SZTG
ACESSIBILITY PLAN 2023-2026

Nothing Without Us
Creating a Barrier-Free Canada

Speedy Transport Group Inc.

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General

Executive Summary

Founded in 1941 as a local, same-day parcel pick-up and delivery service, Speedy Transport Group Inc. has grown to become one of central Canada's premier carriers. In the early years of operation, motorcycles with sidecars delivered small parcels in downtown Toronto. Currently, sophisticated transport services operate from terminals along the Windsor-Quebec City 401 corridor.

Since day one, Speedy Transport Group has been committed to upholding a culture which celebrates diversity through the practice and implementation of inclusive strategies. We will provide a strong dedication to the fight for equal opportunities for all. We recognize the power in creating a barrier-free Canada for everyone and we will continue to contribute to this goal.

Statement of Commitment

Speedy Transport Group Inc. 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 accessibility framework that will support employees and the public we serve. We will strive to have the best experience possible with our services and facilities. We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers.

Speedy will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act (ACA). This 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 employees who identify as having a disability via employee surveys.

Point of contact for your feedback

All feedback and comments with regard to barriers and this accessibility plan will be received by **Jamie Temple, the Vice President of Human Resources**. His contact information follows:

Email	Jamie.Temple@speedy.ca
Phone (Toll Free)	800-265-5351 ext. 2259
Mailing Address	265 Rutherford Road South, Brampton ON, L6W 3J7

If you would prefer to submit your feedback anonymously, you can utilize the link below which will not collect any personal, identifiable information.

https://www.surveymonkey.com/r/SZTGAccessibilityPlan

Definitions

All definitions are outlined as described in the Accessible Canada Act and Canada Transportation Act.

Barrier means 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. (*obstacle*)

Disability means 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, in interaction with a barrier, hinders a person's full and equal participation in society. (*handicap*)

Roles and Responsibilities

The development and implementation of the Accessibility Plan for 2023-2026 falls on every employee at Speedy Transport Group Inc. Below is an outline of the specific roles, responsibilities, and expectations for each party.

Human Resources Team

The Human Resources team is responsible for the development, promotion, and implementation of the Accessibility Plan. In collaboration with the Policy Committee, Managers, and Employees, they will ensure that the actions outlined in the plan are assigned to the correct groups and lead frequent progress check-ins.

Policy Committee Team

The Policy Committee team is an integrated group of employees and management that oversees policy updates. The team meets on a quarterly basis to review all policies and procedures within the organization to ensure compliance with the legislature. This team will include the Accessibility Plan in their discussions to ensure compliance with the ACA and will monitor the plan for timely and integrated delivery of the action plan.

Managers

A manager's role will expand beyond daily operational duties. They play a vital role in employees' adoption and acceptance of a culture that supports accessible day-to-day operations. Managers will be communicators, advocates, coaches, liaison, and active proponents of accessibility.

Employees

All employees play a part in the success of the Accessibility Plan. In order to foster an accessible culture, employees should adopt the behaviours encouraged in the accessibility plan; advocate and adopt change by soliciting interest and support and openly communicate with management about any concerns/barriers, or potential opportunities.

Consultations

Employee Surveys

As part of our consultation process, Speedy employees were invited to provide their feedback on any barriers they experience while working for Speedy Transport Group. The survey was conducted online and did not collect any identifying information to allow for all responses to be confidential. This survey was voluntary. The turnout of feedback was not as high as we expected, therefore in order to collect more information the survey will be available to employees on a 24-hour basis. Additionally, they will be able to consult with Jamie Temple to provide their feedback.

From our consultations, the following barriers were identified and suggested actions were considered. First, a general awareness which was identified and the actions we propose to overcome these. To follow will be the 7 barriers identified by the ACA.

General Acknowledgments and Actions

While we consulted and reviewed feedback, we identified a general lack of knowledge with respect to persons with disabilities. Our current business model strives to provide a culture that supports a high level of inclusivity. We celebrate our differences and recognize how it fosters our success. However, there needs to be more information and resources available to managers and employees on accessibility and ways we can work together to achieve barrier-free work environments.

In order to achieve this, we will ensure that all parties have access to the information necessary to be successful. We will provide a safe, confidential space for feedback to be provided 24/7 and we will review this at regular intervals. We will also provide training for managerial positions, so they are equipped with the tools necessary to prevent personal biases, successfully accommodate their employees, and ultimately create a barrier-free work environment.

Barriers Identified in the ACA

This section will explain Speedy Transport Group's analytical approach to breaking down the seven subsections as outlined in the Accessible Canada Act. The purpose of this section is to explain how we are contributing to the breakdown of these barriers. The 7 barriers outlined by the ACA follow:

1. Employment

2. Built Environment

3. Information and Communication Technologies (ICT)

4. Communication Other Than ICT

5. Procurement of Goods, Services and Facilities

6. Design and Delivery of Programs and Services

7. Transportation

1. Employment

The employment section highlights the strategies utilized by Speedy to recruit, onboard, train, promote and retain employees with disabilities and where barriers may be present. This analysis will outline area(s) that require further investigation and strategic planning to eliminate barrier(s) present in our current procedure with the ultimate goal of producing a barrier-free employment process from start to finish.

Barriers Identified and Actions to Remove:

Barrier 1: Recruitment tactics overlook accessibility and disability inclusion practices due to a lack of awareness and resources about recruiting persons with disabilities.

Actions to remove this barrier:
- ➢ Partner with local agencies which promote job candidates with disabilities.
- ➢ Raise awareness amongst the Recruitment Team to increase efforts to recruit persons with disabilities.
- ➢ Ensure all job postings are accessible and note Speedy's commitment to barrier-free employment.

Barrier 2: Onboarding tactics overlook accessibility and disability inclusion practices due to a lack of awareness and resources provided to trainers.

Actions to remove this barrier:
- ➢ Provide Management and Trainers with resources which detail strategies for accommodating persons with disabilities.
- ➢ Complete accessibility assessments on the current training/onboarding programs in place.

Barrier 3: Lack of awareness and resources provided to Management teams on accommodation practices.

Actions to remove this barrier:
- ➢ Provide specific training to current and future Managers on accommodation practices including our duty to accommodate.
- ➢ Provide resources, internal and external consultants, to assist managers in accommodation plans.

The timeline to overcome these barriers will be June 2024.

2. Built Environment

The built environment section analyses the Speedy terminals and their level of accessibility to employees with disabilities. This area will outline area(s) of our building that are inaccessible to those with disabilities so we can re-evaluate our layout and utilize these findings in future facility construction projects.

Barriers Identified and Actions to Remove:

Barrier 1: Speedy employees who require accessible parking have noted a need for more spaces to become available. Although all Speedy terminal parking lots have accessible parking spaces, our busier terminals will require more.

Actions to remove this barrier:
- ➢ Ensure that all accessible parking spaces are easily identifiable with signs and clear painted lines.
- ➢ Ensure that non-permit vehicles are not parked in these spaces.
- ➢ Conduct feedback surveys from the employees to ensure enough spaces are being provided.

Barrier 2: All Speedy terminals are built, upgraded, and monitored to ensure compliance with the National Building Code of Canada. However, the minimums outlined in the Code may not be enough to create a barrier-free environment.

Actions to remove this barrier:
- ➢ Review current and future building plans for areas of improvement (i.e., automatic doors, accessible washrooms)

Barrier 3: Persons with disabilities (i.e., deafness, blindness) rely on management and coworkers in case of an emergency.

Actions to remove this barrier:
- ➢ Ensure all buildings have both audible and visual notifications for emergencies.

The timeline to overcome these barriers will be June 2024.

3. Information and Communication Technologies (ICT)

The information and communication technologies (ICT) section outlines the barriers met with our current digital environment and how we can expand the systems to be integrated with accessible options. This area will be utilized to upgrade our in-house systems and ensure that all future ICT systems are thoroughly examined for their ability to provide accessible options.

Barriers Identified and Actions to Remove:

Barrier 1: Internal programs need to be developed with accessibility in mind.

    <u>Actions to remove this barrier:</u>
- ➢ Work with IT team to ensure all internal programs have been updated to include accessible means of use.
- ➢ Provide IT team with information and resources on accessibility standards so they can incorporate it into future developments.

Barrier 2: Speedy's website is not fully equipped to meet the needs of persons with disabilities.

    <u>Actions to remove this barrier:</u>
- ➢ Speedy's website to be updated for use with assistive technology to meet the needs of persons with disabilities.
- ➢ Ensure that all future updates are tested for compatibility with assistive technology.

The timeline to overcome these barriers will be June 2024.

4. Communication Other Than ICT

The communications other than ICT section analyses area(s) within the company's plain language and public communications to confirm they are accessible to a diverse audience who may receive information through alternative means of communication. This area will allow us to confirm that our communication in-house and publicly is accessible for all.

Barriers Identified and Actions to Remove:

Barrier 1: The availability of Speedy materials are not accessible to all persons with disabilities.

Actions to remove this barrier:
- ➢ Ensure that Speedy employees without a Speedy email are provided with the same information as those who do.
- ➢ Post internal information to a public information board, i.e., Health and Safety Board, Announcement Board, etc.
- ➢ Post internal information to the online Employee Portal.
- ➢ Ensure all information is compatible with assistive technology.

Barrier 2: External vendor or client communication is not monitored for their ability to provide accessible means of communication.

Actions to remove this barrier:
- ➢ Ensure that all outside vendors and clients are able to provide information via various means of communication.
- ➢ Communicate with outside vendors and clients the accessibility expectations to ensure compliance with our internal policies and procedures.

The timeline to overcome these barriers will be June 2024.

5. Procurement of Goods, Services and Facilities

The procurement of goods, services and facilities section considers barriers associated with acquiring or buying goods, services, and other items. This area will outline how Speedy can ensure that external vendors follow our accessibility plans and will ensure consideration of such while new vendors are being selected.

Barriers Identified and Actions to Remove:

Barrier 1: There is a general lack of knowledge as to whether or not the goods, services and facilities being utilized are barrier-free.

> Actions to remove this barrier:
> - ➢ Complete accessibility assessments on goods, services, and facilities prior to engagement.
> - ➢ Collaborate with current vendors to review any barriers they may have and how we can work together to achieve a barrier-free working environment.

The timeline to overcome this barrier will be June 2024.

6. Design and Delivery of Programs and Services

The design and delivery of programs and services section highlights actions to remove barriers and make programs and services more accessible. This area will outline certain accessibility standards to be applied to internal programs and services, as well as guide the procurement of new external programs and services.

Barriers Identified and Actions to Remove:

Barrier 1: Assistive technology can be restricted in options for online communication.

Actions to remove this barrier:
- ➤ Prior to delivery of programs and services, ensure the compatibility with assistive technology solutions.
- ➤ Consult with persons with disabilities within Speedy's network to identify which assistive technology is in use to ensure compatibility for future designs.

Barrier 2: External vendors who outsource programs and services may not provide accessible means of use.

Actions to remove this barrier:
- ➤ Complete accessibility assessments on programs and services prior to engagement.
- ➤ Collaborate with current vendors to review any barriers they may have and how we can work together to achieve a barrier-free working environment.

Barrier 3: Not all Speedy documents are available online so that they can be utilized through accessible technology.

Actions to remove this barrier:
- ➤ Complete an audit of all documents which are being distributed via hard copy and ensure all employees are provided with electronic versions as well.
- ➤ Upload all relevant documents and manuals onto the Employee Portal for ease of access and download.

The timeline to overcome these barriers will be June 2024.

7. Transportation

The transportation section explains how Speedy will address the accessibility of vehicles owned, leased, and rented to the company. This area will outline how Speedy inspects new vehicles to ensure compliance with our accessibility plan, as well as ensure our current vehicles meet the standard.

Barriers Identified and Actions to Remove:

Barrier 1: Vehicles owned, leased, and rented by Speedy may not include a wide range of accommodation features.

<u>Actions to remove this barrier:</u>
- ➢ Collaborate with our vendors to review areas for improvement for accessibility, i.e., visual, and audible warnings or personalized accommodations.
- ➢ Continue accessibility survey to identify areas in the vehicles which need to be updated to meet accommodation standards and the needs of those with disabilities.

The timeline to overcome this barrier will be June 2024.

Annex: Notable Resources for Further Reading:

Inclusive Language Considerations

Summary of the Accessible Canada Act

Full Accessible Canada Act