

# Accessibility Plan

2026-2029



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## GENERAL INFORMATION

### Overview

Founded in 1942, Groupe Morneau is a Quebec family-owned company specializing in transportation and logistics. Over the decades, the organization has developed recognized expertise in road transportation, logistics solutions and distribution, serving a diverse client base primarily in Quebec, Ontario and Labrador. Guided by its values of commitment, reliability and innovation, Groupe Morneau places people and service quality at the heart of its sustainable development.

Since the coming into force of the *Accessible Canada Act*, Groupe Morneau has been committed to supporting the Government of Canada's objective of identifying, removing and preventing accessibility barriers.

Following three years of work, the organization is continuing its efforts to ensure that accessibility remains an ongoing commitment. This Accessibility Plan (2026–2029) outlines the actions that will be implemented over the coming years in relation to the priority areas set out in the *Accessible Canada Act*. In particular, the 2026–2029 cycle places emphasis on assessing our practices, procedures and ways of doing things, raising awareness among our teams about accessibility issues, and integrating accessibility into a continuous improvement approach that will unfold over several years.

Groupe Morneau is committed to implementing concrete measures to promote a culture of inclusion and accessibility. This commitment, aligned with our values, supports our ability to provide an accessible workplace and accessible services, while remaining a competitive employer in the transportation and logistics sector. We are contributing to a barrier-free Canada by establishing a framework to identify, reduce and prevent accessibility barriers for our collaborators and for the clients we serve, particularly with respect to our services and facilities. We recognize that achieving a barrier-free environment requires sustained effort; accordingly, we are committed to making continuous progress, year after year.



### **Requests for Information and Requests for Alternate Formats**

For any questions about this report or to request an alternate format, you may contact the person responsible for accessibility directly by email at:  
[accessibility@groupemorneau.com](mailto:accessibility@groupemorneau.com).

**All comments and requests received will be treated confidentially and may be submitted anonymously.**

Additionally, Groupe Morneau collaborators and members of the public may provide feedback following the publication of the 2026–2029 Accessibility Plan on June 1, 2026. They are invited to do so by email at the following address:  
[accessibility@groupemorneau.com](mailto:accessibility@groupemorneau.com).

### **Consultations**

Over the past several years, Groupe Morneau representatives have taken part in a number of job fairs, some of which were specifically intended to promote the hiring of people from groups under-represented in the workforce. Some Groupe Morneau collaborators are also involved with associations whose mission is to promote employment accessibility for persons with disabilities.

Internal and external consultations will continue throughout the 2026–2029 cycle in order to gather ongoing feedback, help guide our priorities, and support the identification, removal and prevention of accessibility barriers.

# **BARRIERS AND ACTIONS | PRIORITY AREAS UNDER THE ACCESSIBLE CANADA ACT**

## **1. EMPLOYMENT**

The Employment area is intended to support applicants and employees with disabilities, as well as anyone encountering barriers, at every stage of their employment journey. The objective is to ensure an inclusive, equitable and accessible environment.

### **Identified Barriers**

#### **First Barrier**

*There are barriers that may limit the attraction of people from under-represented groups, including persons with disabilities, to employment opportunities at Groupe Morneau.*

#### **Action to Be Implemented**

- Review recruitment and hiring practices to identify accessibility barriers.
- Implement accommodation measures for persons with disabilities.

#### **Second Barrier**

*A lack of internal awareness and understanding of the issues experienced by persons with disabilities has been identified.*

#### **Action to Be Implemented**

- Provide ongoing awareness activities for those responsible for recruitment (Human Resources and managers) in order to promote a barrier-free recruitment process.
- Encourage collaborators to become involved with external associations for persons with disabilities.
- Use our LMS (Learning Management System) to develop, deliver and promote accessibility awareness modules for all collaborators.

## **2. THE BUILT ENVIRONMENT**

The Built Environment area is intended to ensure that our facilities and workspaces are accessible, safe and inclusive for everyone. It focuses in particular on identifying, reducing and removing physical barriers in the environment.

### **Identified Barrier**

*Certain areas of our offices and facilities may restrict the mobility of collaborators and visitors with disabilities.*

#### **Action to Be Implemented**

- Conduct an assessment of all Groupe Morneau locations to identify accessibility barriers and tailor recommendations to the specific realities of each site.
- Conduct awareness-raising efforts and establish processes to ensure that accessibility is taken into account in building acquisitions and renovations.

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

The Information and Communication Technologies (ICT) area is intended to ensure that the technological tools used to create, store and share information are accessible to everyone. It includes the platforms, documents, software and internal systems that support day-to-day operations.

#### **Identified Barrier**

*Clarify and structure the accommodation request process by establishing parameters and a consistent decision-making guide.*

#### **Actions to Be Implemented**

- Develop a decision-making guide for accommodation requests.
- Add to the hiring process an opportunity for candidates to indicate whether they have a disability or a specific need.

### **4. COMMUNICATIONS, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES**

The Communications, Other than Information and Communication Technologies area is intended to ensure that all external and internal communications intended for different audiences (clients, employees and stakeholders) are accessible, clear and free of barriers. It includes both documents and messages shared by the organization.

#### **Identified Barrier**

##### **First Barrier**

*Groupe Morneau's internal and external communications are not systematically offered in accessible or alternate formats (e.g. screen reader-compatible documents, captioning, transcripts, text versions). Although certain tools, resources and good practices are already available, practices vary across teams and communication channels.*

#### **Actions to Be Implemented**

- Promote the tools and good practices already in place in our current software.
- Encourage collaborators to assess, on a case-by-case basis, the possibility of offering certain communications in different formats (e.g. text and video), and to include captions in our video content (and, where appropriate, a transcript).

##### **Second Barrier**

*Accessibility tools, resources and good practices are sometimes not well known or are difficult to locate, which may limit access to information for some persons with disabilities.*

#### **Actions to Be Implemented**

- Centralize accessibility tools, resources and good practices, and make them easier for internal collaborators to locate and access.
- Include reminders in Groupe Morneau's outreach plan regarding the progress of the accessibility plan, including the tools available and how to access them.

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

The Procurement area is intended to ensure that accessibility principles are systematically considered from the outset of the procurement process. It helps ensure that the goods, services and facilities acquired meet the needs of all people, including those who use assistive technologies.

### **Identified Barrier**

*There is currently no mechanism in place to include accessibility criteria in our procurement processes for goods.*

### **Actions to Be Implemented**

- Develop a procurement policy that incorporates accessibility considerations.
- Add accessibility considerations to certain standard contract templates used by Groupe Morneau.

## **6. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

The Design and Delivery of Programs and Services area is intended to integrate accessibility principles from the outset of the development and delivery of all programs, services, processes and procedures, both internal and external. The objective is to ensure that everyone can access services without encountering barriers. This approach is part of a continuous improvement process designed to support the lasting integration of accessibility principles and to strengthen their quality and effectiveness over time.

### **Identified Barrier**

#### **First Barrier**

*The current level of knowledge and awareness of accessibility within the organization is limited.*

### **Actions to Be Implemented**

- Share our accessibility plan internally to encourage feedback.

#### **Second Barrier**

*No formal commitment has yet been established by the company to guide or support accessibility-related initiatives.*

### **Actions to Be Implemented**

- Provide opportunities for discussion or feedback to increase awareness and identify opportunities for improvement.
- Develop an internal policy to demonstrate Groupe Morneau's commitment to promoting accessibility.

## **7. TRANSPORTATION**

The Transportation area is intended to identify, remove and prevent accessibility barriers in the federally regulated transportation sector so that persons with disabilities can travel and access transportation services safely, independently and with dignity. It includes, in particular, the different stages of the travel journey (information, reservations, travel, boarding and passenger services), as well as the accessibility of infrastructure and equipment.

### **Application to Groupe Morneau**

Groupe Morneau carries out freight transportation and delivery activities. The organization does not provide passenger transportation services or services covered by the *Accessible Canada Act* in relation to passenger transportation. As a result, the obligations set out in that *Accessible Canada Act* with respect to passenger transportation services do not apply to Groupe Morneau.

## CONCLUSION

The 2026–2029 Accessibility Plan reflects Groupe Morneau’s ongoing commitment to strengthening a culture of inclusion and contributing to a barrier-free Canada. Over the coming years, we will implement the actions identified to address, reduce and prevent accessibility barriers, while integrating these considerations into our practices, communications, work environments and decision-making processes.

The success of this plan depends on the commitment of our teams and rigorous monitoring of the measures we have identified. Groupe Morneau remains committed to achieving its objectives and making accessibility a priority, through a continuous improvement approach that will evolve over time based on lessons learned, identified needs and results achieved.

Groupe Morneau collaborators and the public may continue to provide feedback on accessibility at any time. This feedback helps guide our actions and improve our practices. It can be sent by email to the following address, created for this purpose: **[accessibility@groupemorneau.com](mailto:accessibility@groupemorneau.com)**.

