



Accessibility Progress Report

JUNE 2026

Jolly Farmer Transport Inc.
Accessibility Plan Progress Report 2026

GENERAL

Executive Summary

Jolly Farmer Transport, Inc. (“**Jolly Farmer**” or the “**Company**”) is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Jolly Farmer will build on our current efforts through the development of our initial Accessibility Plan as required under the *Accessible Canada Act*. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities.

Feedback process

Jolly Farmer welcomes feedback on our Accessibility Plan and Progress reports from our employees and our shareholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

You can submit feedback on:

- this report
- our Accessibility Plan
- any other barriers you encounter when dealing with Jolly Farmer Transport

Your feedback is important and necessary, and it will be used to improve our overall accessibility and will also be included in our progress reports.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner.

- **Contact Person:** Karen Jacob or Michael Jacob
- **Mailing Address:** 56 Crabbe Road, Northampton, NB E7N 1R6
- **Email:** kjacob@jollyfarmer.com
- **Telephone:** 1-800-695-8300
- **Website:** www.jollyfarmer.com/transport

If you require support while providing feedback let us know and we will do our best to meet your needs.

You can also use the contact information listed above to ask us for a copy of our feedback process description, or our progress report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days.

We will acknowledge all accessibility feedback we receive within 48 hours, except for anonymous feedback.

Statement of Commitment

At Jolly Farmer, we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

Reporting Our Plan

As required by the *Accessible Canada Act*, we are publishing a status report that measures our progress against our commitments. We will also review and update our Accessibility Plan every 3 years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities and/or professional input.

For more information on how you can send your feedback, see our feedback process description.

Feedback Results

To date, we have received zero feedback on our Accessibility Plan, either positive or negative.

Consultations

- In 2026 Jolly Farmer implemented an accessibility survey on our website, to reach a broader audience. <https://www.jollyfarmer.com/accessibility-survey/>
- To date we have received no negative feedback
- A copy of the survey is available at the end of this report.
- Our survey is available in accessible formats, as well as our office is wheelchair accessible for in person visits. Any other accommodation requests will be cared for.

We have made the following progress in removing the barriers identified in our accessibility plan:

Employment

Barrier 1 & 2: Our company continues to face competition for employees. There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities and improve awareness opportunities for candidates to request reasonable accommodation during the recruitment process.

Actions	Progress	Status
Ensure job posting documents follow accessibility best practices & readability & be prepared to provide information in accessible formats when requested	Accessible formats of hiring documents are now available upon request.	Completed
Educate hiring managers on accessibility & how they can ensure a barrier-free hiring, selection and accommodation process.	Accessibility Standards training completed by HR to assist with barrier free hiring, selection and accommodation processes.	Completed

Benchmark current recruitment, selection & onboarding practices against leading accessibility practices in other trucking companies and different industries	Jolly Farmer offers the choice of standard or automatic trucks, whichever the driver prefers the most.	Ongoing
Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments		Ongoing
Incorporate language in job postings that show accommodations are available in roles that do not have a bona fide occupational requirement	Any job postings that do not have bona fide occupations requirements will now show that accommodations are available and will explain how to ask for disability-related accommodations	Completed
Establish a process for receiving accommodation requests	Any accommodation requests will be directed to HR.	Completed
As needed, educate candidates and employees about the availability of accommodations for applicants with disabilities in the recruitment process.	Any job postings that do not have bona fide occupations requirements will now show that accommodations are available and will explain how to ask for disability-related accommodations	Completed

Built Environment

Barrier 3 & 4: Some spaces within the office and the truck yard may limit the mobility of employees and visitors with disabilities. Safety signage in our buildings and truck yard may not be accessible for people with low vision.

Actions	Progress	Status
Conduct built environment audit to assess all physical barriers that may be present and require correction.	Jolly Farmer's rented office space was designed as an accessible space with the help of Hatchard Engineering.	Completed
Identify mobility barriers in all building locations that can only be accessed by stairs and develop plan to correct or find alternate space in building that can accommodate a permanent or temporary restriction.	Jolly Farmer's rented office space was designed as an accessible space with the help of Hatchard Engineering. The office building, washrooms, and desks are all designed to accommodate disabilities.	Completed
Improve illumination of current yard signs as needed regarding safety and direction indicators.	New, larger signage is now installed at our docks and where needed around our facility. A newly marked pedestrian walkway has been added to our trailer parking area for safety.	Completed

Information and communication technologies

Barrier 5, 6 & 7: The current IT team may not be well versed in accessibility technology and may not know how to assist persons with disabilities in the workplace. Many of the tools and software used in the company have accessibility capabilities that may not be being used in an accessible way. The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Actions	Progress	Status
Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.		Ongoing
Deliver and promote end-user training on using accessibility features on all available programs as needed		Ongoing
Develop and promote guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.).		Ongoing
Take an inventory of IT systems used by the company to measure accessibility capabilities as needed		Ongoing
Review the technology used in common conference, learning and meeting spaces to ensure that it meets the level of accessibility needed and respects all legal and policy requirements.		Ongoing

Communication, other than information and communication technologies

Barrier 8: The Company does not have a consistent process to ensure alternate formats of communication.

Actions	Progress	Status
Identify service providers and develop contracts or agreements to create alternate formats, where appropriate and when needed.	Alternative formats are now available upon request in print, large print, audio format, and an electronic format that's compatible with adaptive technology meant to help people with disabilities. Braille format is also available upon request within 45 days.	Completed
Prepare standard resources and commonly issued company communication in alternative formats as needed.		Completed
When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations: Print, large print, braille, audio format, and an electronic format that's compatible with adaptive technology meant to help people with disabilities.		Completed

The procurement of goods, services and facilities

Barrier 9: Jolly Farmer's procurement procedures and practices do not take into consideration accessibility requirements.

Actions	Progress	Status
Update the procurement procedures to include accessibility checks when buying goods and services as needed	This barrier was investigated and does not apply to Jolly Farmer Transport.	Completed

The design and delivery of programs and services

Barrier 10: Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Actions	Progress	Status
Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.		Ongoing
Create an Accessibility Checklist to help ensure key accessibility considerations are considered.		Ongoing
Provide training on the <i>Accessible Canada Act</i> and <i>Accessible Canada Regulations</i> for those whose role is to develop programs, processes and procedures.		Ongoing

Transportation

Transportation for this purpose refers to the transportation of people, not goods. Jolly Farmer does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the *Accessible Canada Act*. This means that standards for transportation are not in the scope of this plan.

Conclusion

- Our organization will continue to work towards meeting the remaining accessibility goals and removing/preventing the remaining barriers that were identified in our accessibility plan
- We encourage feedback to help us improve our accessibility plan
- Future progress reports will be issued in accordance with the Accessible Canada Act.

Jolly Farmer Transport Accessibility Survey

1. Do you have any of the following difficulties or long-term conditions?
 - a. Difficulty seeing even when wearing glasses or contact lenses
 - b. Difficulty hearing even when using a hearing aid or cochlear implant
 - c. Difficulty walking, using stairs, using your hands or fingers, or doing other physical activities
 - d. Difficulty learning, remembering or concentrating
 - e. Any emotional, psychological or mental health conditions (e.g., anxiety, depression, bipolar disorder, substance abuse, anorexia)
 - f. Any other health problem or long-term condition that has lasted or is expected to last for six or more months
 - g. I do not have any difficulty or long-term condition that has lasted or is expected to last for six or more months
2. Have you interacted with Jolly Farmer in the past 12 months:
 - a. Yes
 - b. No
3. In the past 12 months, have you experienced difficulties with any of the following features in the physical environment at Jolly Farmer because of your condition?
 - a. Entrances or exits (e.g., narrow steps, lack of ramps, difficult to open doors)
 - b. Sidewalks or pedestrian paths (e.g., poor condition, difficulty with width or slope)
 - c. Layout of workplace (e.g., confusing floorplans, narrow hallways or stairs)
 - d. Lighting or sound levels
 - e. Lack of accessible parking, washrooms
 - f. Complicated or unclear signs
 - g. Other — specify:
 - h. I have not experienced any difficulties with any features in the physical environment because of my condition
4. In the past 12 months, have you experienced any of the following difficulties related to technology at Jolly Farmer because of your condition?
 - a. Lack of access to required adaptive hardware or software
 - b. Electronic files or documents with a lack of accessibility features
 - c. Virtual meeting platforms with a lack of accessibility features
 - d. Complicated or unclear technology (e.g., designs or navigation issues of websites)
 - e. Assistive technology not compatible with software
 - f. Poor Internet connectivity limited use of accessibility or adaptive features
 - g. Equipment or technology in need of repair or upgrade limited use of accessibility or adaptive features
 - h. Other — specify:

- i. I have not experienced any difficulties related to technology because of my condition
5. In the past 12 months, have you experienced any of the following difficulties related to communication Jolly Farmer because of your condition?
- a. Physical and online materials not offered or available in alternate formats (e.g., embossed or electronic braille, large print hard copy or digital format, digital audio formats)
 - b. Instructions [or feedback/, feedback or job criteria] unclear or not given in plain language
 - c. Lack of availability of required technical communication aids (e.g., voice synthesizer, TTY, infrared system or portable note-taker)
 - d. Sign language interpretation services not offered or available
 - e. No captioning or verbal descriptions of images, videos or printed text [during interview/BLANK]
 - f. Physical or online materials with text size that was too small or font that was difficult to read
 - g. Files or documents that were unclear or poorly organized
 - h. Other — specify:
 - i. I have not experienced any difficulties related to communication because of my condition
6. In the past 12 months, have you experienced any of the following other difficulties [at work/during a hiring process/which discouraged or prevented you from working a job or business] because of your condition?
- a. Difficulties related to accommodations (An accommodation is anything that may be considered as an adjustment or alternative arrangement, such as flexible work schedules, workstation modifications, specialized software or aids or assistive devices.)
 - b. Discrimination from [colleagues or managers/hiring staff/past colleagues or managers]
 - c. Lack of support or respect from [colleagues or managers/hiring staff/past colleagues or managers]
 - d. Did not feel comfortable disclosing disability or condition
 - e. Unaware of accessibility options in the workplace
 - f. Difficulties when starting a new job, position or role (e.g., no role clarity, slow process, information overload)
 - g. Training opportunities did not meet accessibility needs
 - h. Training or experience was not adequate for the current job market
 - i. Application or screening process was long or complex
 - j. Inaccessible online job application or automated screening process (e.g., website did not work with assistive device or limited formats offered)
 - k. Other — specify:
 - l. I have not experienced any other difficulties because of my condition

7. Do you have any suggestions or feedback on how Jolly Farmer Transport can improve the accessibility of our organization.
