



Accessibility Plan

The following accessibility plan outlines the policies and actions that K Town Delivery Inc. will put in place to improve opportunities for people with disabilities.

Executive Summary

We know creating a barrier-free environment takes time and we are dedicated to ongoing identification, removal and prevention of barriers.

A summary of initial opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company
- 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
- Conduct regular accessibility audits of our premises to identify and address any barriers
- Provide designated accessible parking spaces and ensure clear signage

K Town Delivery Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Feedback process

K Town Delivery Inc. welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. 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.

Contact: Human Resources

Mailing address: 5101 Orbitor Drive, Mississauga, L4W 5R8

Email: hr@remco.ca

Telephone: 905-455-1500

Website: <http://www.ktowndelivery.com/>

Statement of Commitment

K Town Delivery Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessible Canada Act

Employment

K Town Delivery Inc. will ensure that people with disabilities have opportunities to fully participate in all aspects of employment possible.



Barrier 1: Our Company is experiencing ongoing competition for employees and is currently not attracting sufficient applicants from underrepresented populations, such as individuals with disabilities.

Actions:

- 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 trucking companies and different industries.
- 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.
- 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.
- Interview Accommodation – Review current practices to provide accommodation for interviews. Include a statement on job postings indicating the company’s willingness to accommodate.

Barrier 2: Recognizing the importance of transparency and clarity, we understand the need to improve our communication practices to ensure that individuals are fully aware of the diverse range and variety of accommodation available to them.

Actions:

- Conduct an assessment of our current accommodation process, to identify areas of improvement.
- 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.
- 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.
- Employees in management or supervisory positions will be trained in depth as “train the trainers” to pass on information to other employees.

Built Environment

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

Barrier 3: Safety signage in our buildings and truck yard is not accessible for people with low vision.

Actions:

- Improve illumination of current yard signs regarding safety and direction indicators



- We ensure there are no obstacles to getting around and in the building safely.
- Ensure safety walkways are marked clearly

Information and Communication Technologies (ICT)

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

Barrier 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.

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.

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 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.

Actions:

- Prepare standard resources and commonly issued company communication in alternative formats so that they are ready to be distributed upon request
- Anyone in our organization communicating with the public/clients must always be professional, polite and courteous at all times:
 - Speak normally, clearly, directly and friendly
 - Ask a person to repeat the information
 - Ask if you don't understand what the customer is saying
 - Listening skills are important when dealing with such situations as you need to understand the real issues
 - Ask how you can help and try to work with the individual to find a solution
 - Be confident, patient, reassuring and understanding
 - Offer assistance
 - Offer to describe goods and services
 - Offer to read or summarize the information
- We will consult with people with disabilities to determine their information and communication needs.
- 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.

Procurement of Goods, Services and Facilities

We have not identified any barriers in our procurement practices that hinder accessibility.

We will continue to review and refine our procurement practices to reinforce the requirement that accessibility must be considered when procuring goods and services.

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

Actions:

- Develop an accessibility checklist. This will serve as a practical tool to guide our evaluation process, ensuring that we consistently assess key accessibility considerations
- Regularly review and revise the accessibility checklist

Transportation

K Town Delivery Inc. 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.

Consultation

In line with the Company's dedication to creating an inclusive workplace, we have collaboratively developed our Accessibility Plan through consultation with our employees.

We gathered feedback and input from team members in two different ways:

- Meeting with our employees where we offer them the opportunity to share with everyone any concerns and what we can improve.
- Anonymous feedback, where we offer the opportunity to get back to us anonymously with any concerns and improvement ideas.