



PROGRESS REPORT (JUNE 1, 2025) ACCESSIBILITY PLAN 2023-2026

GENERAL OVERVIEW

Transport Bourassa Inc. and its affiliated companies, such as Agence de Personnel L. Paquin Inc. and Les Placements J.D.G. Inc. is committed, under the implementation of the Accessibility Act, to supporting the federal government's initiative to identify, prevent, and eliminate accessibility barriers.

In this first progress report of our Accessibility Plan 2023-2026, we present our findings and achievements to date.

We continue to make accessibility a daily priority within Transport Bourassa. The actions taken so far have primarily focused on evaluating the company's procedures and practices in the areas defined by the Accessibility Act. The changes aimed at eliminating accessibility barriers will be implemented gradually over several years.

1. Feedback

For any questions regarding this report, you can contact the following individuals:

- Ian Marineau, Vice-President of Human Resources and Road Safety
Email: ian.marineau@bourassa.ca
Phone: 450-346-5313, ext. 1693
- Claudine Galipeau, Director of Human Resources
Email: claudine.galipeau@bourassa.ca
Phone: 450-346-5313, ext. 1248

2. Employment

When developing the accessibility plan, we realized that individuals with disabilities may face several barriers related to access to employment. Therefore, we will implement several solutions to make jobs more accessible for people with disabilities.

Barriers:

- Individuals with disabilities may self-eliminate from the selection process if they feel unable to participate;
- Assessment methods can present barriers for individuals with disabilities;
- Assumptions, biases, and preconceived notions of managers and recruiters, often stemming from a limited understanding of disabilities and potential accommodations, as well as the belief that a worker with a disability cannot contribute, complete all tasks, or has the same abilities as other workers, constitute significant barriers;
- Individuals with disabilities often hesitate to express their concerns about the obstacles they face. Additionally, they may not know whom to contact when they encounter an accessibility issue;
- Biases in performance management can lead to reduced promotion opportunities for individuals with disabilities;
- Fear of retaliation may also hinder the careers of people with disabilities.

Initiatives:

- The staffing team completed a training session on recruitment in 2024. During this training, recruiters developed skills to identify and manage unconscious biases during interviews, particularly those related to individuals living with a disability.
- Training on the harassment and violent prevention policy is currently underway.
- Job postings include references to inclusion and diversity.
- Coaching is offered, when needed, to individuals requiring such support.
- With the publication of the Accessibility Plan, we are open to receiving feedback from workers regarding accessibility at Transport Bourassa.

3. Built Environment

To date, we are not fully aware of all the barriers employees face in the built environment, as we have not yet conducted a thorough assessment.

Once the assessment is complete, a detailed action plan will be developed to identify the most urgent priorities, long-term objectives, and to establish a timeline for the work to be done at each of Transport Bourassa's locations.

Barriers:

- For employees experiencing difficulties with the built environment, accommodations must be implemented on a case-by-case basis;
- Conference rooms and common areas are not fully accessible.

Initiatives:

- Employees can contact the accessibility coordinators at any time to request workplace accommodations based on their needs;

4. Information and Communication Technologies (ICT)

To date, we are not aware of the main challenges that individuals with disabilities may face at Transport Bourassa. We have not received any feedback on this matter and have not yet conducted a thorough assessment.

Once feedback is received, we will collaborate with an IT specialist to address the issues and implement initiatives to overcome the barriers.

Initiative:

- Creation of a feedback form allowing employees to anonymously submit their comments regarding accessibility barriers. This is still pending to be created.

5. Communications other than ICT

We recognize the need to focus on the use of clear language in all our communications, and that all employees must be made aware of this.

Barrier:

- Employees may not fully understand the importance of using clear and simple language in their emails.

Initiative:

- Raise awareness among employees about the use of clear and simple language.

6. Procurement of Goods, Services and Facilities

Currently, there is no official assessment to ensure that the procurement of goods, services, and facilities at Transport Bourassa takes accessibility into account.

Initiative:

- Maintain close communication with the Director of Maintenance who is responsible for the facilities at Transport Bourassa.

7. Design and Delivery of Programs and Services

To date, we have not received any complaints regarding the accessibility of our programs and services from our clients, nor have we observed any difficulties in this area.

Initiative:

- We will ensure that accessibility is integrated from the design phase of programs and services and during their updates.

8. Transportation

As mentioned in our accessibility plan, Transport Bourassa specializes in the transportation of goods, not people. The Canadian Accessibility Act primarily focuses on the transportation of people, which means that our actions do not directly apply to this sector.

9. Consultations

With the implementation of the accessibility plan, Transport Bourassa will engage more with all employees living with a disability to improve the company's accessibility. The consultations will continue until 2026, with any additional employees who wish to disclose their disability and assist us in achieving our objectives.

10. Conclusion

Accessibility is a priority at Transport Bourassa. We strive to build a company where every employee feels comfortable and valued.

We aim that by 2026, all employees will be aware that they can safely and voluntarily disclose their status as individuals with disabilities, so that we can take the necessary accommodations to make their work environment more comfortable.