



Accessibility Progress Report

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April 2025

Prepared in accordance with the Accessible Canada Act

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Accessibility Progress Report

Executive Summary

The Accessibility Progress Report provides an overview of the actions our organization has taken between 2024 and early 2025 to advance the objectives outlined in our Accessibility Plan. Aligned with the principles of the Accessible Canada Act, the report outlines our continued efforts to remove and prevent barriers across eight key areas; employment; the built environment; information and communication technologies (ICT); communication other than ICT; procurement; the design and delivery of programs and services; transportation; and consultation.

While many of our accessibility initiatives remain informal or in early stages tangible progress has been made, particularly in improving the physical accessibility of our facility's washrooms, maintaining barrier-free parking and entrances, and promoting clean, plain language communication.

Recruitment and employee onboarding practices have also begun to reflect a stronger emphasis on inclusion and accommodation.

Resource limitations and the agile nature of our workplace have influenced the pace of formalizing some procedures. Nevertheless, accessibility is thoughtfully integrated into daily decision-making, and our organization remains dedicated to continuous improvement within its current capacity.

Section 1: Employment

Objective 1: Educate employees about accessibility and accommodation issues.

Progress:

Although no formal training has been provided to date, our organization has taken initial steps to promote awareness of accessibility, accommodation, assessment, and validation in the workplace. New employees receive a general overview of inclusive workplace behavior and accommodation expectations during onboarding, and informal reminders are shared as needed. While training efforts have been informal so far, our organization is exploring ways to formalize accessibility education in the future.

Objective 2: Ensure accessibility is considered throughout the recruitment and selection process.

Progress:

No formal job postings or structured recruitment activities took place during the reporting period. Hiring is typically done informally through word-of-mouth referrals, and there is no dedicated HR team in place. While accommodation has not been explicitly offered due to the informal nature of recruitment, our organization recognizes the importance of accessibility in hiring and is committed to integrating inclusive practices as future needs arise. Plans are in place to include accommodation language in any future job postings and to consider accessibility throughout the hiring process. As organizational capacity grows, we plan to identify or designate individuals to support recruitment and accessibility practices.

Section 2: Built Environment

Objective 1: Ensure that all members of the public can access our facility.

Progress:

We continue to maintain an open-door policy and address individual accessibility needs as they arise. While no formal requests were received during this period, we are prepared to provide support on a case-by-case basis.

Objective 2: Ensure that any new building or property we rent or buy will be accessible to a wide range of people.

Progress:

Although no new properties were acquired in this period, internal conversations reaffirmed that accessibility considerations remain a priority in any future site decisions.

Objective 3: Plan and initiate improvements to washroom accessibility in our main facility.

Progress:

Renovations were completed in Fall 2024 to improve washroom accessibility. These upgrades included the addition of an accessible washroom equipped with a wall-hung sink, as well as plumbing enhancements specific to all washrooms. Sinks and toilets were also replaced in both men's and women's washrooms. While the space is not fully barrier-free, for example, it does not include an automatic door, the upgrades represent a meaningful step toward improved accessibility in the built environment.

Objective 4: Explore the possibility of widening doors to better accommodate mobility devices.**Progress:**

Initial assessments were conducted to determine which doorways may need modification. While no changes were made during this reporting period, we remain open to future improvements based on individual needs and available resources.

Section 3: Information and Communication Technologies (ICT)**Objective 1. Ensure the website and online materials are accessible.****Progress:**

We have maintained general awareness of digital accessibility considerations and continue to apply them when posting or updating materials online. Although a formal audit has not yet been conducted, we aim for readability, logical structure, and basic accessibility features such as clear fonts and alt text for images. Updates are made as needed in collaboration with our external IT provider. While limited resources restrict the scope of enhancements, accessibility remains an organizational priority.

Objective 2. Ensure that new systems and tools support digital accessibility and data protection standards.**Progress:**

Accessibility remains part of our consideration when selecting or updating systems. While no major overhauls occurred during the reporting period, we continue to rely on external IT support for incremental improvements. Our decision-making reflects a balance between practicality, budget limitations, and long-term accessibility goals. We remain committed to integrating accessible and secure technologies as our organization evolves.

Section 4: Communication Other Than ICT

Objective 1. Ensure plain language is used in communications.

Progress:

We continue to promote the use of plain language in internal and external communications. Staff are encouraged to write clearly and concisely, especially in emails, memos, and public-facing documents. While no formal training has occurred, the value of accessible language remains emphasized case-by-case, particularly where misunderstandings could create barriers.

Objective 2. Promote accessible in-person communication practices.

Progress:

We remain attentive to individual communication needs during meetings and conversations. Though we have not formalized procedures, we encourage flexibility, including the use of visual aids, clear verbal communication, and follow-up notes. We remain open to feedback and will continue adjusting our approach to support diverse communication styles.

Section 5: Procurement of Goods, Services, and Facilities

Objective 1. Ensure accessibility when selecting suppliers and contractors.

Progress:

Although no formal process has been implemented, staff increasingly consider accessibility when choosing suppliers and contractors. This includes assessing inclusive practices, responsiveness to accommodation requests, and physical accessibility. This area will be revisited as part of future planning cycles.

Objective 2. Ensure we have a checklist to evaluate the accessibility of external venues for our events.**Progress:**

To date, no formal checklist has been developed due to infrequent use of external venues. The company's consistent use of an accessible holiday event location has helped meet immediate needs. This objective may be expanded in the future if external events become more frequent.

Section 6: Design and Delivery of Programs and Services**Objective 1. Ensure accessibility is considered in the development and delivery of programs and services.****Progress:**

Accessibility has been integrated into internal decision-making processes when reviewing or implementing services and policies. While formal accessibility guidelines have not yet been developed, our organization is considering this as a future step to support more structured practices. Within the current capacity, inclusive service delivery remains a priority, and our organization is committed to continuous improvement in this area.

Section 7: Transportation**Objective 1. Ensure the parking and loading areas remain barrier-free.****Progress:**

Regular site walkthroughs and maintenance checks have ensured that parking lots and loading zones remain free of barriers. Entrances remain accessible, and snow and ice removal practices have been reviewed for winter accessibility. No concerns have been raised during the reporting period.

Objective 2. Monitor and assess the accessibility needs related to fleet vehicles and delivery logistics.

Progress:

No transportation-related accessibility-related needs have emerged during this period. We continue to monitor the situation and remain open to adopting accessible delivery protocols or adaptive vehicles if required. Vehicle safety remains aligned with occupational health and safety standards.

Section 8: Consultation

Progress:

In preparing this Progress Report, we have remained mindful of the importance of consultation and feedback as outlined in the Accessible Canada Act. While no formal consultation process was conducted during this reporting period, we continue to welcome feedback from employees, clients and the public on our accessibility practices within our organization. Feedback about accessibility or this Progress Report can be provided using the contact methods outlined in the original Accessibility Plan.

Conclusion

As of April 2025, our organization remains committed to identifying and removing accessibility barriers within its capacity. While many improvements are ongoing and informal, this report reflects our continued efforts to integrate accessibility into everyday operations, guided by the Accessible Canada Act and the principles of inclusion and equity.