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JOLLY FARMER

TRANSPORT

ACCESSIBILITY PLAN

JUNE 2024

Accessibility Plan

General

Executive Summary

Jolly Farmer Transport, Inc. ("**Jolly Farmer**" or the "**Company**") is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Jolly Farmer will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities.

A summary of initial opportunities include:
- Improving the attraction of persons with disabilities to any available jobs in our company.
- Being better prepared to provide information in accessible formats when requested.
- Improving the knowledge of our IT team and leveraging the capabilities of accessibility features in current and future IT equipment, programs and systems.
- Initiating processes where there is a more thorough review and a "through an accessibility lens" approach to the assessment of facilities, procurement procedures, company programs, new initiatives and on-going services.

Your Input and Feedback

Jolly Farmer welcomes feedback on our Accessibility Plan from our employees and our shareholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

- **Contact Person**: Karen Jacob or Michael Jacob
- **Mailing Address**: 56 Crabbe Road, Northampton, NB E7N 1R6
- **Email**: kjacob@jollyfarmer.com
- **Telephone**: 1-800-695-8300
- **Website:** www.jollyfarmer.com/transport

Statement of Commitment

At Jolly Farmer, we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

Reporting Our Plan

As required by the *Accessible Canada Act*, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every 3 years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities and/or professional input.

Addressing Areas Identified in the Accessible Canada Act

Employment

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Barrier #1

Our company continues to face competition for employees and currently is not attracting a high volume of qualified candidates.

Actions

- Ensure job posting documents follow accessibility best practices and readability and be prepared to provide information in accessible formats when requested.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.
- Benchmark current recruitment, selection and onboarding practices against leading accessibility practices in other trucking companies and different industries.

Barrier #2

There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities and improve

awareness opportunities for candidates to request reasonable accommodations during the recruitment process.

Actions

- Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments.
- Incorporate language in job postings that show accommodations are available for roles that do not have a bona fide occupational requirements.
- Establish a process for receiving accommodation requests.
- As needed, educate candidates and employees about the availability of accommodations for applicants with disabilities in the recruitment process.

Built Environment

The "built environment" area ensures that workspaces and the work environment are accessible for all.

Barrier #3

Some spaces within the office and the truck yard may limit the mobility of employees and visitors with disabilities.

Actions

- Conduct built environment audit to assess all physical barriers that may be present and require correction.
- Identify mobility barriers in all building locations that can only be accessed by stairs and develop plan to correct or find alternate space in building that can accommodate a permanent or temporary restriction.

Barrier #4

Safety signage in our buildings and truck yard may not be accessible for people with low vision.

Actions

- Improve illumination of current yard signs as needed regarding safety and direction indicators.

Information and Communication Technologies (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share or exchange information.

Barrier #5

The current IT team may not be well versed in accessibility technology and may not know how to assist persons with disabilities in the workplace.

Actions

- Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.
- Deliver and promote end-user training on using accessibility features on all available programs as needed

- Develop and promote guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.).

Barrier #6

Many of the tools and software used in the company have accessibility capabilities that may not be being used in an accessible way.

Actions

- Take an inventory of IT systems used by the company to measure accessibility capabilities as needed

Barrier #7

The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Actions

- Review the technology used in common conference, learning and meeting spaces to ensure that it meets the level of accessibility needed and respects all legal and policy requirements.

Communications Other Than ICT

This area requires that organizations provide barrier free access for the public, clients and employees to all the communications that the Company produces for this audience.

Barrier #8

The Company does not have a consistent processes to ensure alternate formats of communication.

Actions

- Identify service providers and develop contracts or agreements to create alternate formats, where appropriate and when needed.
- Prepare standard resources and commonly issued company communication in alternative formats as needed.
- When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations:
    - o Print
    - o large print
    - o braille
    - o audio format
    - o an electronic format that's compatible with adaptive technology meant to help people with disabilities.

Procurement of Goods, Services and Facilities

The "procuring (buying) goods, services and facilities" area ensures that accessibility is considered at the beginning of the buying process.

Barrier #9

Jolly Farmer's procurement procedures and practices do not take into consideration accessibility requirements.

Actions

- Update the procurement procedures to include accessibility checks when buying goods and services as needed

Design and Delivery of Programs and Services

When designing and delivering the Company's internal and external programs and services, accessibility considerations must be part of the process right from the very start.

Barrier #10

Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Actions

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.
- Create an Accessibility Checklist to help ensure key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

Transportation

Transportation for this purpose refers to the transportation of people, not goods. Jolly Farmer does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act. This means that standards for transportation are not in the scope of this plan.

Consultations

To align with Jolly Farmer's commitment to make our workplace environment accessible to all, we have developed our initial Accessibility Plan in consultation with Cox and Palmer.

We will continue to survey employees as well as consult with external organizations that have been referenced in this Accessibility Plan and measure progress to ensure we meet the commitments we set out to achieve.

Definitions

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services, and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

Barrier: The Accessible Canada Act defines a barrier as "anything – including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy of 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: The Accessible Canada Act defines a disability as "any impairment including anything physical, mental, intellectual, cognitive, learning, communication, or sensory impartment, or a functional limitation, whether permanent, temporary, or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person's full and equal participation in society."