



The Accessible Canada Act

CWS Logistics Ltd.'s Accessibility Plan 2023

General

Executive Summary

CWS Logistics Ltd. 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 and warehousing sectors. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and customers we serve or public 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. CWS Logistics Ltd 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 roundtable discussions and future feedback from our website. External organizations that serve people with disabilities were consulted in the development of this plan.

A summary of initial opportunities include:

- Launch an awareness campaign to all employees and managers on disability and accommodations.
- Improving the attraction of persons with disabilities to jobs at CWS Logistics Ltd.
- Being better prepared to provide information in accessible formats when requested.
- Reviewing accessibility features in IT including hardware and applications in consultation with our IT provider.
- Initiating a process where there is a “through an accessibility lens” approach to the assessment of facilities, procurement procedures, company programs, new initiatives and on-going services.

Your Input and Feedback

CWS Logistics Ltd. welcomes feedback on our Accessibility Plan from the public, employees 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: Shayne Allan – Customer Solution Manager
Mailing Address: 1664 Seel Avenue, Winnipeg, MB, R3Y 1X8
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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.”

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.”

Statement of Commitment

CWS Logistics Ltd. is 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.

Reporting our Plan

As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

Addressing Areas Identified in the Accessible Canada Act

Organization-wide Initiatives

As we worked on this accessibility plan, we realized that everyone at CWS Logistics Ltd. had different levels of knowledge about accessibility and disability. To successfully achieve the goals that we have outlined in this plan, we recognize that our workforce needs to have a shared understanding of these topics.

Action

- By 2025, CWS Logistics Ltd. will launch an awareness and training campaign to all employees on accessibility and accommodations.

Employment

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

Barrier

Our company continues to face competition for employees and currently is not attracting enough applicants from underrepresented populations such as persons with disabilities.

Actions:

- Increase job posting locations that reach persons with disability community program
- Ensure job posting documents follow accessibility best practices and readability and provide information in accessible formats when requested.
- Train managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.

Barrier

Improve awareness opportunities for candidates to request reasonable accommodations during the recruitment process.

Actions:

- Include employment equity and diversity statement in all job posting
- Develop accommodation guidelines for applicants with disabilities and establish process for receiving accommodation requests.
- Educate candidates and employees about the availability of accommodations for applicants with disabilities in recruitment and selection processes.

Built Environment

In the past 10 years CWS Logistics Ltd. made significant capital investment in our facilities. Renovation according to current building codes and accessible to employees and visitors with disabilities.

Actions:

- We will continue to include accessibility to all our future renovations. Due to the hazards in our facilities visitors are restricted to designated area.

Information and Communication Technologies

CWS Logistics Ltd. is a medium size company and have a standard technologies and systems purchased off the self. We have no emphasis on accessibility when buying or setting up new technologies but will commit to considering accessibility in the future in consultation with our IT provider.

Actions:

- We will consult with our IT provider about how accessibility should be considered in our hardware and applications.

Communication Other Than Information and Communication Technologies (ICT)

CWS Logistics Ltd. will provide barrier free access for the public, clients, and employees to all communications that we produce.

Barrier:

CWS Logistics Ltd. does not have a consistent process to ensure alternate formats of communication are available.

Actions:

- Review external website content and identify ways to improve accessibility through alternate format.
- When asked, CWS Logistics Ltd. will provide alternate formats within time frames listed in the Accessible Canada Regulations which will include print, large print, braille, audio format or an electronic format that is compatible with adaptive technology.

Procurement of Goods, Services and Facilities

CWS Logistics Ltd. do not always consider accessibility in our procurement process and practices. Our facilities are fully accessible for our vendors with disabilities.

Actions

- CWS Logistics Ltd. will review our vendors accessibility capabilities to ensure they can deliver goods and/or services consistent with our current accessibility needs.

Design and Delivery of Programs and Services

CWS Logistics Ltd. provide services to contracted customers. Employees with disabilities who work for our customers may interact with us through voice, email or direct contact.

Actions

- CWS Logistics Ltd. will review and consult our customers accessibility capabilities to provide a positive interaction with our customer's employee with disabilities.
- Create an accessibility checklist to help ensure key accessibility considerations are considered.

Transportation

Transportation for this purpose refers to transportation of people, not goods. CWS Logistics Ltd. does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act and is not included in the scope of this plan.

Consultations

To align with CWS Logistics Ltd. commitment to make our workplace environment accessible to all, we have developed our initial Accessibility Plan in consultation with leaders of key areas to support the development of identifying barriers, employees with disabilities through history of employment as well as an initial review conducted with SaskAbilities.

We will continue to survey employees and members of the general public as well as consult with external organizations that have been referenced in this Accessibility Plan and measure progress to ensure we meet the commitments we set out to achieve.