Accessibility Plan

Updated: November 2026

GIGG EXPRESS INC.

Intent

GIGG Express Inc. is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's services.

The company will work to identify and remove barriers, and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment, and transportation at GIGG Express Inc. This policy outlines the company's accessibility plan and strategy for identifying, removing, and preventing these barriers.

Definitions

Barrier: 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 a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Consultations

GIGG Express Inc. understands that collaborating with persons with disabilities is an important factor in developing accessibility plans. To align with GIGG Express Inc.'s commitment to make our environment inclusive and accessible to all, we have developed our accessible plan in consultation with our employees, including those with disabilities. We have conducted an internal survey across the company and have collected feedback and input from our employees.

Submitting Feedback

GIGG Express Inc. welcomes feedback from its employees regarding the accessibility plan and any barriers encountered by persons with disabilities. Employees who provide formal feedback receive acknowledgement of their feedback, along with any resulting actions based on the concerns or complaints they submit.

Employees can submit feedback to the:

Human Resources Manager
905-614-0544 ext. 1010
5355 Creekbank Road, Mississauga, Ontario
HR@giggexpress.ca

Employees can provide feedback anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The feedback process is published in conformance with all applicable legislation. Any changes to the accessibility plan or the feedback process are published as soon as possible and notice of any changes are reported to the accessibility commissioner. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Accessibility Plan

The accessibility plan will include an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers, and the prevention of new barriers. The accessibility plan will be prepared and published June 1, 2024, and every three years following that, or sooner if required.

The accessibility plan will be developed in consultation with persons with disabilities and will indicate how they were consulted. This process will be followed for the creation of and any updates to the plan. GIGG Express Inc. will adhere to all requirements made by regulation in the development and ongoing maintenance of the accessibility plan.

The accessibility plan is offered in any of the following formats upon request:

- Print
- Large print
- Braille
- Audio
- Electronic

Requests for accessible formats of the accessibility plan can be made by phone, e-mail, or in-person.

The accessibility plan will be made available as soon as feasible. In the instance of a request for the plan in Braille or audio format, it will be provided within 45 days after the day the request was received. Requests for other formats will be provided within 20 days after the day the request was received.

Areas defined under section 5 of Accessible Canada Act:

1) Employment:

	Identification of Barriers	**Initiatives**	**Timeline**
a)	Lack of accessibility information in job postings.	We will include a statement in all job postings indicating our commitment to accessibility and inclusion, along with information on how to request accommodation.	*COMPLETED – Statement added to all job postings*.
b)	Interview process not accommodating for Individuals with disabilities.	Develop interview process that accommodate individuals with disabilities, such as providing	Accommodation can be submitted through the job

		alternative formats or extending time for interviews.	portal and will be actioned once received. ***Implemented and remains available to anyone who may request accommodation*.**
c)	Limited awareness and training among Hiring Managers regarding disability related accommodations.	Provide Training sessions for hiring Managers on identifying and implementing disability related accommodations.	Hiring Manager and recruitment personnel have been trained, certificate on file - "Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. ***Training for Department Managers planned for early 2027***

2) The Built Environment:

	Identification of Barriers	**Initiatives**	**Timeline**
a)	Lack of accessible entrances and Handicap Door Button.	We will modify existing entrances, install Handicap push button to the front door	Initial plans for renovations put on hold – ***new plan in place with expected completion Spring/Summer 2027***
b)	Lack of accommodation for visually or auditory impaired.	Create an Accommodation Request Form for Visitors, Clients, etc. that will be completed ahead of their visit to the office – once the form is received all necessary arrangements will be made to ensure the individual(s) is accommodated.	Implemented May 2024
c)	Inaccessible restroom facilities.	Ensure Restrooms facilities comply with accessibility standards, including grab bars and automatic open button on doors.	Initial renovations put on hold – ***new plan in place with expected completion Spring/Summer* 2027 – design plans on file.**

3) Information & Communication Technology:

	Identification of Barriers	**Initiatives**	**Timeline**
a)	Inaccessible website design, lack of compatibility with assistive technologies.	Review company website content for removing any barriers like text size, contrast, and navigation system.	**Web Accessibility Solution in place, powered by SkynetTechnologies.com**

4) Communication other than Information and Communication Technologies:

	Identification of Barriers	**Initiatives**	**Timeline**
a)	Lack of accessible formats for printed materials.	Provide printed materials in accessible formats upon request, such as large print or electronic versions.	Request must be submitted using the "Accommodation Request Form" – requests will be addressed within 20 days. *Implemented May 2024*

b)	Inadequate communication methods for individuals with hearing impairments.	Install visual aids and provide sign language interpreters for meetings and important announcements – as required.	Request must be submitted using the "Accommodation Request Form" – requests will be addressed within 20 days. *Implemented May 2024*

5. The Procurement of Goods, Services and Facilities:

	Identification of Barriers	**Initiatives**	**Timeline**
	Lack of consideration for accessibility when selecting vendors and suppliers	Include accessibility requirements in vendor selection criteria and contractors.	Communicate with employees who are responsible for buying goods to ensure a better understanding of how to support accommodation requests. *Implemented May 2024*

6. The Design and Delivery of Programs and Services:

	Identification of Barriers	**Initiatives**	**Timeline**
	Programs and services not designed with accessibility in mind	Review current programs and services for any barriers to meet the diverse needs of all individuals.	Monitor ongoing, adjust when necessary or as requested.

7. Transportation:

	Identification of Barriers	**Initiatives**	**Timeline**
	Limited accessibility features in Transportation facilities.	Appropriate modifications will be made available whenever required/requested.	Monitor ongoing, adjust when necessary or as requested.

Conclusion:

By implementing this Accessibility Plan, GIGG Express Inc. aims to create an inclusive environment where individuals with disabilities can fully participate in employment opportunities and access the company's services and facilities without barriers.

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