



G. ZAVITZ LTD.

"Personalized Transportation"

5795 Thorold Stone Road, Niagara Falls, Ontario L2J 1A1

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G. Zavitz Ltd. - Accessibility Progress Report - 2026

General

Contact Information & Feedback Process

- **Name and Title:** Rocco Milana, Controller
- **Mailing Address:** 5795 Thorold Stone Rd., Niagara Falls, ON L2J1A1
- **Telephone Number:** 905-356-4945 ext 3
- **Email Address:** rocco@gzavitz.com
- **Feedback Mechanism:** Any feedback is welcome and can be submitted to the contact above by email, phone call or in-person meeting. If so desired, the feedback can be anonymously submitted.

Requested Alternate Formats

Alternate formats (e.g. print, large print, braille, audio) may be requested by contacting the company using the information above.

Executive Summary

We are a trucking company with one location in a building that was constructed in the early 1990's. Since our last Report, we have made improvements within the office building to increase wheel chair accessibility by widening front office door frame.

Our company mainly employs truck drivers as well as support staff such as mechanics, dispatchers, safety and office personnel. Our employees and any infrequent visitors can access the building at ground level so we do have an entrance that is accessible to persons using wheelchairs, scooters, crutches or canes etc. After the front office improvement, we are consulting with the building contractor on making further improvements including installing a ramp and enclosure at the building door entrance. This would also include assistive handrails. Other potential changes are installing an automatic power assisted door operator that can be easily opened with one hand.

Our washroom facilities are wheelchair accessible and have grab bars to assist those in need. Our paper towel dispensers are reachable but for those who cannot access the dispenser, we provide additional paper towels at counter-level.



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We have designated a parking space at the front entrance and marked for accessible parking space. We installed a sign with International Symbol of Accessibility however it has been damaged. A new sign has been ordered.

It is our intention to improve in any area we need to. We are committed to building an inclusive and accessible workplace and strive to identify, remove, and prevent barriers to accessibility. We intend to do so with a means that allows all individuals to maintain their dignity and independence.

Areas described under Section 5 of the ACA

Employment

- a) **Barrier:** despite our commitment to accessibility and inclusion, our job postings do not mention this commitment. **Steps and Timelines:** We will add text to all our job postings that mentions our commitment to accessibility and inclusion.
- b) **Barrier:** despite our commitment to accessibility and inclusion, our managers have not had any training courses on accessibility. **Steps and Timelines:** We will research training courses on accessibility and direct our managers to complete a training course by the end of 2026.
- c) **Barrier:** despite our commitment to accessibility and inclusion, there may be attitudinal barriers (knowingly or unknowingly) by managers and employees towards persons with disabilities. **Steps and Timelines:** upon completion of the anticipated training course to be assigned to our managers, we will ask our managers to not only improve themselves but also be cognizant of other employees who might display such attitudinal barriers and work with them to reduce and eliminate the barrier.

The Built Environment

- a) **Barrier:** our front office door entrance does not have a ramp to allow wheelchair accessibility. **Steps and Timelines:** our other entrance into the building is at ground level so access to any part of our office is wheelchair accessible. However, after completing office modifications that improved internal accessibility, we are communicating with the same contractor to consider building a ramp with enclosure that will allow access at our front door entrance. We are hoping that this is a feasible endeavour.



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- b) **Barrier:** none of our doors have an automatic door opener. **Steps and Timelines:** when consulting with our contractor on the front door entrance, we will consider adding an automatic power assisted door operator that can be easily opened with one hand on the ground floor entrance that is already wheelchair accessible. If the previously mentioned front door ramp is feasible, we will add an automatic door opener as well.

Information and Communication Technologies (ICT)

- a) **Barrier:** we had lost access to our website due to a change in IT services and we were not able to publish our Accessibility Report last year. **Steps and Timelines:** By September 30, 2026, we anticipate that we will be able to finally publish the Report on our website. Our new IT provider has recently regained access to our website. It will remain a basic website so there are no inaccessible functions such as pop-up windows, ads or automated chat functions. However, we are pleased that we will be able to publish the report and allow the public to access the Report.

Communication, other than ICT

- a) **Barrier:** in the trucking industry, there are sometimes complex terms and technical language written in company policies and other areas. This is further impacted by the culturally diverse trucking industry where many employees have English as their second language. **Steps and Timelines:** Immediate and ongoing efforts are being made when creating new policies, explaining any policy to employees and in any review meetings with any employee. Extra efforts are made to ensure understanding is achieved when language and technical terms are seemingly complex. We anticipate that, by the end of 2026, we will have reviewed all current policies and amend those that can be improved.



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Procurement of goods, services and facilities

- a) **Barrier:** our main trucking software application lacks assistive software that can assist the visually impaired or those that have learning disabilities when navigating computers. **Steps and Timelines:** we will reach out to the trucking software provider and determine whether they are looking to enhance their product that will assist in reducing this barrier.
- b) **Barrier:** we own our building and property and are committed to accessibility however we also lease rental yards for our trailers. There are no buildings on these premises and we are not aware what the leasing company's accessibility requirements are. **Steps and Timelines:** we will reach out to the respective leasing companies and discuss with them what their viewpoint is on accessibility and what requirements they have.

Design and delivery of programs and services

- a) **Barrier:** the company does not alternate formats of policies and procedures **Steps and Timelines:** by September 30, 2026, we plan to utilize alternative formats such as large print, audio formats and easy read techniques to explain policies and procedures.
- b) **Barrier:** we currently do not have a formal policy on assisting people with disabilities. We certainly assist those employees who require guidance when reviewing policies and procedures, signoffs, training sessions etc. However, we do not have a formal policy. **Steps and Timelines:** By the end of 2026, we plan to have a formal policy in place.

Transportation

- a) **Barrier:** the company does own company vehicles that are wheelchair accessible and does not have a travel policy. **Steps and Timelines:** There are very few instances where our employees travel for work purposes however, by the end of 2026, we plan to have a formal travel policy in place. As we rarely travel for work, we will provide accessible taxi services when required.



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Consultations

We have maintained a network with the General Managers of two senior's residence who accommodate seniors and people with disabilities. Both residences are located in the Niagara Region and last year, we visited the newly built facility. We have not yet toured the second facility but plan to visit by the end of 2026. At that time, we will again have informal discussions with residents who have disabilities and get their input on what they may require to assist them with their disability. The two managers are quite knowledgeable and we have developed a very good rapport where information, such as vendors, suppliers and technology, is exchanged freely.

Other

Training and Awareness

We feel that training is an ongoing necessity. Earlier in the Report, we outlined that we will direct our managers to complete a training course on accessibility. We will then instruct them to train and coach our staff on how to assist others with disabilities. As a company, we strive to have all our employees exhibit awareness on the various types of disabilities, which can be visual or hidden. Furthermore, we endeavour to have our staff recognize when assistance and guidance is necessary.

Feedback

We encourage feedback, whether anonymous or not, on our Accessibility Plan. The contact information is located in the General section. We welcome all feedback and plan to use it when reviewing the Plan on an ongoing basis.