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JOLLYFARMER.COM

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**Jolly Farmer Transport Inc.
Accessibility Plan Progress Report 2025**

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



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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 2025 Jolly Farmer consulted individuals with disabilities in preparation for this progress report. This consult was done in the form of a survey.

- To date, all surveyed individuals found Jolly Farmer to be very accommodating to the individual with the disability and their caregiver, if one was required.
- Jolly Farmer will also be implementing this accessibility survey on our website in 2025, to reach a broader audience.
- 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 consulted individuals with disabilities, their caregivers, and accessibility experts. We will continue to expand the scope of our consultations over the next few years.

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 and currently is not attracting a high volume of qualified candidates. 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.

Progress Update: HR has completed a course on Accessibility Standards. Accessible formats of hiring documents are now available upon request. Any job postings that do not have bona fide occupational requirements, will now show that accommodations are available and will explain how to ask for disability-related accommodations.

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.

Progress Update: Jolly Farmer's rented office space was designed as an accessible space with the help of Hatchard Engineering. New, larger signage in our truck yard is being installed in 2025.

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.

Progress Update: Training and investigation will continue in this area.

Communication, other than information and communication technologies

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

Progress Update: 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.

The procurement of goods, services and facilities

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

Progress Update: This barrier was investigated and does not apply to Jolly Farmer Transport. 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.

Progress Update: Training and investigation will continue in this area.

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 con-



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sidered 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.
