



ACCESSIBILITY PROGRESS REPORT

Created Date: May 31, 2024
Revised Date:
Revision #: RV1
Page: 1 of 5
COR Ref:

COMMITMENT

Sutco 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 an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products and facilities.

GENERAL

Sutco designated the Human Resources Manager to receive feedback from employees and people with disabilities.

Employees, vendors, customers and people in general can send feedback anonymously or provide their contact information by:

Sending an email to sge_hr@thesutherland.group

Calling by phone to 778-754-4021 ext. 130

Mailing us at 101-2370 Bering Rd, West Kelowna, BC, V4T 3J6

Copies of our Accessibility Plan and Accessibility Progress Report can be requested using the same communication channels and will be submitted within 15 days. Alternate formats of our Accessibility Plan Progress Report can also be available upon request.

AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT

1. EMPLOYMENT

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

Last year, Sutco identified barriers in attracting talent and accommodation offers for people with disabilities.

IMPLEMENTED ACTIONS:

- Sutco Careers website was updated to encourage people with disabilities and other minorities to apply to our open positions.
- Accommodation during the recruitment process are offered and available to candidates upon request.
- We developed an Accommodation policy and process to ensure team members be aware of they right to request accommodation and what is the process to follow.
- We keep active partnerships with other trucking companies and organizations within the trucking industry to benchmark best employment practices.
- Our Extended Health Plan has been reviewed to ensure it includes options that provide benefits and support to people with disabilities.



ACCESSIBILITY PROGRESS REPORT

Created Date: May 31, 2024
Revised Date:
Revision #: RV1
Page: 2 of 5
COR Ref:

IN-PROGRESS ACTIONS:

- Sutco is developing documentation to continue educating our managers about Accessibility in the workplace.
- We are working with the different job search websites to ensure every Job Ad posted by Sutco also includes our Accessibility statement to encourage candidates with different disabilities and background to apply.

FUTURE ACTIONS

- Training and documentation for managers regarding Accessibility in the work place will be ready and released in the second half of 2024.
- Accommodation policy will be communicated to all Sutco team members.

2. BUILT ENVIRONMENT

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

IN-PROGRESS ACTIONS:

- Health and Safety Committee has been established as a forum for identifying potential accessibility concerns.
- Any member or Co-chair of the Health and Safety Committee may be contacted to express concerns or request accommodation.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share or exchange information. The IT department is aware and conscious about offering and constantly assesses the current technology to provide accommodation to people with disabilities and make the workplace equally accessible.

In this section, there were two barriers identified towards creating a barrier-free environment, one about the IT department to be aware about new trends and technology to accommodate people with disabilities and the other one to assess current technology about accessibility capabilities.

IMPLEMENTED ACTIONS:

- The IT team has daily IT SCRUM meetings to discuss current issues, up to and including accommodations for those with disabilities.
- As everyone's journey is unique, we have to tailor the solution to each individual, and research latest innovations with regards to accommodating those with disabilities

IN-PROGRESS ACTIONS:

- Continue training efforts with the IT employees to increase their accessibility knowledge and learn how to adapt more services and improve interactions with people with disabilities.
- Conduct an inventory of IT systems used by the company to evaluate accessibility capabilities.

4. COMMUNICATION OTHER THAN ICT

This area aims to ensure barrier-free access to communication for the public, clients, and employees of the organization. The plan incorporates feedback from current employees with disabilities and insights



ACCESSIBILITY PROGRESS REPORT

Created Date: May 31, 2024
Revised Date:
Revision #: RV1
Page: 3 of 5
COR Ref:

from external organizations that support individuals with disabilities. By consulting with these stakeholders, the plan identifies barriers and actions necessary to improve accessibility.

IMPLEMENTED ACTIONS

- We have updated our website to reflect our commitment to accessibility, ensuring that our clients and communities we serve are aware of our efforts.
- We developed a plan for internal training sessions to raise awareness about inclusive communication practices among our employees. These sessions will emphasize the importance of accessibility and provide practical guidelines for creating accessible documents and using assistive technologies.
- A formal Communication Accessibility Policy has been developed and implemented. This policy outlines our commitment to creating and distributing accessible communications and sets clear guidelines for using accessible formats and incorporating accessibility features in all digital communications.

IN-PROGRESS ACTIONS

- An internal audit is underway to identify barriers and areas for improvement in our communication practices. Feedback from employees is being sought to guide these enhancements.
- We are currently working on enhancing our internal communication channels to better support accessibility. This includes integrating accessibility features into our intranet and internal messaging systems to ensure all employees can access information and resources effectively such as audio, video, and large print files.
- Continuous training programs are being developed to keep employees updated on best practices in accessible communication.
- Instituting regular accessibility audits to assess our progress and identify new areas for improvement is in progress.

FUTURE ACTIONS

- To coordinate and schedule training sessions for awareness about inclusive communication practices.
- Internal audits will be supplemented by an ongoing feedback mechanism where employees and stakeholders can report accessibility issues and suggest enhancements through our intranet and form submission.
- Development of an accessible communication toolkit for employees, including templates and resources to aid in creating accessible documents and communications.
- We hope to partner with external organizations specializing in disability support to provide expert-led workshops and seminars for our staff.
- Exploring and implementing additional formats such as sign language video translations, braille and real-time captioning for meetings and webinars to cater to a broader range of accessibility needs.

5. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The second step in Sutco's procurement workflow is to specify the needs of all requested goods/services. The step encapsulates identifying needs, mitigating risk, and ensuring the correct application of all services and goods. Our procurement policy is in line with our core values of supporting local communities while finding guidance from Sutherland Groups Diversity, Equity and Inclusion Policy and the Environmental Stewardship & Sustainability Policy. We are working with our



ACCESSIBILITY PROGRESS REPORT

Created Date: May 31, 2024
Revised Date:
Revision #: RV1
Page: 4 of 5
COR Ref:

suppliers to help drive change in their purchasing policy and operations to drive better inclusivity and environmental stewardship practices in our industry and communities.

IN PROGRESS ACTIONS

- Assessment is underway to ensure goods and services purchases do not create accessibility barriers.
- Purchasing policy is being created and this includes an accessibility questionnaire and checklist to ensure team members who do purchases are accessibility-friendly and do not create new barriers in the workplace.

6. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

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

BARRIER #8: Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

IMPLEMENTED ACTIONS:

- People with disabilities within the organization have been consulted to gather feedback about current programs and services and identify which ones could be improved.

IN-PROGRESS ACTIONS:

- The formation of an Accessibility Committee is in progress, this will ensure regular audits to programs and services to identify barriers and areas for improvement.
- New programs, processes and services are evaluated from the accessibility perspective to identify potential alternatives for people with disabilities.

FUTURE ACTIONS

- 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.

7. TRANSPORTATION

Sutco 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 in the scope of this plan.

CONSULTATIONS

To align with Sutco's commitment to make our workplace environment accessible to all, we have conducted consultation with our employees who reported themselves as people with disabilities.

The consultation was conducted on a one-to-one basis by the Human Resources team ensuring privacy and confidentiality. We explained the purpose of the consultation and to accommodate different needs, we offered different alternatives to gathering the data such as phone calls, virtual meetings, online surveys.



ACCESSIBILITY PROGRESS REPORT

Created Date: May 31, 2024
Revised Date:
Revision #: RV1
Page: 5 of 5
COR Ref:

FEEDBACK

After the consultation process with Sutco employees, we identified that some of them were not aware about the Accessibility Plan published by Sutco in June, 2023.

Our employees identified awareness and an open and understanding approach from the leadership team at Sutco, but not among Drivers. Employees mentioned that not all disabilities can be seen by others and people don't like to talk about their condition so build awareness could be a good strategy.

Due to the nature of our business, employees indicated that there are some areas that can't be accessible for everyone (e.g. truck yard), however, conducting assessments could be beneficial for accessibility.

WHAT WE HAVE LEARNED

During the last year working on identifying and eliminating barriers and by consulting with people with disabilities, we have learned:

- How relevant is to build awareness within the organization on accessibility, especially around non-visible disabilities.
- There is no one-fit-all solution specially to our workplace in where we have different types of work environments, like offices and truck yards.
- Training employees is a constant activity to ensure awareness and ensure the accessibility lens are used on a day to day basis.
- Being in contact with organizations who work with people with disabilities can provide different ways to seek advice and be aware of best practices.
- Feedback from employees is crucial to evaluate our accessibility plan and continuously improve internal programs, processes and services.