

## **GENERAL INFORMATION**

Group Trans-West  
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Lachine QC H8T 2X9

Person designated to receive feedback :  
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## **FEEDBACK PROCESS**

Following the publication of its accessibility plan, the organization has set up a feedback process to receive comments, suggestions or obstacles that people (employees or others) with disabilities may encounter. Feedback can be sent to the person designated above, either by e-mail, telephone or post. Comments may be signed or anonymous. All signed comments will be acknowledged and followed up by the designated person.

## **INTRODUCTION**

Group Trans-West is a transport company specializing in long-distance transport. Most of our employees are truck drivers. Basically, they all have to meet medical condition criteria dictated by the SAAQ and U.S. authorities in order to obtain or maintain their Class 1 license. Based on this, it's clear that the types of disabilities encountered by our employees are more restricted than in other environments. On the other hand, it is possible for some drivers to work in our type of transport compared with other companies because it is less physically demanding. This enables us to implement certain measures to deal with certain physical handicaps that may be present, while maintaining a class 1 license.

**ACCESSIBILITY PLAN**

Our plan is based on experience and feedback from people with disabilities. These people can be identified at the time of hiring, when drivers are asked to complete a health declaration and self-identification form, or when the health status of a person already in employment changes, following a work accident for example. We have based our plan on the different situations we have encountered in recent years.

When a point is raised about the limitations of certain people, we look at how we can help that person. If it's not possible to eliminate the obstacle, we look at how we can lessen its impact.

For each of these headings, here are the various obstacles identified to date and the measures taken.

**Employment**

<b>Obstacles</b>	<b>Measures</b>
Health condition requiring several medical follow-ups during working hours.	In-house employees: flexible working hours, occasional teleworking opportunities Drivers: work schedule according to their availability. They decide which day they want to leave for their trips.
Certain physical handicaps, such as chronic back pain, prevent a driver from carrying out handling tasks.	Our type of transport is non-handling. This enables us to take on drivers who can no longer work for other transport companies.
Certain physical handicaps make it difficult to handle transport equipment during inspections or when installing chains.	Our drivers work in teams of two. So, if one of the two drivers can't force the cranks or anything else, the other driver is there to make up the difference.
Certain physical disabilities can make office work uncomfortable.	Availability of adapted workstations (height-adjustable furniture), ergonomic chairs.
Return to work following an accident with functional limitations.	Evaluation of the workstation by an ergonomist and submission of recommendations.

**Built environment**

<b>Obstacles</b>	<b>Measures</b>
Access to our facilities for people with reduced mobility.	Conversion of an exterior entrance door. It was replaced by an automatically opening door.
Moving around the building	Installation of a gentle slope instead of a step in the road management section during renovations.
Office access	During renovations, a conference room was created on the first floor.

**Information and communication technologies (ICT)**

<b>Obstacles</b>	<b>Measures</b>
Difficulty understanding spoken or written language.	Our virtual training courses are both oral and written. In fact, all the training given verbally is also given in written form on the screen at the same time.

**Communication other than ICT**

No obstacles found

**Acquisition of goods, services and facilities**

<b>Obstacles</b>	<b>Measures</b>
Certain physical handicaps can make truck driving uncomfortable. It can also be difficult to sleep in the truck while it's moving.	Our fleet of trucks is always up to date, and our cabs are fitted with maximum suspension to reduce knocks.
Manual driving can be more demanding in the case of certain physical handicaps.	Our trucks are all equipped with automatic transmissions.

**Design and delivery of service programs**

Not applicable

**Transportation**

Not applicable

## **CONSULTATION**

Employees, members of management and employees with disabilities were consulted when this first accessibility plan was drawn up.

As this is our first publication of an accessibility plan, we've brought together the contents of various consultations we've had over the years. Indeed, different consultations, more on an individual basis with a disabled employee, take place to discuss their specific situation. In 2023, just before the plan was drawn up, a final consultation took place between a person with a disability who is in contact with as many employees as possible and members of management.

When we consult these employees, we take stock of their health situation and the obstacles they face. We then look at how we can best meet their needs. The plan presented in the previous section shows the various obstacles already identified and the measures taken.

Depending on needs and availability, consultations can take place in person at the workplace or over the phone.