



Innovative logistics solutions—
contributing to our customers' success

INITIAL ACCESSIBILITY PLAN
Wills Transfer Limited
June 1st, 2023

Innovative logistics solutions—
contributing to our customers' success

INITIAL ACCESSIBILITY PLAN
Wills Transfer Limited
June 1st, 2023

EXECUTIVE SUMMARY

Wills Transfer Limited 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 warehousing and 3PL industry. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products, and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal, and prevention of barriers. Wills Transfer Limited 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 employees who identify as having a disability with 1-1 interviews and round table discussions. As we continue to develop the plan and provide progress updates, we will consider additional means of ongoing consultation that may involve survey's and external organizations that serve people with disabilities.

A summary of initial opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company and the warehousing and 3PL industry.
- Expanding the range and options for accommodation.
- Being better prepared to provide information in accessible formats when requested.
- Improving the knowledge of our IT team and leveraging the capabilities of accessibility.

Innovative logistics solutions—
contributing to our customers' success

- features in current and future IT equipment, programs, and systems.
- Initiating processes where there is a more thorough review and a “through an accessibility lens” approach to the assessment of facilities, procurement, company programs, new initiatives, and on-going services.

YOUR INPUT AND FEEDBACK

Wills Transfer Limited welcomes feedback on our Accessibility Plan from employees, the public and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion. 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. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Contact: Director, Human Resources / Manager Human Resources

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

E-mail Address: hr@willstransfer.com

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

STATEMENT OF COMMITMENT

At Wills Transfer Limited we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

EMPLOYMENT

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

Innovative logistics solutions—
contributing to our customers' success

Barrier #1: Our company continues to face competition for employees and currently may not be attracting applicants from underrepresented populations such as persons with disabilities.

Actions:

- Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in the warehousing and 3PL industry, highlighting our commitment to their inclusion in our workforce.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.
- Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices in other warehousing and 3PL companies and different industries.

Barrier #2: There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in working in the warehousing and 3PL industry.

Actions:

- Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments.
- Develop a work team consisting of managers and persons with disabilities to assess and identify options for a wider range and variety of potential accommodations.

BUILD ENVIRONMENT

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

Barrier #3: Some spaces within the office and property may limit the mobility of employees and visitors with disabilities.

Innovative logistics solutions—
contributing to our customers' success

Actions:

- Establish a team of internal stakeholders to provide feedback on additional proposed design changes to the built environment and assign priority and timing for completion.

Barrier #4: Safety signage in our buildings and property may not be accessible for people with low vision.

Action:

- Assess and improve upon visualization and illumination of current signage regarding safety, direction indicators and warnings for those who may be challenged.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

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

Barrier #5: The current IT team may not be well versed in accessibility technology and opportunities on how to assist persons with disabilities in the workplace.

Actions:

- Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.
- Deliver and promote end-user training on using accessibility features on all available programs.
- Develop and promote guidance and training documents for persons with disabilities (e.g., making items larger on a screen, activating reader on MS Word, activating closed captioning on MS Teams, etc.).

Innovative logistics solutions—
contributing to our customers' success

- Develop accessibility guidance checklists and documents for employees that are building or procuring information technology.

Barrier #6: Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.

Actions:

- Take an inventory of IT systems used by the company to measure accessibility capabilities.
- Over time progressively introduce new accessibility functionality to IT systems.

Barrier #7: The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Actions:

- Review the technology used in common conference rooms, learning and meeting spaces to ensure that it meets a high level of accessibility.

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.

Barrier #8: The Company may not have a consistent process to ensure alternate formats of communication that it issues to employees and other stakeholders are available and provided in a timely manner.

Actions:

- Identify service providers and develop contracts or agreements to create alternate formats, where appropriate and when needed.
- Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request.

Innovative logistics solutions—
contributing to our customers' success

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

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

Barrier #9: Wills Transfer Limited's procurement procedures and practices may not take into consideration accessibility requirements.

Actions:

- Review and update the any procurement procedures / policies to include accessibility checks when buying goods and services.
- Include accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services and confirms requirements of the Accessible Canada Act

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.

Barrier #10: Currently there may be no standard approach for ensuring all programs, processes and services have taken accessibility into account.

Innovative logistics solutions—
contributing to our customers' success

Actions:

- Leverage the mandatory requirement to consult with persons with disabilities by creating a forum consisting of employees from various departments including warehouse, drivers, IT, HR, finance, security etc., to review and provide feedback on all programs, processes, policies, and services. This forum will review current programs and services and then will provide input prior to the development of future programs and services.
- Develop and promote guideline / policy on how to apply the accessibility lens when reviewing company policies, programs, and services.
- Create an Accessibility Checklist to help ensure key accessibility considerations are considered.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes, and procedures.

TRANSPORTATION

This area of focus in the Accessible Canada Act covers the transport of people and goods. Vehicles that are used by organizations and regulated by the federal government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

Barrier #11: Entering a transport truck and other warehouse vehicles may provide some difficulty for drivers due to the repetition and height of the steps. For people with motor related disabilities, requiring them to get into a cab may prohibit them for doing their job.

Actions:

- Budget for and carry a small inventory of extended tractor steps and/or folding steps which can reduce the climbing distance to get into the truck cabs and /or warehouse vehicles.

Innovative logistics solutions—
contributing to our customers' success

CONSULTATIONS

To align with Wills Transfer Limited's commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with some of our employees, including those with disabilities. We will gather feedback and input from our team members in several ways and this will be an ongoing process as we develop our plan:

- Roundtable discussions with employees.
- 1–1 interviews with employees with disabilities so they can share their ideas.
- Future feedback and input will come from surveys and engaging with external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company's facilities, workplace and our programs and services.

We will continue to solicit input from employees on an ongoing basis. Future input may include surveying employees, including those with disabilities and any working groups that have been established as part of this Accessibility Plan, to measure progress and ensure that we realize the changes we've set out to achieve.

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 all.

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.”



Innovative logistics solutions—
contributing to our customers' success

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.