with disabilities;
- By June 2026, we will raise awareness among the recruitment team to increase efforts to hire and integrate people with disabilities;
- By June 2026, we will improve our visibility and openness in terms of accessibility through our networks and job offers;
- By June 2026, the company will provide training to current and future managers on accessibility practices, including our duty to accommodate;
- By June 2026, we will review current policies to ensure that accessibility for all is mentioned to promote our culture of inclusion.

2.2 BUILT ENVIRONMENT

This domain refers to the physical environment including buildings, structures, facilities and facilities. It is important that this environment be accessible to all, without adaptation measures.

Some spaces at Danfreight Systems are difficult to access for employees and visitors with disabilities.

Objectives

- Over the next three years, we will review, update and share emergency evacuation plans with all employees. The updated procedures will include instructions for persons with disabilities in the event of an emergency;

³ <https://www.justice.gc.ca/fra/trans/pa-ap/index.html>

- By June 2026, we will add an automatic door to the main entrance of the business using a push button;
- By June 2026, we will assess the lack of signage in the parking lots (employees and visitors) and in the building to validate whether it is adapted for people with disabilities and make the necessary adjustments if necessary;
- By June 2026, we will assess the drivers' work environment and improve it as needed.

2.3 INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

The information and communications technology aspect describes the internal systems, the digital environment and related issues that would limit accessibility to all.

Our employees in the IT department are not adequately trained in accessibility features.

Objectives

- By June 2026, IT department employees will be trained on market trends in terms of accessibility;
- By June 2026, we will remove possible barriers (subtitling, translation, reading functionality, increasing text size, etc.).

In addition, our website may not meet accessibility requirements.

Objectives

- As a result of the training and the tools we have developed, we will update the website with the new features learned.

2.4 COMMUNICATIONS AUTRES QUE LES TIC

Our organization must ensure that all communications are accessible and adapted to the different formats necessary to meet the needs of individuals. Currently, the document formats used do not always meet the needs of all employees.

Objectives

- From now on, we will simplify our communications by using plain language and making information simple.
- By June 2026, we will provide employees, within a reasonable timeframe, with suitable communication format alternatives (audio, print, braille, accessible

electronic format, etc.), so that they have access to the same information as other employees.

2.5 Procurement of goods, services and facilities

This area aims to integrate accessibility into the procurement process, to ensure that Danfreight Systems purchases accessible goods, services and facilities. We must therefore take accessibility requirements into account in our procurement practices. Currently, Danfreight Systems Inc. does not have specific accessibility guidelines in its procurement procedures.

Objectives

- By December 2024, we will update our procurement procedures to include accessibility checks when procuring goods and services.
- By June 2025, we will make all those involved in procurement aware of the new procedures and make them available to them.

2.6 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Danfreight Systems specializes primarily in freight transportation, and our customers are primarily businesses. However, there are times when people with disabilities working for our customers interact directly with our customer service or sales team. To date, we have not received any complaints from our clients about the accessibility of our programs and services. We hope to gather additional information about the accessibility of our services through the feedback process, which will be implemented at the same time as this plan.

Staff members and people with disabilities have reported that our website and advertisements are not always inclusive enough.

Objectives

- By June 2026, Danfreight System will seek opportunities to better represent the diversity of people, including people with disabilities, in these upcoming advertising campaigns to promote inclusion;
- By June 2026, Danfreight System will consider integrating a section on the website that includes our accessibility plan so that it is available to everyone, at all times, as well as a feedback section;
- Share our accessibility plan with our customers and ensure compliance with it;
- Adjust our internal policies and employee handbook to ensure that they respect the principle of accessibility;

- Communicate improvements to our employees.

2.7 TRANSPORT

Danfreight Systems specializes in transporting goods, not people. Since the Accessible Canada Act relates to the transportation of people, our actions do not directly apply to this sector.

3. CONCLUSION

This accessibility plan marks the first step in making Danfreight Systems more accessible. Through discussions with our staff and people with disabilities, we have identified some barriers that we are committed to removing. We will also ensure that we pay more attention to accessibility in the future to avoid creating new barriers. We recognize that this work is only the first step in an ongoing process and are committed to maintaining an inclusive and accessible environment for all.