

ACCESSIBILITY PLAN- Progress Report 2025



June 1, 2025

Introduction

Fundy Xpress Transport Limited is pleased to present its annual Accessibility Plan Progress report.

As a federally regulated organization, we have prepared this progress report as part of our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This progress report provides updates on the progress we have made in implementing our 2024–2027 Accessibility Plan.

In the year since we implemented our plan there have been discussions with the owners on how to create an inclusive and barrier-free organization for everyone who works for us or who visits our premises. We have welcomed feedback from clients and employees and will continue to do so as we progress further with the plan.

As an employer, we continuously work to make our workplace be one where every employee can participate comfortably. As a service provider, we are focussed on ensuring that we minimize any barriers our clients may face while accessing our services.

As you will read in this progress report, over the course of the year, we have worked to close any barriers from our physical environment to our public website, our hiring practices and services. Here are some highlights:

- Due to being a small federally regulated company we do not have a big overturn of employees so in terms of our hiring process we will encourage new candidates with disabilities to express any barriers they see, and we are committed to working with them to make sure their work environment can meet their needs.
- In our physical environment we are still looking into ways to improve the small step up to our office and storage shed but have put work into our warehouse docks and doorways to make them easier and safer for our employees.
- We have worked with our website developer to add the accessibility plan to our website and have looked over our website to make sure that numbers were bold and easily legible to our clients. We will continue to look at ways to improve the website as we move forward.
- We are also continuing to discuss and research ways to develop documents in multiple formats to allow employees and clients to be able to access them no matter the barrier.

We are working to improve accessibility within our organization with safety, comfort and inclusion being our top priorities. We feel our facilities are very accessible and just need some minor tweaks to make it even more accessible. We purchase tools as needed to allow employees to work in comfort (for example: stand sit desktop for an employee with back issues and ergonomic chairs).

The progress and highlights in this report show that accessibility is a continuous and ongoing process that we will continue to work towards.

General

We welcome any feedback from our employees and visitors to our facility so we can meet our accessibility goals.

How to provide feedback

The Accessible Canada Act requires all federally regulated organizations to publish annual progress reports for the next two years and to develop a new plan in three years. Your feedback will aid in both our subsequent progress reports and our next installment of our Accessibility Plan.

We welcome any feedback on:

- our 2024–2027 Accessibility Plan
- how the plan is being implemented
- our feedback process

You can provide feedback in the following ways to our office manager, Lisa Benjamin by:

- Sending an email to accounting@fxt.ca
- Calling by telephone 1-902-847-3003 ext. 100 or toll free at 1-800-705-0041 ext. 100
- Mailing us at the following address: 8487 Brooklyn Street, Kentville, NS B4N 1G6

Feedback

In 2024, we received limited feedback through our feedback process as we are a small company with limited employees and local clientele. We will look at ways to encourage more feedback going forward.

Consultations

There were ongoing conversations with employees with disabilities on ways to improve the workspace and have even looked at ways to make our invoices more legible for those with vision impairments. We have few clienteles with disabilities but have talked to those we have to come up with ways to improve our main office facility for easier access. We feel that this will be an ongoing process as we move forward.

How we consulted

In preparation for this progress report, we consulted via in person conversations, via email and over the phone with employees and clientele to gain the feedback we received. We asked for feedback on our main office facility as clientele is rarely in the warehouse and asked for ways to better improve access to the building and any barriers they may have faced. We also work with our clientele who do not speak English as a first language so we can close language barriers. Our office manager is learning French to better assist our French speaking clients and look at ways to

translate written communication with Microsoft office and Google translate. Our employees were questioned on what we are doing well and ways we can improve the work environment.

What we learned

During our consultations we learned:

- That we are open to hearing feedback and work well with employees to make sure their work environment is accessible and comfortable for their needs.
- That our clientele finds our services accessible, and our employees are easy to work with and have little communication barriers.
- That our facilities are quite accessible but still need some minor tweaks such as the office entry to make it more wheelchair accessible.
- That we are accommodating to others when a barrier or issue arises and make sure that the tools they need are available.
- That to meet our goals we need to find funding to assist in these upgrades. As a small business extra funding in the budget isn't always a possibility.

Progress under section 5 of the Accessible Canada Act

This section details the progress we have made over the past year on the key areas identified in [section 5, the Purpose of the Accessible Canada Act](#). This section in accordance with the template provided to all federally regulated organizations.

Employment

Barriers that were identified:

- Additional training on accessibility would be helpful to managers and employers. As well as training on policy writing.
- Funding to be able to purchase equipment and tools needed to accommodate.

Goal: To look at training programs to assist and better understand accessibility and its barriers.

Progress update:

- Contacted our Carriers Edge training representative to see if there were any programs on accessibility and inclusion via their platform.
- Researching other programs that can offer inexpensive training on accessibility and policy writing.

Goal: To make sure that we accommodate employees and their needs by providing tools and resources.

Progress update:

- We have accommodated older drivers with their barriers while on the road by building them loads that fit their needs including when they need to make it to appointments. This will be an ongoing process as barriers for drivers arise.
- We are working with office staff to make sure they have the tools and equipment needed to work comfortably as well as updating desktop computers with laptops as upgrades are needed. This will make it easier for employees to work from home when needed for medical reasons. We have transitioned to internet phones which can be used with any internet connection at home or office as well as being able to not only call and hear voice messages, but messages getting sent and transcribed in email format.

Built environment

Barriers that were identified:

- More accessible access to main office entrance.
- Access to the storage shed at the side of the building.
- Parking accessibility.

Goal: Make main entrance more accessible for wheelchair users.

Progress update:

- Looking at ways that we can develop a ramp that can be laid down when needed. Currently wheelchair users have been able to get into the building as the step up is minimal, but we want to make it even more accessible to them.
- Currently looking at ways to have the door lock open for wheelchair users. We currently always have someone in the front of the office where the entrance is to hold the door open but realize that there may be a time this person is not working so we have been brainstorming other ways to eliminate this barrier.
- Employees are now asked to park on the side of the office to leave parking spaces open by the door for clientele to have easier access to the main entrance.

Information and communication technologies

Barriers:

- Unsure what is available to us to be able to offer various ICTs.

- Lack of knowledge with tools and software we currently have that have accessibility capabilities and how to use them to our advantage.
- Cost to access new tools and software needed to provide alternative forms of communication such as braille and audio.

Goal: Look at different ICTs and see what we can offer.

Progress update:

- We offer both written (small and large print) formats and can verbally speak it in person or over the phone. Due to the nature of our business, we are unsure of braille and audio will be a feasible expense option but are researching ways to offer this upon request.

Goal: Learn how we can use the software we currently have to become more accessible.

Progress update:

- We are still learning how we can utilize Microsoft Office to assist us besides written documents and being able to translate emails.
- We have learned that Microsoft Office has an accessibility checker, but are still learning how it works.

Goal: Look at a budget or outside funding to assist with cost to purchase new tools/software.

Progress update:

- Still in the research phase as needing braille or audio is not common with our company being in the trucking industry. We have made sure that we can offer larger font sizes and verbalize things as needed.

Communication other than ICTs

Barrier:

- Not having a process in place to ensure other formats of communication are available to anyone that may need it.

Goal: Develop other formats and investigate external help to develop ones that we are not able to do ourselves.

Progress update:

- We have made our documents available in larger print and have made sure our invoices are in a common larger print so anyone could read it. Our policies are available in larger print, and we offer to verbalize documents when needed.
- We are still researching braille and audio costs.

Procurement of goods, services and facilities

Barrier:

- Not having procedures in place to take accessibility into consideration.

Goal: Develop procedures taking accessibility into account.

Progress update:

- Because we deliver goods, we have purchased more pallet jacks to help drivers needing to more freight and use outside company services to deliver to areas our trucks cannot make it.
- When purchasing equipment and supplies we are looking into accessibility factors and ways to make sure delivery of goods is easy and meets accessibility standards.

Design and delivery of programs and services

Barrier:

- There is no current procedure in place to take accessibility requirements into consideration.

Goal: Develop a procedure that takes accessibility into consideration.

Progress update:

- Currently looking into developing a checklist that outlines whether accessibility is being factored into operations and a space to make improvement notes.
- Currently looking into training courses to develop these practices and procedures.

Additional actions we have taken to improve accessibility

- Because we deliver goods, we have purchased more pallet jacks to help drivers needing to more freight and use outside company services that offer tail gate deliveries to deliver to areas our trucks cannot make it.
- We have done repairs to our docks to make it easier for our employees to enter and exit trailers either on foot or with the forklift.
- Removed a barrier door in the front of office so there is no obstacle to walk through to reach the board room or washroom facilities.
- Ensure walking areas are clear of obstacles.

Training

Goal: Offer employees training and tools they need to help achieve our accessibility goals.

Progress update:

- We just added a new course to Carriers Edge called “Diversity, Equity & Inclusion” which we will be notified when it is available for us to do.
- Looking into other training courses that would aid staff to continue their learning and understanding.

Transportation

Fundy Xpress Transport Limited does not provide transportation services to the public.

Conclusion

Fundy Xpress Transport Limited wants to continue in our understanding that accessibility remains an ongoing set of goals and practices and conversations. It is on going because the needs and technology are continuously evolving.

Fundy Xpress Transport will continue to monitor our accessibility progress and continuously strive to be better in removing and preventing barriers for people with disabilities in our company and industry. We will put effort into meeting our goals and continue to keep ourselves informed so that the accessibility barriers are minimized.

Over the coming year, we will continue moving to meet the goals set out in this progress report so we can meet our plan actions by the end of our three years. We understand that we ourselves may face barriers in completing them but will keep a positive outlook so that all people feel included. We will continue to welcome feedback and insights on how we can improve and what we are doing well so we can keep moving forward.

We want to do our part to close the accessibility barriers while meeting out goals.