

Accessibility Progress Report 2025

General

Forbes-Hewlett Transport Inc. is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

This progress report contains details of the company's policies, practices, and services in relation to the identification and removal of barriers. This plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company.

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

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

The company welcomes any feedback from the general public. Any feedback or questions regarding this plan or requests for copies of the progress report in an alternative format can be addressed to the following designated company representative:

David Bethune Director of Safety
905-455-2211 ext 4010
156 Glidden Rd
Brampton, Ont
L6W 3L2
david@fhtp.com

Feedback can be provided anonymously if desired. Feedback can be received in the following formats:

- Telephone;
- E-mail;
- Mail;
- A requested feedback form

Employment

Forbes-Hewlett Transport Inc. understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

The company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to employment:

- Where necessary, accommodations are being made during the recruitment and selection stages, and throughout the employment lifecycle.
- All training and development programs provided will consider an employee's barriers and abilities, and are provided in alternative formats, such as large print, audio, Braille or electronic.

The company remains committed to addressing existing barriers and preventing new barriers in employment. Forbes Hewlett has not recognized or been notified of any barriers but will continue to monitor and act as necessary if any barriers are noted.

The Built Environment

Forbes-Hewlett Transport Inc. will work to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access to goods or services.

The company remains committed to addressing existing barriers and preventing new barriers in the built environment. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in the built environment at the company:

Barrier - Entrance ramp at the front of the building.

The company has taken the following actions in the short term to address these identified barriers, to be achieved in 12 to 24 months after this plan is published:

- The company has received quotes from 2 companies for a ramp. We are sourcing a third quote for a lift to determine the best option for us to achieve our goals.

The company will take the following actions in the long term to address these identified barriers that will may take up to 3 years to achieve after this plan is published:

- After selecting the appropriate company for barrier replacement, the company hopes to have it completed by 2027.

Information and Communication Technologies (ICT)

Forbes-Hewlett Transport Inc. understands that communication to and with the company is vital to an individual's access to the company's goods or services. The company has implemented the following information and communication technologies to allow individuals to communicate with the company:

- Accessible formats including print, large print, Braille, audio, and electronic.

To help ensure compliance with these services, the company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to information and communication technology:

- Upon request, the company provides or arranges for accessible formats and communication supports for employees, applicants, or persons accessing the company's goods or services. Such accessible formats and communication supports are conversion-ready and are provided in a timely manner and at no additional cost.
- The company consults with the individual to determine the specific barrier and the best way to provide support.

The company remains committed to addressing existing barriers and preventing new barriers in relation to information and communication technologies. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations,

We have not been informed of any barriers but will continue to ensure our web content conforms to the WCAG.20 where practical. In the absence of practicality explanations will be provided.

Communication Other Than ICT

Forbes-Hewlett Transport Inc. understands that communication to and with the company can take many forms and requires a variety of options to be inclusive of all individuals. The company has not been informed of any barriers, but we seek to ensure that our communication with employees, clients and the public is accessible and continuously strive to improve where necessary.

The Procurement of Goods, Services, and Facilities

Forbes-Hewlett Transport Inc. is committed to ensuring that all individuals can obtain the company's goods and services. Though no barriers related to the procurement of goods, services at Forbes-Hewlett were identified, Forbes-Hewlett will continue to review this area.

Forbes-Hewlett Transport Inc. is committed to ensuring that all its services are accessible to all individuals.

The Design and Delivery of Programs and Services

Forbes-Hewlett Transport Inc. is committed to ensuring that all its programs and services are designed in a manner accessible to all individuals. The company has not recognized or been notified of any barriers in its design and delivery of programs and services; however, we strive to ensure accessibility standards are implemented in compliance with them.

Transportation

Forbes-Hewlett Transport recognizes the importance of ensuring accessible transportation services are available for persons with a disability. However, in the Accessible Canada Act, transportation refers to the movement of people and not goods. It is important to clarify that Forbes-Hewlett does not manage a transportation system or fleet of transportation vehicles as defined in the Accessible Canada Act. And, therefore, is not included in the scope of this policy.

Consultations

Forbes-Hewlett Transport Inc. recognizes that persons with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the Accessible Canada Act.

Accordingly, the company is committed to ensuring that persons with disabilities are involved in all decision-making regarding its policies, programs, practices, and service delivery. In preparation of this progress report, the company consulted with our employees, including those with disabilities. The consultations have taken place and continue throughout the life of the company.

Feedback

Forbes-Hewlett Transport Inc. welcomes any feedback and will take it into consideration when consulting, however the company has not received any feedback regarding any topics from employees or other persons with disabilities.

Glossary

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 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.