



THE ERB GROUP

Accessibility Plan

2023-2025

Updated May 2025



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About The Erb Group

The Erb Group is a leading refrigerated transportation carrier in the food industry, providing service across North America. Erb is known for its commitment to family and community initiatives. Erb has earned recognition as 2025 Top Fleet Employers. As a transportation industry leader, we are committed to making a positive difference for our employees, customers, and communities. We understand the importance of having engaged employees who strive to provide the best customer service possible. This approach not only leads to happy customers, but also to business growth and profitability. We conduct our business with uncompromising ethics and integrity, we encourage diversity and recognize different perspective as a strength, we have trust and respect for our team members. The Erb Group strives for excellence in everything that we do.

Plan Reporting

As required by the Accessible Canada Act, we will publish a progress report every year that measures our progress against our commitments. We will also monitor, evaluate, and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

Consultation

Erb has surveyed employees with disabilities to request feedback and suggestions to our Accommodations Plans that would best suit individuals through a disability lens. Employees were provided anonymity in attempts to remove any additional barriers. Erb has created a working group with various departments to strategize continuous solutions to remove on-going barriers, streamline progress to complete our accessibility goals, and to ensure best practices are communicated throughout various departments. Erb will continue to be active in accessibility networks that provide participation, strategies, and education surrounding a barrier-free organization.

Executive Summary

This plan will outline The Erb Group strategies to reduce barriers and support a culture of diversity and inclusion. The Erb Group has identified ten organizational goals to eliminate barriers in our organization.

Goal 1: Create a culture of accessibility across all terminal locations and remote workspaces.

Goal 2: Implement accessibility best practices through our Recruitment and Human Resources team so they may recruit, retain, and support employees who a part of this designated group.

Goal 3: Ensure employees have workspaces free of physical barriers.

Goal 4: Implement a Human Capital Management (HCM) system accessible for all employees and external users.

Goal 5: Continually assess current information technology (IT) systems for accessibility improvements and create action plans with specific timelines.

Goal 6: Provide accessibility training to management to increase advocacy for accessibility best practices on behalf or their employees.

Goal 7: Create a process where the employees, customers and the public can request barrier-free alternative formats of communication within a timely manner.

Goal 8: Ensure accessibility is considered from the start of our procurement process.

Goal 9: Create and revise current policies, procedures, and process with the lens of accessibility and support from subject matter experts.

Goal 10: Ensure drivers who require an alternative truck seat for motor related disabilities are provide an alternative seat where applicable.

Addressing Areas Identified in the Accessible Canada Act:

Employment

Goal 1: Create a culture of accessibility across all terminal locations and remote workspaces.

| Supporting Actions | Lead | Target Date | Status |
|--|--|-------------|----------|
| 1. Share and promote stories, resources, and events supporting accessibility. | Human Resources Marketing and Communications Management & Departmental Leads | Ongoing | Complete |
| 2. Encourage people to share their positive stories and experiences with disabilities on social media and blogs to empower others. | Human Resources Marketing and Communications Management & Departmental Leads | Ongoing | Complete |
| 3. Provide employees with learning materials to enhance employees understanding of accessibility. | Human Resources | Ongoing | Complete |
| 4. Using inclusive language in all forms of communication. I.e., blogs, resources on Erb Connect, terminal TV content. | Communications and Marketing | Ongoing | Complete |
| 5. Create and promote an accessibility request process available to all individuals. | Human Resources | Ongoing | Complete |
| 6. Employee identification survey available to all employees in orientation. | Human Resources | Ongoing | Complete |

Goal 2: Implement accessibility best practices through our Recruitment and Human Resources team so they may recruit, retain, and support employees who are a part of this designated group.

| Supporting Actions | Lead | Target Date | Status |
|---|---|-------------|----------|
| 1. Frequently research available accessibility workforce and transportation industry data to gain insights on recruitment techniques and barrier removal practices. | Human Resources Recruitment Hiring Managers | Ongoing | Complete |

| | | | |
|--|-----------------|---------|-------------|
| 2. Follow up with current employees who are persons with disabilities with the use of pulse surveys to make improvements to the current workplace. | Human Resources | Ongoing | Complete |
| 3. Ensure onboarding practices are accessible. This includes reviewing and updating the Erb Group orientation program and checklist for new employees. | Human Resources | Ongoing | Complete |
| 4. Benchmark accessibility best practices alongside other transportation companies. | Human Resources | 2025 | In Progress |

Built Environment

Goal 3: Ensure employees have workspaces free of physical barriers.

| Supporting Actions | Lead | Target Date | Status |
|---|--|---------------|-------------|
| 1. Building facility inspections indicate accessibility improvements. | Terminal Managers Building Managers | December 2025 | In Progress |
| 2. Create a suggestion platform to provide feedback on additional proposed design changes to the built environment. | Human Resources | | Complete |
| SuggestionBox@erbgroup.com | | | |

Information and Communication Technology (ICT)

Goal 4: Implement a Human Capital Management (HCM) system accessible for all employees and external users.

| Supporting Actions | Lead | Target Date | Status |
|---|-----------------|-------------|------------------------------------|
| 1. Partner with HCM consultants to assess which HCM system is appropriate for our business and employees. | Human Resources | 2023 | Complete |
| 2. Implementation of HCM system. | Human Resources | 2024 | Dayforce HCM implemented Oct 2024. |
| 3. Host training sessions accessible for all employees. | Human Resources | Ongoing | Complete |

Goal 5: Create training program and materials for the Erb Group Information Technology (IT) department systems for digital accessibility improvements and create action plans with specific timelines.

| Supporting Actions | Lead | Target Date | Status |
|---|---------------------------|-------------|-------------|
| 1. Provide training to IT department via online certificate program. https://www.w3.org/WAI/courses/foundations-course/ (Web Accessibility Initiative WAI) | IT VP and Human Resources | 2024 | Complete |
| 2. Promote accessibility features available on current software platforms via program resources. | IT | 2025 | In Progress |
| 3. Create training sessions on how to utilize technology features for persons with disabilities. | IT Human Resources | 2025 | In Progress |

Communication (other than information and communication technology)

Goal 6: Provide accessibility training to management to increase advocacy for best practices on behalf of their employees.

| Supporting Actions | Lead | Target Date | Status |
|---|-----------------|-------------|----------|
| 1. Create and implement Leadership Accelerator Training for management. | Human Resources | Ongoing | Complete |

Goal 7: Create a process where the employees, customers and the public can request barrier free alternative formats of communication within a timely manner.

| Supporting Actions | Lead | Target Date | Status |
|--|--|-------------|-------------|
| 1. Create a SOP to provide communication materials in alternative formats. | Human Resources Communications | 2024 | Complete |
| 2. Source platforms that can create alternative formats in the following: braille, audio format, an electronic format that's compatible with adaptive technology meant to help people with disabilities. | Human Resources Communications | 2025 | In Progress |
| 3. Have alternative formats readily available. | Human Resources Department Managers Communications | 2025 | In Progress |

Procuring Goods, Services, and Facilities

Goal 8: Ensure accessibility is considered from the start of our procurement process.

| Supporting Actions | Lead | Target Date | Status |
|---|-----------------|-------------|-------------|
| 1. Create a general accessibility procurement standard operating procedure. | Human Resources | 2025 | In Progress |

Designing and Delivering Programs and Services

Goal 9: Create and revise current policies, procedures, and process with the lens of accessibility and support from subject matter experts.

| Supporting Actions | Lead | Target Date | Status |
|---|-----------------|-------------|-------------|
| 1. Create an Accessibility Checklist to help ensure key accessibility considerations are implemented. | Human Resources | 2024 | Complete |
| 2. Develop guidelines on how to apply the accessibility lens when reviewing company policies, programs, training, and services. | Human Resources | 2025 | In Progress |

Transportation

Goal 10: Ensure drivers who require an alternative truck seat for motor related disabilities are provide an alternative seat where applicable.

| Supporting Actions | Lead | Target Date | Status |
|--|--|-------------|----------|
| 1. Ensure additional seats are appropriately budgeted for annual spending. | Driver Services Human Resources – Health and Safety Disability and Claims | 2025 | Complete |

Statement of Commitment

The Erb Group is committed to creating and maintaining an accessible workplace. We recognize that accessibility is an ongoing process, and we are dedicated to continuously improving our policies, procedures, and practices to ensure all employees have equal opportunities to participate in all aspects of our organization. By prioritizing accessibility, we aim to create a culture of inclusion and respect for all individuals.

Definitions

SOP: Known as a standard operating procedure, is a set of written instructions that describes the step-by-step process that must be taken.

ICT: ICT, or information and communications technology (or technologies), is the infrastructure and software components that enable modern processing.

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: The Accessible Canada Act defines a barrier as “anything—including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability: The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation— whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

Feedback

The Erb Group welcomes feedback on our Accessibility Plan. Please reach out using the contact information below. Feedback will be addressed in a timely manner to the Human Resources Manager (person designated to receive feedback).

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