



Amended 04/01/2025

## **ACCESSIBILITY PLAN**

### **GENERAL**

The *Accessible Canada Act (ACA)* requires that Federally Regulated Companies prepare and publish their accessibility plans. This plan is enacted by 1629762 Ontario Inc. O/A Young Transportation System (hereinafter “Young” or “YTS”) effective immediately with a provision to review the plan annually.

### **GENERAL ENQUIRIES**

Any feedback on our accessibility plan can be mailed to:  
Young Transportation System  
Attention: Human Resources  
6329 Netherhart Road  
Mississauga, Ontario  
L5T 1A2

Calls can be made to: 905-677-0111  
Or electronically to:  
E-mail: [contact@tbmgroup.ca](mailto:contact@tbmgroup.ca)  
Fax: 905-677-4607



Amended 04/01/2025

In addition, an anonymous suggestion drop is located inside the reception area at the above-mentioned address for people who wish to keep any issues private.

## **EXECUTIVE SUMMARY**

YTS is ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

It is our goal to foster an environment that believes in integration, and we are dedicated to meeting the needs of people with disabilities in a timely manner. It is our intention to do so by removing and preventing barriers to accessibility, adapting policies and facilities to meet ongoing needs, and by meeting our accessibility requirements under the ACA.

## **ACCESSIBILITY STATEMENT**

Consultations are ongoing with our employees to ensure that we are giving proper consideration regarding any



Amended 04/01/2025

barriers to accessibility within our company. Participation in suggestions is encouraged. Tools are being developed and implemented on an ongoing basis such as the ability to e-mail applications and resumes, virtual document submissions, and virtual meetings as needed.

## **EMPLOYMENT**

Ongoing consultation is being utilized with current employees. In it our intention to expand the consultation process by bringing in outside professionals to audit and suggest further accessibility recommendations.

To date, the following barriers have been identified as issues that may be encountered during employment:

***Possible Barrier 1:*** The trucking industry is facing a severe shortage of qualified employees. Currently, our company is not drawing large amounts of candidates from underrepresented peoples such as persons with disabilities.



Amended 04/01/2025

***Actions:***

| Item   | Status  |
|--|---------|
| Education of Hiring Managers to ensure a better understanding of how they can ensure barrier-free hiring.  | ONGOING |
| Ensure job postings are updated to allow for readability, and provide information to candidates in alternative formats when necessary.                               | ONGOING |
| Enhance the recruiting page of our website to increase visibility to Canadians with disabilities.  | ONGOING |
| Source reputable partners that prioritize advertising to Canadians with accessibility issues to allow for a wider range of advertising when positions are available. | ONGOING |

***Possible Barrier 2:*** Improve awareness for current employees in the fleet as well as applicants of open-door policy for requests of an accessibility nature.



Amended 04/01/2025

### ***Actions:***

| <b>Item</b>  | <b>Status</b>   |
|--|---|
| Add accessibility plan and commitments to the website for all virtual traffic to review.                       | COMPLETED   |
| Post accessibility plan and commitments in reception for all in person visits to the office.                   | COMPLETED   |
| Train Management in all divisions to recognize areas that are in need of improvement for individual employees. | ONGOING   |
| Management to determine and implement an accommodation budget to allow for assistive equipment.                | COSTS<br>CURRENTLY<br>BEING<br>EVALUATED AS<br>REQUIRED |

## **BUILT ENVIRONMENT**

The “built environment” refers to the physical workspace area within the building as well as the yard space and its accessibility for all.



Amended 04/01/2025

**Possible Barrier 3:** Some spaces in the office and yard may be an issue to the mobility of people with disabilities.

**Actions:**

| Item   | Status  |
|--|---------|
| Outside consultants to conduct independent review of the facilities to provide feedback on any design change suggestions for more accessibility. | ONGOING |
| Upon independent review completion, YTS to review all suggestions for capital projects with the landlord of the property.                        | ONGOING |

**Possible Barrier 4:** Current office configurations may pose issues for persons with limited mobility.

**Actions:**

| Item   | Status    |
|--|-----------|
| Designate areas which are to be kept clear of any furniture or office fixtures to allow for a consistent and | COMPLETED |



Amended 04/01/2025

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|--|--|
| clear pathway for those with limited mobility and/or vision.   |  |
| Adjust office furniture layout to allow for additional room for access.  | COMPLETED  |
| Consider making work from home arrangements.   | WORK FROM HOME ARRANGEMENTS BEING MADE AS REQUIRED WHEN POSITIONS ALLOW FOR THAT OPPORTUNITY |
| <b>*<u>New Item:</u></b> New office furniture or large items brought into the workspace are to be assessed for accessibility issues and allocated a spot based on accessibility. | ONGOING  |



Amended 04/01/2025

## **INFORMATION AND COMMUNICATION TECHNOLOGIES**

Information and Communication Technologies refers to all technological tools used for the creation, transmission, and storage of company information and data.

***Possible Barrier 5:*** Current office programs may not be accessible for persons with certain disabilities. For example, not all current programs have the ability to be used with audio for the visually impaired.





Amended 04/01/2025

***Actions:***

| Item  | Status  |
|---|---|
| Work with the IT Provider to source programs with various accessibility features that will coincide with current operations, so that once a need arises, we can quickly adapt to allow for a smooth transition. | TECHNOLOGIES HAVE BEEN REVIEWED FOR WHEN/IF CERTAIN NEEDS ARISE THAT ARE CURRENTLY NOT IN USE. I.T. DEPT IS CONTINUING TO REVIEW, SO THAT ANY ADVANCES IN TECHNOLOGY ARE ACCOUNTED FOR ON AN ONGOING BASIS. |
| Educate current employees to be aware of accessibility features already available within our organization, such as closed captioning on virtual meetings, scaling text and images, etc.                         | COMPLETED   |



Amended 04/01/2025

**Possible Barrier 6:** Current website needs to be updated to ensure that as many alternatives for accessibility are captured as possible.

***Actions:***

| Item  | Status                             |
|---|------------------------------------|
| Website to be reviewed using ACA guidelines to update the website with additional accessibility features that may be lacking. | COMPLETED                          |
| Accessibility features already in use on the website will be reviewed to see if newer technology or updates are available.    | ONGOING WITH CHANGES IN TECHNOLOGY |

**COMMUNICATION OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES**

**Possible Barrier 7:** The company does not have a consistent process to ensure alternate formats of communications are available.



Amended 04/01/2025

***Actions:***

| Item  | Status   |
|---|--|
| Develop company policy and update all office employees on new policy when it comes to preparing and distributing alternate formats of written company communications.   | POSTED FOR ALL EMPLOYEES                       |
| Source outside providers who can prepare alternative methods of communications outside the expertise of office and IT personnel when required. For example: Providing copies of communications in braille.  | VENDORS HAVE BEEN SOURCED FOR ANY FUTURE NEEDS |
| When requested, Young will commit to provide alternative formats as soon as possible, and within the ACA guidelines. These shall include, but are not limited to: print, large print, audio, braille, or by electronic format with adaptive technology. | ONGOING AS NEEDED                              |



Amended 04/01/2025

## **PROCUREMENT OF GOODS, SERVICES, AND FACILITIES**

Accessibility is to be considered at the beginning of the contractual and/or acquiring process.

***Possible Barrier 8: Accessibility is not always considered in advance when purchasing goods or obtaining services.***

### ***Actions:***

| <b>Item</b>   | <b>Status</b>                        |
|---|--------------------------------------|
| Review vendors accessibility capabilities to ensure they can deliver good and/or services consistent with the company's accessibility needs on an annual basis. | COMPLETED, BUT CONTINUING TO MONITOR |
| Update acquisition procedures for inclusion of an accessibility check prior to purchase of goods.   | COMPLETED                            |
| Should the need arise for expansion or relocation of the current facility, the company shall review the property for accessibility issues and aim to resolve    | NO PLANS TO RELOCATE AT THIS TIME    |



Amended 04/01/2025

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| them prior to committing to the property. |  |
|---|--|

## **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

When designing our internal and external programs and services, accessibility considerations must be a part of the process.

**Possible Barrier 9:** Currently there is no standard approach for ensuring that accessibility has been considered for our internal and external programs and services.

### ***Actions:***

| Item   | Status  |
|--|---------|
| Create an accessibility checklist for to help ensure that accessibility considerations are not overlooked.     | ONGOING |
| Provide training under the <i>Accessible Canada Act</i> and its associated regulations to all management staff | ONGOING |



Amended 04/01/2025

|   |         |
|---|---------|
| and those who contribute to developing programs and procedures.   |         |
| Comply with mandatory requirement to consult with persons with disabilities by creating a forum for feedback and suggestions on all current and future programs and policies. | ONGOING |

## **TRANSPORTATION**

Vehicles that are used by organizations and are regulated by the Federal Government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

For the purposes of this section, Young will separate into two parts.



Amended 04/01/2025

## ***TRANSPORTATION OF PEOPLE***

Young does not maintain a transportation system for the purposes transporting people, as such, this shall not be included in the plan at this time. Should this section change in the future, consultations will be done to ensure accessibility is provided before commencing.

## ***TRANSPORTATION OF GOODS***

***Possible Barrier 10:*** Accessibility Accommodations can be an issue for each individual unit that is operated. Due to individual requirements, standard specifications on each truck may not allow for many persons with accessibility issues to operate them.



Amended 04/01/2025

***Actions:***

| <b>Item</b>  | <b>Status</b>                                |
|--|--|
| At this time Young continues to operate a fleet that consists of entirely Owner Operated units. Although the units run under our authorities, each driver is directly responsible for maintaining their own unit. With this provision, all employees who own and operate the units are free to upgrade their equipment in a way that better suits them, such as using automatic transmissions. | FLEET STILL REMAINS ENTIRELY OWNER OPERATORS |
| On an as needed basis, trucks are provided with extra room to allow for people with mobility issues that may require the extra allowance to safely enter, exit, and/or maneuver around said vehicle.   | ONGOING AS NEEDED                            |
| Should the need arise for company owned vehicles in the future, Young shall review accessibility options before  | NOT APPLICABLE AT THIS TIME                  |





Amended 04/01/2025

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| committing to renting or purchasing new equipment. |  |
|--|--|

**Possible Barrier 11:** Due to the nature of the position, and that we are a 24/7 operation, employees who operate equipment on the road can sometimes experience challenges when it comes to operating vehicles during specific times of day, such as nighttime driving.

**Actions:**

| Item  | Status  |
|---|---------|
| Operations staff to be made aware of any issues brought up by employees. Operations shall then work with the employee to adjust the workload as much as possible to accommodate the request, such as changing shift times, avoid providing the affected party with timed loads, or offering alternative work/special projects when available. | ONGOING |



Amended 04/01/2025

## **CONSULTATIONS**

Young's accessibility plan has been developed using consultations with our employees, including those with disabilities. Employees are aware of our open-door policy and we have various ways for them to provide this information:

- In person meetings at the office
- Anonymously through our suggestion box
- Electronically via e-mail or text message to management

When necessary, outside consultants have been used as well to ensure that we can continue to upgrade our operations on a regular basis to better suit the needs of people with disabilities and/or accessibility requirements.

Discussions have also been completed with colleagues in the same field to allow us a broader pool of information to use for consideration of policies and procedures. This also allows for the anticipation of needs that may not have yet been brought forth.



Amended 04/01/2025

## **GLOSSARY**

Accessibility\*: Refers to the design of products, devices, services, or environments for people who experience disabilities.

Barrier\*\*: means 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 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. (obstacle)

Disability\*\*: means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society. (handicap)



Amended 04/01/2025

\*Definition from Accessibility Services Canada –  
accessibilitycanada.ca

\*\*Definition from Accessible Canada Act - <https://laws-lois.justice.gc.ca/eng/acts/a-0.6/page-1.html>

## **BUDGET**

Accessibility Requests continue to be monitored on an as needed basis, with Management making necessary arrangements to complete adjustments required quickly and with cost effectiveness in mind. Young has determined not to set up a maximum budget as we do not wish for monetary values to hinder any processes that may be required to suit the needs of our employees. We believe that all accessibility requests or suggestions should be reviewed with utmost importance.