

General information

The accessibility plan is part of the organization's approach to comply with obligations under the Accessible Canada Act (ACA) and the Canadian Accessibility Regulations (CAR). To achieve this, Martin Roy Transport (9064-4287 Québec inc.) is committed to making the workplace, policies, programs, practices and services accessible.

Please send your comments to the Human Resources department who is responsible for receiving accessibility-related feedback. You can send your comments by email, phone or mail using the contact information below.

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You may use the contact information above to request a copy of our accessibility plan and description of our feedback process in the following alternative formats: print, large print, braille, audio or electronic format compatible with adaptive technologies intended to assist persons with disabilities. We will provide you with the format you request as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take 15 days.

Contact us**Head office**

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Consultations

Martin Roy Transport (9064-4287 Québec inc.) consulted people with disabilities when preparing the accessibility plan and describing the feedback process. The method selected for the consultations is the survey, here are the details:

Format: Survey (online and printed)

Period: September 18 to October 12, 2024

Participants: All employees were invited to participate

We asked participants the following questions:

1. How would you rate the overall accessibility of your work environment?
2. What aspects of accessibility do you find most problematic?
3. Do you have any suggestions for improving accessibility in our company?
4. How do you rate the layout of workplaces in terms of accessibility?
5. How do you rate access to buildings?
6. How do you rate the accessibility of parking?
7. How do you rate the complexity of internal forms and other documents?
8. Do you have any other comments or suggestions regarding accessibility?

Accessibility:

We have made our consultations accessible through the following means:

- ☐ Ensuring our site is wheelchair accessible
- ☒ Consultation documents were available in accessible formats
- ☐ Provision of sign language interpreters on request
- ☐ Closed captioning provided upon request
- ☐ Other (please specify):

People consulted:

For this first accessibility plan we have focused our actions on internal consultations. We wish to begin external consultations for the update of the plan in 2026.

We consulted:

- ☒ Disabled people
- ☐ Disabled people's organizations
- ☐ Accessibility experts
- ☐ Experts in the field of disability

Total number of participants: 19

Number of disabled participants: 1

Types of disabilities represented: Mobility

Areas covered by section 5 of the Accessible Canada Act (ACA)**The job:**

We have identified the following obstacles:

- Barrier 1: Our job postings do not mention our commitment to accessibility and inclusion, or explain how to request disability-related accommodations.
- Barrier 2: We do not currently require all managers and human resources (HR) staff to complete accessibility training.

We will take the following measures to remove and prevent these obstacles:

- Barrier 1: We will add language to all our job postings that outlines our commitment to accessibility and inclusion, and that tells applicants how to request accommodations. We will include examples of accommodations in our hiring process, such as providing a sign language interpreter for a job interview or giving someone extra time for a written test. We will begin including this language in our job postings within six months.
- Barrier 2: All managers and HR staff will be required to complete this training within six months. The training will explain the need to provide employees with disabilities with equal opportunities for career advancement.

The built environment:

Our consultations did not allow us to explore and clearly define the barriers. To this end, we need to assess what we can do to make the built environment more accessible. We want to target the barriers for the update of the plan in 2026.

We have identified the following obstacles:

- Obstacle 1: Several terminals are not accessible to people with reduced mobility.

We will take the following measures to remove and prevent these obstacles:

- Obstacle 1: Consult an accessibility expert to make all of our terminals more accessible.

Information and communication technologies:

Our consultations did not allow us to explore and clearly define the obstacles. To this end, we must assess what we can do to make information and communication technologies more accessible. We wish to target the obstacles for the update of the plan in 2026.

Communication, other than information and communication technologies:

We have identified the following obstacles:

- Obstacle 1: Documentation exists but is often difficult to access.
- Barrier 2: Forms are written in complex or technical language that may be difficult to understand.

We will take the following measures to remove and prevent these obstacles:

- Obstacle 1: Begin discussions about the possibility of setting up an intranet or other type of common space to make documentation more accessible.
- Obstacle 2: Simplify internal and external forms to make them easier to understand and use.

The acquisition of goods, services and facilities:

Our consultations did not allow us to explore and clearly define the barriers. To this end, we must assess what we can do to make the acquisition of goods, services and facilities more accessible. We wish to target the barriers for the update of the plan in 2026.

The design and delivery of programs and services:

We have identified the following obstacles:

- Barrier 1: We don't always consider accessibility when developing new programs and services.
- Barrier 2: We don't have a policy on customer service accessibility.

We will take the following measures to remove and prevent these obstacles:

- Barrier 1: Within six months, we will adopt a policy that requires us to consult with people with disabilities when designing new programs and services. This will help us ensure that we are not creating barriers. We will also ask people with disabilities to test the accessibility of our products and services.
- Barrier 2: Within one year, we will develop a policy on accessible customer service. We will seek input from people with disabilities when developing this policy to ensure it meets their needs. Our policy will cover topics such as communication supports, service animals and alternative formats. We will provide training on this policy to all front-line staff and managers.

Transportation:

Our consultations did not allow us to explore and clearly define the barriers. To this end, we must assess what we can do to make transportation more accessible. We want to target the barriers for the update of the plan in 2026.

Conclusion :

This first accessibility plan has highlighted certain obstacles regarding accessibility from an internal point of view. Measures to remove and prevent these obstacles have been defined. Martin Roy Transport (9064-4287 Québec inc.) is committed to:

- Monitor and measure progress to ensure accessibility goals are met and barriers that have been identified are removed;
- Include accountability measures in performance objectives for senior executives and managers;
- Encourage feedback by using a feedback process and ensure that it is used to implement the accessibility plan;
- Publish reports on the progress of the implementation of the accessibility plan.;
- Address accessibility feedback received within a reasonable time frame.

Note: Please refer to the corrective action tracking grid (see Appendix 1) for more details and timelines.

Appendix 1 – Corrective measures monitoring grid

	Obstacles	Measures	Deadlines	Responsible	Follow up
Employment	Our job postings do not mention our commitment to accessibility and inclusion, nor do they explain how to request disability-related accommodations.	We will add language to all our job postings that outlines our commitment to accessibility and inclusion, and tells applicants how to request accommodations. We will include examples of accommodations in our hiring process, such as providing a sign language interpreter for a job interview or giving someone extra time for a written exam.	6 months	Human resources	
	Currently, we do not require all managers and human resources (HR) staff to complete accessibility training.	All managers and HR staff will be required to complete this training. The training will explain the need to provide employees with disabilities with equal opportunities for career advancement.	6 months	Human resources	
The environment built	Several terminals are not accessible to people with reduced mobility.	Consult an accessibility expert to make all of our terminals more accessible.	2026	Human resources	
Technologies of information	Our consultations did not allow us to probe and clearly define the obstacles.	Not applicable	Not applicable	Not applicable	Not applicable
Communication	The documentation exists but is often difficult to access.	Begin discussions about the possibility of setting up an intranet or other type of common space to make documentation more accessible.	6 months	Human resources	
	The forms are written in complex or technical language that may be difficult for some to understand.	Simplified internal and external forms to make them easier to understand and use.	2026	Human resources	In progress

Appendix 1 – Corrective measures monitoring grid (continued)

The acquisition of goods, services and facilities	Our consultations did not allow us to probe and clearly define the obstacles.	Not applicable	Not applicable	Not applicable	Not applicable
The design and delivery of programs and services	We don't always consider accessibility when developing new programs and services.	Adopt a policy that will require us to consult with people with disabilities when designing new programs and services. This will help us ensure that we are not creating barriers. We will also ask people with disabilities to test the accessibility of our products and services.	6 months	Human resources	
	We do not have a policy on customer service accessibility.	Develop a policy on accessible customer service. We will seek input from people with disabilities when developing this policy to ensure it meets their needs. Our policy will cover topics such as communication supports, service animals and alternative formats. We will provide training on this policy to all front-line staff and managers.	1 year	Human resources	
Transport	Our consultations did not allow us to probe and clearly define the obstacles.	Not applicable	Not applicable	Not applicable	Not applicable