COONEY TRANSPORT LTD

ACCESSIBILITY PROGRESS REPORT

2026

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Introduction

Cooney Transport Ltd. is committed providing an inclusive and barrier-free environment. This document outlines how we strive to continuously improve the experience with employees, our facilities and services.

We recognize the importance of understanding the needs of those with disabilities and fostering a culture that promotes learning and to expand consultations on various internal policies and procedures, as well as communication tools, to ensure we meet the highest standards of accessibility for all employees, partners, visitors and applicants.

This past year, our organization has focused intensely on identifying, addressing and removing barriers within our operations.

Cooney Transport Ltd values and welcomes any feedback from the general public. Any feedback or questions regarding our accessibility plan or requests for copies in an alternative format can be addressed to the following designated company representative:

Accessibility Specialist (designated representative)
Accessibility@Cooney.ca
613-962-6666 ext. 236

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

- Print
- Large Print
- Audio
- Electronic

Mailing Address:

Cooney Transport LTD
77 Bellevue Drive
Belleville Ontario
K8N 4Z5

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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 persons of all abilities.

Barrier

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 a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability

Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Addressing areas identified in the *Accessible Canada Act*

Cooney Transport Ltd has identified barriers within our organization that hinder accessibility in the 6 key areas outlined in Section 5 of the Accessibility Canada Act. With a firm belief of equal access we committed to take proactive measures to address these barriers thus ensuring an inclusive experience for everyone.

1. Employment
2. Built Environment
3. Information and Communication Technologies (ICT)
4. The Procurement of Goods, Services and Facilities
5. Design and Delivery of Programs and Services
6. Transportation

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1. Employment

Barrier 1

Our company continues to face competition for employees and currently the number of job applicants and employees hired with disabilities is lower than labour market availability.

Cooney Transport Ltd is committed to improving workplace accessibility at every stage of employment. This means accommodations must be made available to candidates and employees upon request and accessibility should be embedded into policies, processes and practices.

- Recruitment and selection process
- Training and development
- Business travel
- Re-turn-to-work process
- Long-term disability leaves

Action

- Enhance the careers section of our website to increase visibility of Cooney Transport Ltd jobs among Canadians with disabilities and signal our commitment to their inclusion in our workforce.

Progress Report on Barrier #1

In 2024 and as an on-going initiative efforts were made to evaluate all job postings to ensure they are accessible to any and/or all potential applicants; including those with disabilities. This includes improving the readability of the postings and having steps in place to provide an alternative format of the posting when request.

Some managers have been provided internal training on how to respond to requests for accommodation during the recruitment and interview process. Virtual interviews are also offered to potential candidates.

Additional Recommendation

Cooney Transport Ltd. will continue to improve accessibility throughout the recruitment and selection processes by ensuring applicants with disabilities are aware of the availability of accommodations. Enhancements to the careers section of the Company website remain planned to increase the visibility of employment opportunities among Canadians with disabilities and communicate the Company's commitment to an accessible and inclusive workforce.

Applicants requiring accommodation during the application, interview, or selection process may contact the Accessibility team at Accessibility@Cooney.ca. Each request will be reviewed on an individual basis to identify appropriate accommodations and support an accessible and inclusive recruitment experience, in accordance with applicable accessibility requirements.

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2. Built Environment

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

Barrier 2

We have identified the absence of automatic doors in our accessibility washrooms. This limitation hinders the ease of access for individuals with disabilities, impacting their independence and overall experience.

Action

- Recognizing the importance of creating fully inclusive spaces, we are committed to addressing this barrier and enhancing accessibility in our washroom facilities.
- We will conduct a comprehensive accessibility review of our washroom facilities, specifically focusing on accessibility washrooms. This review will assess the current state of accessibility features, including the absence of automatic doors.
- We will prioritize the installation of automatic doors in our accessibility washrooms. Automatic doors provide a seamless and independent experience for individuals with disabilities, allowing them to enter and exit the washrooms without the need for physical assistance. This improvement will enhance privacy, convenience, and dignity for all users.
- We will display clear signage indicating the presence of automatic doors in the accessibility washrooms. This will provide a visual cue to individuals with disabilities, indicating that the washrooms are fully equipped to meet their needs.
- We will implement a regular maintenance and accessibility check program once the automatic doors are installed.

Progress Report on Barrier #2

A review of the “built environment audit” has begun, for potential modifications are in process. Budget discussions with senior leadership are being proposed for Q4 2025.

Additional Recommendation / Progress Update

An accessible entrance door was installed at the front of the building in place of the washroom door originally identified for improvement. The project scope was revised after determining that the washroom door provides the required clear opening width for wheelchair access, while improving the main entrance was identified as a higher accessibility priority.

To further improve washroom accessibility, a lever-style door handle was installed to improve ease of operation. The existing full cabinet was also removed and replaced with an upper cabinet to increase available floor space and improve maneuverability within the washroom. These improvements support accessibility and usability within the existing washroom layout.

Cooney Transport Ltd. plans to initiate budget discussions with senior leadership in Q4 2027 to assess the feasibility and funding requirements for installing an accessible automatic washroom door.

3. Information and Communication Technologies (ICT)

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

Barrier 3

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

Action

- Deliver and promote end-user training on using accessibility features on all available programs.
- Develop guidance and training documents for persons with disabilities for better access to systems
- Ensure the Cooney Transport Ltd website continues to meet web accessibility requirements.

Progress Report on Barrier # 3

- The current website is being redesigned and will be replaced with a modern version by the end of Q4 2025.

Due to other budgetary changes, this has been pushed to Q1, 2027.

Communication (other than ICT)

The communication priority area recognizes that people give, receive and understand communication in different ways. An organization is expected to take these differences into account and provide its communications in various accessible formats for people who require them. Some examples of communication products include signs, documents, forms, bills and receipts that are not technologically based.

Barrier 4

Cooney Transport Ltd standard document templates and formats for its files, reports and presentations do not always meet the accessibility needs of their users.

Action

- Develop or share resources for employees on how to make documents and communications accessible. (readable pdf)

Progress Report on Barrier # 4

- A Policy and Procedure has been created on how to create and share readable pdf versions of documents.

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Barrier 5

Cooney Transport Ltd does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and Canadians.

Action

- Identify service providers and develop contracts or agreements to create alternate formats, where appropriate and needed.
- Prepare key accessibility resources in alternative formats so that they are ready to be distributed upon request. (readable pdf)

Progress Report on Barrier # 5

- Plans to review the process of creating and posting alternative options are in place with the IT department. This will be a Q2 2027 imitative.

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4. The Procurement of Goods, Services and Facilities

Barrier

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

Action

- We will continue to review and refine our procurement policies to reinforce the requirement that accessibility must be considered when procuring good s and services. By proactively integrating accessibility requirements into our procurement policies and guidelines, we further strengthen our commitment to creating an inclusive and accessible environment.

Progress Report on Barrier # 6

- Revision of our procurement policy has been updated to reinforce the requirement that accessibility must be considered when procuring goods and services. By integrating these requirements it will further strengthen our commitment to creating an inclusive and accessible environment.

Procurement Policy - completed

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5. Design and Delivery of Programs and Services

Barrier 7

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

Action

- Create an Accessibility checklist to help ensure key accessibility considerations are considered.

Progress Report on Barrier # 7

- The accessibility checklist is being developed which will be used to identify and address areas where accommodations are required. A review of all procedures, reports and processes is scheduled to be completed with Q4 2025.

Accessibility Checklist - completed

6. Transportation

This area of focus on the Accessibilities Canada Act covered the transportation of people and goods. Vehicles that are used by organizations and regulated by the Federal Government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

Barrier 8

The process of entering a transport truck can become problematic for drivers due to the repetitive nature and height of the steps involved.

Action

- Identify aids to assist with common repetitive motion or motor disabilities that are common for drivers (i.e. tractor steps/folding steps to decrease climbing into the cab, additional holding bars to improve access)

Progress Report on Barrier # 8

- Vendors have been selected for both extended tractor steps and holding bars. Procurement and installation can be done in a timely manner. Any driver requesting either one of the accommodations will need to follow the accommodation process for approval.

Additional Recommendation:

To date, no employees have come forward requesting accommodation related to entering or exiting transport truck cabs. However, Cooney Transport Ltd. recognizes that the height and repetitive nature of cab access may present barriers for some drivers.

Vendors have been identified for extended tractor steps and additional holding bars to improve accessibility and reduce the physical demands associated with entering and exiting truck cabs. Procurement and installation remain available as required through the Company's accommodation process. Employees requiring these or other accommodations are encouraged to submit a request for assessment to determine appropriate solutions based on their individual needs.

Cooney Transport Ltd. will continue to assess accessibility needs and consider appropriate aids to support employees with disabilities in safely accessing and operating company vehicles.

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Consultations

To align with Cooney Transport Ltd.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those who have identified with a disability.

- Companywide survey
- Invited employees with disabilities to share feedback
- Feedback and consultation from our Health and Safety Committee

External sources and feedback include:

- Peers in our industry

Feedback Received

At the time of completion of this progress report, no feedback has been received regarding the posted Accessibility Act Plan.