

Accessibility Plan - Commercial Logistics Inc.

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GENERAL

Executive Summary

Commercial Logistics Inc. is an asset based trucking company, offering less-than-truckload (LTL), truckload (FTL) and Linehaul trucking services to all points in the Province of British Columbia, Canada. We are a wholly owned subsidiary of ContainerWorld Forwarding Services Inc. Commercial Logistics prides itself on maintaining an exceptional service and safety standard.

Commercial Logistics Inc. is committed to building a culture of inclusivity and accessibility. As a federally regulated employer, it is our responsibility to provide all employees an inclusive, respectful, and safe workplace, adapted to meet their diverse needs. We will do this by identifying and taking steps to eliminate existing barriers, and prevent the creation of additional barriers moving forward.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Commercial Logistics Inc. 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. For this reason, this plan was developed in consultation with external organization (Untapped Accessibility), Trucking HR Canada and online seminars.

A summary of initial opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.
- Expanding the range and options for accommodation, especially for drivers.
- Being better prepared to provide information in accessible formats when requested.
- Improving the knowledge of our IT team and leveraging the capabilities of accessibility features on the current website.

Contact Information

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: Director, Human Resources

By Mail or In-Person: 16133 Blundell Road, Richmond, BC, V6W 0A3

By E-Mail: HRTeam@containerworld.com

By Phone: 604-276-1300 / 1-855-275-1300

The Accessibility Plan is offered in any of the following formats upon request:

- Print;
- Large print; and
- Electronic.

Reporting Our Plan

As required by the Accessible Canada Act, we will publish a status report every year where applicable that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years.

PRIORITY AREAS

Area 1: Employment

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

Barriers:

- There is a general lack of awareness among employees, hiring managers and human resources employees about disability and how to create a more accessible recruitment, hiring and retention process.

Recommended Actions:

- Conduct an evaluation of our current hiring practices to identify and eliminate barriers that prevent people with disabilities from accessing career opportunities.
- Provide training to human resources employees and hiring managers on the barriers that may exist in the hiring, selection and accommodation process, with support from the Management.
- Review the job application form for improvements with respect to inclusion and accessibility.

Area 2: Built Environment

The "built environment" area ensures that workspaces and the work environment are accessible for all.

Barriers:

- Few spaces within the office, warehouse and truck yard may limit the mobility of employees and visitors with disabilities.

Recommended Actions:

- Review building plans and assess current office spaces, warehouse and truck yard to identify potential physical barriers.

Area 3: Information and Communication Technologies (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share or exchange information.

Barriers:

- The company website is not accessible for all users with disabilities.

Recommended Actions:

- Review the existing website to identify barriers in terms of font sizes, Alt text, contrast sensitivity, search by voice command and accessible codes.
- Provide IT employees training on web accessibility to embrace technologies that can significantly enhance the accessibility of a website, making it more inclusive and user-friendly for everyone.

Area 4: Communication, other than ICT

This area requires that organizations provide barrier free access for the public, clients and employees to all the communications that the Company produces for this audience.

Barriers:

- Accessibility has not been made a priority in the development of communication standards.

Recommended Actions:

- Develop a process for employees to request accommodations including access to screen readers in advance of training sessions, meetings, etc.
- Research best-practices guide for the development and dissemination of key communications to ensure accessibility (e.g., plain language, formatting, alt-text for images, etc.).

Area 5: Procurement of Goods, Services, and Facilities

The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

Barriers:

- Accessibility has not been a priority in the procurement of goods, services and facilities at Commercial Logistics Inc.

Recommended Actions:

- Consider a process to re-evaluate agreements where possible with existing vendors to address barriers that exist in the procurement process and delivery of those goods, services and facilities.

Area 6: Design and Delivery of Programs and Services

When designing and delivering the Company's internal and external programs and services, accessibility considerations must be part of the process right from the very start.

Barriers:

- Accessibility had not been formally considered in the design and delivery of programs and services.

Recommended Actions:

- Identify opportunities to advance accessibility in the design and delivery of programs and services.

Area 7: Transportation

Transportation for this purpose refers to the transportation of people not goods (for example, buses or airplanes).

Please Note: Commercial Logistics Inc. 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 included in the scope of this plan.

CONSULTATIONS

To align with Commercial Logistics Inc.'s commitment to make our workplace environment accessible to all, we have developed this plan utilizing the data and resources provided by industry organizations such as Trucking HR Canada. The development of this plan is to ensure the adoption of best practices as they relate to the transportation and logistics industry specifically.

CONCLUSION

Commercial Logistics Inc.'s Accessibility Plan aims to demonstrate our strong dedication to identifying, removing, and preventing barriers to accessibility in all seven (7) priority areas described in the Accessible Canada Act. We know that the initial publication of this Plan is just the first step towards creating a more equitable workplace and that there will be more we need to do.

We recognize that promoting Diversity & Inclusion (D&I) at Commercial Logistics Inc. will have far-reaching benefits for our employees, customers, and our business as a whole.

RECORD KEEPING

Commercial Logistics Inc. is required to keep copies of accessibility plans for a period of seven (7) years from the date on which that version was required to be published.

FEEDBACK

Commercial Logistics Inc. is committed to providing an open and transparent feedback process. For more information, to provide feedback, or to request alternative formats of this Plan, please reach out to Director, Human Resources through one of the following methods:

- Email: HRTeam@containerworld.com
- Mail: 16133 Blundell Road, Richmond, BC, V6W 0A3
- Telephone: 604-276-1300 / 1-855-275-1300

DEFINITIONS

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

Barrier: The Accessible Canada Act defines a barrier as “anything—including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability: The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation— whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”