



ACCESSIBILITY PLAN 2023-2026

GENERAL INFORMATION

1. Commitment

Transport Bourassa Inc. or one of its affiliated companies, such as Agence de Personnel L. Paquin Inc. and Les Placements J.D.G. Inc., is committed to promoting an inclusive and accessible culture. This initiative is not only a central element of our corporate culture but is also essential to our continuous development and competitiveness as an employer in the transportation sector. We will actively participate in creating an accessible Canada by implementing an accessibility framework that ensures our employees and the public we serve have the best possible experience with our services, products, and infrastructure.

We are aware that creating an accessible environment is a gradual process, and we are committed to continuously identifying, eliminating, and preventing barriers. Transport Bourassa will build on the initiatives already in place when developing our first accessibility plan, in accordance with the requirements of the Canadian Accessibility Act. This plan will serve as a guide for our organization to achieve our accessibility goals and to promote a culture based on trust and inclusivity.

To achieve this, it is essential to recognize and understand the needs of people with disabilities.

At Transport Bourassa, we are committed to ensuring that our organization and the services we offer are accessible to all, including people with disabilities. All Canadians have the right to access our services fairly, and those who work with us have the right to perform their duties in an accessible environment.

2. Description of Transport Bourassa

Since 1956, Transport Bourassa has established itself as a key player in logistics and road freight transportation.

We offer flexible solutions tailored to your needs, including Less Than Truckload (LTL), Full Truckload (TL), and container transportation. Our expertise in

logistics, handling, and warehousing ensures efficient management of your supply chain.

Our mission is to facilitate the fast, efficient, and safe shipping and receiving of all essential goods. We are committed to being reliable, trustworthy, and transparent, focusing on the needs of our customers.

As a family-owned business, we value teamwork and solidarity, which translate into consistent efficiency and service quality passed down through three generations.

Our success is based on our exceptional customer service and the daily involvement of our 600 professionals and drivers dedicated to the success of our clients.

Transport Bourassa also offers warehousing services. With 525,000 square feet of space across eight warehouses, we provide short, medium, and long-term storage solutions. We have unlimited capacity to store various types of goods, such as pallets, rolls, barrels, vehicles, bulk items, and much more.

3. Comments

We welcome your feedback on our accessibility plan and inclusivity within our organization. You can share your comments by contacting us at the following:

- Ian Marineau, Vice President of Human Resources and Road Safety, and compliance
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

4. Implementation of the Plan

In accordance with the Canadian Accessibility Act, we are committed to publishing an annual progress report evaluating our accessibility efforts. Additionally, we will review and update our accessibility plan every three years. These progress reports and updates to our plan will be developed in collaboration with consultations involving employees with disabilities within our organization where applicable.

5. Definitions

Accessibility: Refers to the necessity of intentionally and thoughtfully considering people with disabilities when designing or modifying products, services, and facilities, so that they can be used and enjoyed by people of all abilities.

Barrier: The Canadian Accessibility Act defines a barrier as follows: "Any element, including physical or architectural barriers, those related to information, communications, behavior, or technology, or those resulting from a policy or practice, that hinders the full and equal participation of people with disabilities, including physical, intellectual, cognitive, mental, or sensory disabilities, learning or communication disorders, or functional limitations."

Disability: The Canadian Accessibility Act defines disability as follows: "A deficiency, including physical, intellectual, cognitive, mental, or sensory, a learning or communication disorder, or a functional limitation, whether permanent, temporary, or episodic, visible or not, and whose interaction with a barrier hinders the full and equal participation of a person in society."

6. Employment

At Transport Bourassa, accessibility must be guaranteed at every stage of the career journey within the company. We are committed to encouraging individuals from designated and underrepresented groups to apply for the various available positions.

We recognize the need to survey and identify employees with disabilities. Subsequently, we must optimize our recruitment practices to promote the hiring of people with disabilities.

Actions to be undertaken:

- Update job postings and the career section of our website to encourage candidates from designated groups to apply when the job criteria permit.
- Raise awareness among recruitment teams about potential biases towards designated groups.

7. Built Environment

We have several facilities across the province of Quebec, including terminals, warehouses, and a building housing our offices. We ensure the maintenance and repair of these facilities based on their needs.

The actions we will take are:

- Involve the relevant stakeholders more actively during the development of new facilities and the selection of locations.
- Conduct a comprehensive assessment of all our facilities to identify accessibility barriers.
- Involve the relevant stakeholders more actively during major building repairs.

8. Information and Communication Technologies (ICT)

We use a wide range of technologies and systems. Some are standard off-the-shelf products distributed to businesses, while others have been customized or developed in-house. Our team of information technology experts helps us stay up to date with developments and continuously improve our systems. We ensure that our website complies with the accessibility standards set by the Government of Canada, both in terms of content and presentation.

The actions we will take are:

- Continue ensuring that new systems meet modern accessibility standards.
- Stay informed about new communication technologies and consider them when developing or acquiring new software.

9. Communications Other Than ICT

The priority area of communications recognizes that each individual receives, gives, and understands information in different ways. Organizations must consider these differences and ensure that their communications are delivered in various accessible formats for those who need them. Communication products include, but are not limited to, hiring documents, compliance documents, and our company policies.

The actions we will take are:

- Evaluate ways to make essential documents more accessible to all groups.
- Provide the necessary tools to the HR team to facilitate internal and external communication in clear and understandable language.

10. Acquisition of Goods, Services, and Facilities

We strive to continuously adapt our practices to make our services as inclusive as possible for people with disabilities. In this approach, it is essential to consider accessibility criteria in all our decisions and operations.

We must integrate accessibility from the outset of all procurement processes to minimize potential barriers.

The actions we will take are:

- Commit to implementing an evaluation process that considers accessibility when acquiring goods and services for our facilities.

11. Design and Delivery of Programs and Services

The services offered by Transport Bourassa primarily focus on freight transportation. Our clients are mainly businesses. As such, individuals with disabilities who work for our clients may interact with us through our website or by direct contact with our customer service or sales teams. To date, we have not received any complaints regarding the accessibility of our programs and services from our clients.

The actions we will take are:

- Ensure that accessibility is integrated from the design stage of our programs and services.

12. Transportation

- Transport Bourassa specializes in freight transportation, not passenger transport. The Canadian Accessibility Act primarily focuses on the transportation of people, which means that our actions do not directly apply to this sector.

13. Consultation

To fulfill Transport Bourassa's commitment to making our work environment accessible to all, we have developed our accessibility plan in collaboration with our employees, including those with disabilities.

We have gathered feedback and advice from members of our team as well as external organizations through various means.

We will organize one-on-one meetings with employees who identify as part of designated groups to better understand their situation and gather their input on current practices and possible improvements.

We will continue conducting surveys with our employees, including those with disabilities, as well as any working groups formed under this accessibility plan, to assess our progress and ensure that we are implementing the changes we have committed to.

FEEDBACK PROCESS

Transport Bourassa Inc. and its affiliated companies, such as Agence de Personnel L. Paquin Inc. and Les Placements J.D.G. Inc., encourages you to share any observations regarding accessibility barriers you have encountered during your interactions with us or related to the implementation of our accessibility plan.

The Canadian Accessibility Act defines a barrier as follows: “Any element, including those of a physical or architectural nature, related to information, communications, behaviors, or technology, or the result of a policy or practice, that hinders the full and equal participation in society of people with disabilities, including physical, intellectual, cognitive, mental, or sensory disabilities, learning or communication disorders, or functional limitations.”

1. Individuals Responsible for the Feedback Process

We are open to your comments regarding our plan and accessibility within the company. You can submit your feedback to the following contacts:

- **Ian Marineau**, Vice President of Human Resources and Road Safety, and compliance
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. How to Provide Your Feedback

There are several ways to share your feedback with the company, including by mail, phone, email, through social media, or by visiting one of our terminals.

To provide feedback:

- **Mail:** 800 de Dijon street, Saint-Jean-sur-Richelieu, QC, J3B 8G3
- **Phone:** 450-346-5313 ext. 1693 or 1248
- **Email:** ian.marineau@bourassa.ca and claudine.galipeau@bourassa.ca
- **Facebook:** <https://www.facebook.com/transportbourassa/>
- **LinkedIn:** <https://www.linkedin.com/company/transport-bourassa-inc-/>