

K TOWN DELIVERY INC. – ACCESSIBILITY PLAN PROGRESS REPORT

Reporting Period: June 1, 2024 – June 1, 2025

Executive Summary K Town Delivery Inc. continues to make steady progress in identifying and eliminating accessibility barriers across employment, communication, infrastructure, and IT systems.				
Section	Barrier	Action	Status	Notes
Employment	1. Our Company is experiencing ongoing competition for employees and is currently not attracting sufficient applicants from underrepresented populations, such as individuals with disabilities	Educate hiring managers on accessibility and barrier-free hiring process	Ongoing	Accessibility training has been embedded into the new manager orientation program. A refresher module is being developed for existing hiring managers to reinforce inclusive practices.
		Benchmark recruitment and onboarding practices against industry leaders	Completed	A benchmarking analysis was completed, comparing our practices to four leading logistics and transport companies. Recommendations have been documented and shared with HR.
		Review the requirements of the role to ensure that all physical, cognitive, and sensory aspects are acknowledged. Clearly communicate any accommodations necessary to candidates when they are apparent	Completed	Job descriptions have been revised to better articulate the essential requirements and outline available accommodations.
		Assess the language used in job postings and application procedures to ensure readability and avoid unnecessary jargon. Additionally, ensure that job postings are inclusive and represent individuals with disabilities	Completed	Audit completed, templates updated
		Interview Accommodation – Review current practices to provide accommodation for interviews. Include a statement on job postings indicating the company's willingness to accommodate	Completed	A standardized accommodation statement is now included in all postings. HR procedures for handling accommodation requests during interviews have also been revised.
	2. Recognizing the importance of transparency and clarity, we understand the need to improve	Conduct an assessment of our current accommodation process, to identify areas of improvement	Completed	Full review completed
		Update our welcome packages to include a special segment focusing on accommodation. This section will feature straightforward details about our dedication to offering fair accommodations, our accommodation guidelines, the procedure for requesting accommodations, and the resources accessible to assist employees throughout their accommodation process	Completed	Welcome package revised
		Will provide training to employees, volunteers and other staff members on Accessible Canada Act and on the Human Rights Code as it relates to people with disabilities. We will provide training to employees and others who deal with the public (customers) or other third parties on our behalf	In Progress	Training materials -in progress
		Employees in management or supervisory positions will be trained in depth as "train the trainers" to pass on information to other employees	In Progress	In-depth training in progress
Built Environment	3. Safety signage in our buildings and truck yard is not accessible for people with low vision.	Improve illumination of current yard signs regarding safety and direction indicators	In Progress	Lighting around yard signage is reviewed monthly during safety inspections.
		We ensure there are no obstacles to getting around and in the building safely	Ongoing	Monthly facility inspections are conducted to monitor for physical obstacles such as unsecured equipment or misplaced materials. Issues are addressed immediately as part of our standard safety protocol.
		Ensure safety walkways are marked clearly	In Progress	

ICT	4.The current IT team is not well versed in accessibility technology and does not know how to assist persons with disabilities in the workplace.	Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities	In Progress	Training materials and modules have been developed and finalized.
		Deliver and promote end-user training on using accessibility features on all available programs -In progress	In Progress	
Communication (Other)	5. The Company does 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.	Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request	In Progress	A library of accessible templates (including large-print and plain language formats) is currently being developed This is embedded within our orientation and ongoing training programs. Key communication practices reinforced include:
		Anyone in our organization communicating with the public/clients must always be prepared to provide alternate formats of communication	Ongoing	
		Consult people with disabilities to determine communication needs	Ongoing	
		In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at in all entrances to the building	Ongoing	
Procurement	None identified	Continue reviewing procurement practices to ensure accessibility	Ongoing	
Design & Delivery	6. No standard approach for accessibility in programs/services	Develop an accessibility checklist. This will serve as a practical tool to guide our evaluation process, ensuring that we consistently assess key accessibility considerations	In Progress	Draft checklist – a draft checklist has been developed
		Regularly review and revise the accessibility checklist	In Progress	
Transportation	N/A	Not applicable – no transportation coordination	N/A	
Consultation	Employee involvement in plan development	Meeting with our employees where we offer them the opportunity to share with everyone any concerns and what we can improve	Ongoing	Employees are continuously encouraged to submit anonymous feedback to ensure all voices are heard and considered.
		Anonymous feedback, where we offer the opportunity to get back to us anonymously with any concerns and improvement ideas	Ongoing	