



Innovative logistics solutions—
contributing to our customers' success

ACCESSIBILITY PLAN
Progress Report
Wills Transfer Limited
June 1st, 2025



Innovative logistics solutions—
contributing to our customers' success

GENERAL INFORMATION

We have designated our Director, Human Resources to manage inquiries on behalf of Wills Transfer Limited about our accessibility plans, progress reports, and feedback process.

We welcome feedback related to our accessibility plan and progress reports from our employees, customers and members of the public. We are committed to reviewing the feedback we receive and taking meaningful steps to address barriers that are encountered when individuals interact with our business.

You can send feedback anonymously or you can include your name and contact information.

You can provide feedback in the following ways:

Send an e-mail to: hr@willstransfer.com

Call by phone: (613) 283 0225

Mailing Address: 146 HWY 15, Smiths Falls, Ontario, Canada K7A 4T2

Website: <https://www.willstransfer.com>

We will confirm that we have received your feedback.

When requested, we will provide a copy of our accessibility plan, progress reports, or description of our feedback process in one of these alternate formats:

- Print
- Large print
- Braille
- Audio format

For print and large print, we will send you the document within 15 days. For Braille and audio formats, we will send them to you within 45 days.

Innovative logistics solutions—
contributing to our customers' success

THE AREAS OF OUR ACCESSIBILITY PLAN

Employment

We want to create a workplace that includes and supports every employee. To accomplish this, we will increase the attraction of employees from underrepresented populations and expand the options for accommodation of persons with disabilities in an environment where options have been traditionally limited.

Progress:

- *Added a language statement in our company website on our commitment to inclusivity and accessibility working towards a barrier-free work environment.*
- *Added language in our standard job posting templates that we are an equal opportunity employer and committed to a diverse, equitable and inclusive workplace.*
- *We have added a segment in our employee orientation and onboarding process on inclusivity and accessibility.*
- *Planning on further benchmarking, discussion and actioning benchmarking current recruitment, selection, and onboarding processes.*
- *Planning on exploring further ways to educate leadership team on accessibility.*

The Built Environment

Maintaining the accessibility of our built environment remains a top priority. We continually work to identify and remove barriers that exist within our office and warehouse environments.

Progress:

- *We are currently in the process of renovating our lunchroom and meeting room space in one of our warehouses using the lens of accessibility.*
- *Added a doorbell notification at one of our newer facilities for visitors to access the site remotely.*
- *In the process of getting a quote to upgrade our door access at our head office location with a faub, remote and automatic door access.*

Innovative logistics solutions—
contributing to our customers' success

- *Introduced on-line and self serve capability to order and a personal delivery for all employee PPE and uniforms.*
- *All incident reporting, safety observations and inspections are in a real time paperless application.*

Information and Communication Technologies (ICT)

We strive to ensure that everyone can access the same information and receive the same services using information technology. To do this, our focus has been on training and providing training documentation to members of our workforce.

Progress:

- *Assisting an employee with hearing and vision impairment with technological and equipment solutions at their workstation.*
- *We have and will continue to upgrade meeting rooms eliminating white boards and the use of screens, projectors, camera and audio technology that have accessibility considerations.*
- *Planning and in the process of looking at audio capability for the company website.*
- *Planning on looking at AI technology to assist with potential solutions and looking at our accessibility capabilities.*
- *Televisions are located in each of our warehouse and office locations as a communication tool and providing updates to our employees.*

Communication, other than ICT

To reach our employees and the public effectively and fairly, we continue to look for ways to make our communications more accessible to all. As such, we have engaged in a process that will ensure we have alternate forms of communication available and provided in a timely manner when requested.

Progress:

- *When asked, we will continue to commit to providing these alternate formats as soon as possible and within times listed in the Accessible Canada Regulations:*

Innovative logistics solutions—
contributing to our customers' success

- *print*
- *large print*
- *braille*
- *audio format*
- *an electronic format that's compatible with adaptive technology meant to help people with disabilities.*

Procurement of Goods, Services and Facilities

We have implemented new procedures and procurement policies to ensure accessibility is embedded in every aspect of the procurement process.

Progress:

- *In the absence of a procurement team and related policies, we are planning on developing some guidelines to include accessibility checks in buying goods and services for our management team.*

Design and Delivery of Programs and Services

Through feedback collected over the year, both through employee surveys, and the consultation and feedback process, we have focused on building tools and guidelines for ensuring that every program or service that we design, or deliver has been done through an accessibility lens.

Progress:

- *Plan on developing a guideline / policy on how to apply the accessibility lens when reviewing company policies, programs and services and accessibility checklist to ensure key accessibility considerations are taken into account.*
- *Further development and focus a forum to involve and consult with persons of disabilities from a cross section of employees to provide feedback on company programs, processes, policies and services.*

Transportation and Warehouse

As part of the transportation and logistics industry we are committed to meeting accessibility requirements when using our vehicles to transport goods.

Innovative logistics solutions—
contributing to our customers' success

Progress:

- *For warehouse employees we have considered and implemented working schedules with reduced hours and days to accommodate physical demands throughout the week.*
- *We have introduced a part-time Driver core that supplements the business, that attracts a Driver talent pool that typically would have retired, which balances life style choices, personal physical requirements and meets the needs of our business.*
- *We had to reevaluate the purchase of extended tractor steps and folding steps for climbing on tractors and warehouse equipment due to safety concerns. Continue to look at alternative options.*

CONSULTATION

The Accessible Canada Act requires that organization consult persons with disabilities in preparing its progress reports. We approach this as an important and valuable process based on “nothing about us, without us”.

What we consulted on: As part of the consultation process, we asked participants to provide input on their experiences when interacting with our company. This included providing feedback on the types of interactions they had and any barriers they encountered. Part of the inquiry included requesting their ideas and suggestions for improvement.

When we consulted: To ensure continuous feedback, we consulted with employee in developing the Initial Accessibility Plan back in May 2023, during an engagement in the summer of 2024 and more recently in developing this progress report for June 2025.

Who was consulted: We invited feedback from our employees with disabilities.

How we consulted: We took steps to ensure that the consultations were inclusive and accessible. We invited our employees with disabilities to provide feedback on progress report via written email and in-person 1:1 meeting.

Questions we asked them to consider when providing feedback were:

- *What are your thoughts on the progress report in general?*
- *What are your thoughts on the progress our company has made in the last year?*

Innovative logistics solutions—
contributing to our customers' success

- *What are your thoughts on the consultations you've been part of so far? What went well? What could be improved?*
- *Do you have anything else to add about the progress report?*

We plan on improving executing and tapping into external organizations that support persons with disabilities to provide their input, knowledge and expertise. Also important was gaining insights with external industry associations resource libraries with industry trends, sharing of additional ideas and best practices utilized in other organizations.

What we learned from our consultations: This process provided us with valuable insights into issues that are of importance to persons with disabilities, including:

- Overall, the progress report was well done.
- Really appreciate the new phone system and how it's set up. Can use high quality headphones (as opposed to the desk phone with poorer audio quality) to take calls. Like how voicemails are saved as an email which makes it easier to forward information to others. Disappointed to find out transcription were not available for voicemails but understand that was included in a more expensive package. Not a need for something like that now, but perhaps consideration for the future.
- Appreciate the time and opportunity for providing some insights. Honoured to be considered and involved.
Future consideration to improve lighting in certain areas. Warehouse have had some good work done, but I wonder if other areas could improve.
- Future consideration for walkway accessibility and wheelchair access.
- Grateful for work hours accommodations for daytime driving, and for flexibility to attend meaningful health appointments frequently.

FEEDBACK

In the past year, we received the following comments via our feedback process:

- We have not received any feedback or comments on our Accessibility Plan or Progress Reports, other than dialogue and discussion during the consultative process.
- As an action item we plan on reviewing our feedback process to ensure employees and the broader community understand the process and the ability to access.].