



## ACCESSIBILITY PLAN

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### **COMMITTMENT**

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**

The accessibility plan includes feedback from current employees with disabilities and insights from external organizations that support persons with disabilities. Through these consultations barriers and actions are identified and become the foundation of the Accessibility Plan.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Sutco 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 via 1-1 interviews. In addition, we consulted information from external organizations that serve people with disabilities for the development of this plan.

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 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 procedures, company programs, new initiatives and on-going services.
- Join forces with external organizations that serve people with disabilities to increase our knowledge and ensure best inclusion practices.

### **ADDRESSING AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT**

#### **EMPLOYMENT**

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



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**BARRIER #1:** Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as people with disabilities.

**ACTIONS:**

- Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in the trucking sector, highlighting our commitment to their inclusion in our workforce.
- Educate hiring managers on accessibility and how they can ensure barrier-free hiring, selection and accommodation process.
- Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices in other trucking 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 becoming truck drivers.

**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, drivers, employees with disabilities and the Health and Safety department to assess and identify options for a wider range and variety of potential accommodation.
- Make contact and partnership with organizations that support people with disabilities to explore the variety of options and resources available for accommodations.
- Management and finance will determine and implement an accommodation budget to allow for assistive equipment.
- Conduct accessibility training: Ensure that employees involved in creating and disseminating communications receive training on accessibility standards and best practices. This will help to understand the importance of inclusive communication and equip employees with the knowledge to implement accessibility features in their work.
- Offer an Extended Health Benefit package to our employees that includes benefits and support for people with disabilities.

### **BUILT ENVIRONMENT**

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

**BARRIER #3:** Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.

**ACTIONS:**

- Establish a standing advisory committee of internal stakeholders and in conjunction with the Health and Safety Committee, assess and provide feedback on design changes to the built environment and assign priority for completion.
- Establish an accessibility help desk or contact point: Create a dedicated point of contact within the organization to assist employees and stakeholders with accessibility-related inquiries or requests. This could be a designated staff member or a specific email address/phone line where individuals can reach out for support or guidance.



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### **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.

**BARRIER #4:** The current IT team will continue to get more information about new technology and trends to assist people with disabilities. Currently, they practice assisting those who request accommodation, and they are willing to continue learning in the matter.

#### **ACTIONS:**

- Include accessibility format requirements in new employee onboarding instructions to IT
- 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.
- 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.).
- Develop accessibility guidance checklists and documents for employees that are building or procuring information technology.

**BARRIER #5:** Some of the tools and software used in the company have accessibility capabilities and might not be used in an accessible way.

#### **ACTIONS:**

- Conduct an inventory of IT systems used by the company to evaluate accessibility capabilities.
- Progressively introduce new accessibility functionality to IT systems.

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

**BARRIER #6:** The company lacks a consistent process to ensure timely availability of alternate formats of communication for employees and other stakeholders. In order to address this issue, several sample actions can be implemented.

#### **ACTIONS:**

- Commitment to timely provision: When requested, the company should commit to providing alternate formats as soon as possible. The Accessible Canada Regulations provide specific time frames for accessibility requirements, and the company should adhere to these guidelines. The following alternate formats should be made available:
  - Print: Converting printed documents into accessible formats, such as electronic files or braille, based on individual needs.



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- Large print: Creating printed materials with larger font sizes to aid individuals with visual impairments.
- Braille: Transcribing written content into braille for individuals who are blind or have visual impairments.
- Audio format: Recording written content into audio files, allowing individuals with visual impairments or reading difficulties to access the information through listening.
- Electronic format compatible with adaptive technology: Ensuring that electronic documents are compatible with adaptive technologies used by people with disabilities. This may involve providing files in specific formats that can be accessed using screen readers or other assistive technologies.
- Develop a communication accessibility policy: Create a formal policy that outlines the organization's commitment to accessibility and sets clear guidelines for creating and distributing accessible communications. This policy can address the use of accessible formats, the inclusion of accessibility features in digital communications, and the importance of considering diverse needs when communicating with employees and stakeholders.
- Promote awareness internally and externally: Raise awareness about the organization's commitment to accessibility by promoting inclusive communication practices internally among employees and externally to clients and stakeholders. This can be done through internal communications, training sessions, and public statements highlighting the organization's dedication to accessibility and inclusivity.

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

**BARRIER #7:** While guiding principles are a must we are pushing towards efficiency and consistency is achieving these policy points. To do so measurable performance indicators and effective communication with all parties engaged must be gathered and analyzed. Mapping the results and performing continuous improvements on both policy and KPIs ensures we grow and adapt.

#### **ACTIONS:**

- Effective internal communication and documentation of concerns, complaints, or safety hazards to proactively adjust purchasing needs.
- 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 that they will abide by the requirements of the Accessible Canada Act.
- Measure and grade our results, based on outcome engage all stakeholders to improve on internal practices.
- Measure and grade external (vendors) practices of procurement. Engage with vendors to help improve practices.

### **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**



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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.

### **ACTIONS:**

- Leverage the mandatory requirement to consult with persons with disabilities by creating a committee consisting of employees from various departments including drivers, mechanics, yard workers, IT, HR, finance, Health & Safety, etc.) to review and provide feedback on all programs, processes, policies and services. This committee will review current programs and services and then will provide input prior to the development of future programs and services.
- Conduct regular accessibility audits: Regularly review the organization's communication materials to identify potential barriers and areas for improvement. This can involve engaging accessibility consultants or experts to assess the content and suggest enhancements to ensure compliance with accessibility standards.
- Conduct user testing: Engage individuals with disabilities to participate in user testing of communication materials, programs, and services. By involving individuals who have firsthand experience with accessibility needs, the organization can gather feedback on the effectiveness and usability of alternate formats and make necessary improvements.
- Develop and promote guidelines 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**

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 developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback and input from our team members and external organizations in several ways:

- Interviews via phone call with employees with disabilities so they can share their feedback and ideas.
- Collaborate with disability advocacy organizations: Establish partnerships with external organizations that advocate for the rights and inclusion of people with disabilities. These organizations can provide valuable insights, guidance, and feedback on the accessibility of the organization's communication efforts, helping to identify areas for improvement.
- Researching about best practices and getting information from external organizations supporting persons with disabilities to understand and seek recommendations for improving accessibility to the Company's building space and yards and our programs and services. Organizations we consulted include:



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- Alliance for Equality of Blind Canadians
- Canadian Association of the Deaf

We will continue requesting feedback from employees, including those with disabilities and any working groups that have been developed as part of this Accessibility Plan, to measure progress and ensure that we realize the changes we've set out to achieve.