



# CONSOLIDATED FASTFRATE INC - QUEBEC 2026-2028 ACCESSIBILITY PLAN

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## GENERAL

Consolidated Fastfrate Inc. (“Fastfrate”) is committed to promoting a culture of inclusivity and accessibility as an integral part of our company values. We believe that providing access to all is crucial not only for the growth and competitiveness of our organization in the transportation sector but also for contributing to a barrier-free Canada for everyone. To achieve this, we are developing an accessibility framework that will improve the experience of both our employees and the public with our services, products, and facilities.

We acknowledge that creating a barrier-free environment takes time, and therefore, we are dedicated to ongoing efforts to identify, remove, and prevent barriers. Our Accessibility Plan, developed in compliance with the *Accessible Canada Act*, will serve as a guide to meet our accessibility commitments and build an accessibility-confident culture.

We recognize the importance of understanding the needs of those with disabilities, and for this reason, we have involved employees who identify as having a disability in the development of our plan through an anonymous company-wide survey designed for employees with disabilities and allies alike, as well as by inviting those who self-identify as having a disability to provide direct feedback on the plan.

This accessibility plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

Fastfrate values the input of the public, stakeholders, and employees regarding our Accessibility Plan. Your feedback is crucial to our efforts in promoting accessibility and inclusivity. Please utilize one of the contact methods below to provide your inquiry or feedback. We will promptly respond to all feedback received. If you require assistance while submitting your feedback, please inform us, and we will strive to accommodate your requirements.

For feedback or questions, please contact:

**Alex Mocevic, HR Business Partner**

**Phone:** 519-653-9770 ext. 2357

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## 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 all.

**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 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.”

**Disability:** The *Accessible Canada Act* defines a disability as “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, interaction with a barrier, hinders a person’s full and equal participation in society.”



## ADDRESSING AREAS IDENTIFIED IN THE *ACCESSIBLE CANADA ACT*

In line with the *Accessible Canada Act* (“ACA”), we have diligently identified barriers within our organization that hinder accessibility in the 7 key areas outlined in Section 5 of the ACA. With a firm belief in the importance of equal access and participation, we are determined to take proactive measures to address these barriers and ensure an inclusive experience for everyone.

### 1. EMPLOYMENT

**Barriers:** There is an underrepresentation of individuals with disabilities in our workforce, and a lack of clear, accessible communication around the accommodation process. While we are committed to inclusion, we recognize the need to create more equitable hiring practices and to ensure that all employees are fully informed of the support and accommodations available to them.

**Actions:**

- Post all job vacancies on disability-specific job boards.
- Educate hiring managers on accessible, barrier-free recruitment practices.
- Add a statement of commitment to inclusion and accommodations at the top of all job postings.
- Use inclusive language in job postings to encourage applications from individuals with disabilities.
- Designate a clear and knowledgeable point of contact for accommodation requests during recruitment.
- Encourage remote interviews as a standard option to enhance accessibility.
- Assess and improve the current accommodation process with input from employees and relevant stakeholders.
- Develop clear documentation outlining the accommodation process, forms, timelines, and roles.
- Include a dedicated section on accommodations in all welcome packages, explaining the process and available supports.

### 2. BUILT ENVIRONMENT

**Barriers:** At our Quebec terminal, there are significant physical accessibility barriers due to the lack of automatic doors and elevators to key areas such as the second-floor office and basement lunchroom. These limitations prevent individuals who use mobility devices from independently navigating the space and fully participating in day-to-day operations.

**Actions:**

- Conduct a comprehensive accessibility assessment of the Quebec facility to identify and prioritize key modifications.
- Evaluate the feasibility of installing automatic door openers at building entrances and key access points (e.g., washrooms, offices).



- Explore options for providing alternate accessible spaces for communal activities (e.g., relocating the lunchroom to the main floor or creating a secondary accessible lunch space).
- As part of any future renovations or infrastructure upgrades, ensure that accessibility features like elevators and ramps are incorporated into the design.

### 3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

**Barriers:** There is limited accessibility expertise within our IT team, and accessibility features in our current tools and software are underutilized. This limits our ability to effectively support employees with disabilities and fully leverage the inclusive potential of technology in the workplace.

**Actions:**

- Provide accessibility-focused training for IT team members to increase awareness of assistive technologies, adaptive software, and digital accessibility best practices.
- Develop accessibility considerations for future technology procurement and software evaluations.
- Require accessibility documentation, where appropriate, from vendors when assessing new technology solutions
- Conduct thorough accessibility testing before acquiring new tools and software.
- Implement an ongoing monitoring and review process to ensure continued compliance and usability.
- Promote awareness and training for all staff on existing accessibility features in current software to encourage usage.

### 4. COMMUNICATIONS OTHER THAN ICT

**Barriers:** Our organization lacks a standardized process for providing alternate communication formats and has not consistently adopted plain language across its communications. These gaps create barriers for individuals with disabilities, lower literacy levels, cognitive impairments, or those whose first language is not English or French.

**Actions:**

- Identify appropriate service providers to support alternate format requests.
- Develop standardized procedures outlining how to identify the need for alternate formats, request them, and ensure timely delivery.
- Continuously evaluate and improve our alternate format processes through feedback, audits, and industry research.
- Create plain language guidelines tailored to our organization's communication needs, with clear instructions on structuring and simplifying content.
- Review policies, procedures, forms, and key employee communications to improve readability, clarity, and accessibility.
- Collaborate with internal stakeholders, including communications and marketing teams, to strengthen accessible communication practices.



- Deliver training to staff on plain language principles and best practices to build a culture of accessible communication.
- Share awareness resources and educational materials related to disability inclusion, neurodiversity, mental health, and accessible communication.

## 5. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

We have not identified any barriers in our procurement practices that hinder accessibility.

Moving forward, we will continue to evaluate and update our procurement policies to ensure accessibility remains a key consideration in all purchasing decisions. Embedding accessibility criteria into our procurement processes reflects our ongoing dedication to fostering an inclusive and barrier-free workplace.

## 6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

**Barriers:** We do not currently have a standardized process to evaluate the accessibility of our internal and external programs, events, and services. Without a consistent framework, we risk unintentionally excluding individuals with disabilities from full participation.

### **Actions:**

- Develop a standardized accessibility checklist to evaluate the inclusiveness of programs, events, and services.
- Regularly review and update the checklist to reflect evolving best practices and regulatory changes.
- Provide training to employees involved in program and service design on the ACA and its regulations to ensure accessibility is embedded in all offerings.

## 7. TRANSPORTATION

**Barriers:** The current design of transport truck entry presents challenges for individuals with motor-related disabilities due to the height and repetitive nature of the steps. This can limit their ability to safely and effectively perform their duties.

### **Actions:**

- Provide ergonomic truck modifications through the accommodation process, including extended tractor steps, folding steps, swivel seats, or other approved equipment where appropriate.
- Evaluate vehicle-related accessibility solutions that reduce physical barriers for employees performing transportation-related duties.
- Ensure accessibility considerations are incorporated into operational training delivery, including adjustments to communication methods, scheduling, training format, and instructional supports where appropriate.
- Provide accommodation supports for drivers and operational employees based on individual needs and medical documentation, where applicable.



- Assess accessibility opportunities related to transportation tools, systems, and equipment used by employees in operational roles.
- Evaluate operational best practices that improve accessibility, safety, and inclusion for transportation employees.

## CONSULTATIONS

In line with Fastfrate's dedication to creating an inclusive workplace, we have collaboratively developed our Accessibility Plan through extensive consultation with our employees, including those with disabilities. This ensures that their valuable perspectives and insights are incorporated into our efforts to make our workplace environment accessible to all.

We gathered feedback and input from our team members in 2 different ways:

- **Anonymous Survey:** We distributed an extensive survey to employees, encouraging individuals who self-identify as having a disability to participate. The survey covered various aspects of accessibility and received responses from many participants. This allowed us to gather diverse perspectives and valuable insights on accessibility barriers and potential solutions within our organization.
- **Direct Feedback Opportunity:** We reached out by email to employees who had previously self-identified as having a disability, inviting them to share their thoughts, opinions, and feedback on the Accessibility Plan in whatever form they felt most comfortable. This open-ended approach was designed to respect individual preferences while ensuring that lived experiences were meaningfully reflected in the development of the plan.

To track our progress and ensure the successful implementation of the changes outlined in our Accessibility Plan, we will maintain an ongoing survey initiative. This initiative will encompass all employees.