

# Accessibility Plan Progress Report

## Reporting Our Plan

VRP will publish a status report every year that measures our progress against our commitments. VRP 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 and our DEI (Diversity, Equity, and Inclusion) committee.

## Priority 1 – Employment

VRP requires its employees to behave respectfully and inclusively to remove employment barriers relating to any prohibited grounds of discrimination so that people are enabled to fully participate and succeed.

### Objective

Educate employees about accessibility and accommodation issues. Ensure that accessibility is considered throughout the recruitment and selection process.

### Actions

- Create and provide training on accessibility and accommodations as part of the onboarding process by December 31, 2024.
- Provide sensitivity training to all current staff by no later than December 31, 2024.
- Provide guidance to current staff regarding our Accessibility Policy and how to access more information regarding accessibility and accommodations by December 31, 2024.
- Require that individuals conducting interviews offer candidates an opportunity to request accommodation so that potential barriers related to the recruitment and selection process are removed.
- Educate our hiring managers on accessibility and how they can ensure a hiring, selection, and accommodation process free from obstacles.
- Reiterate our commitment to accessibility in all Offers of Employment by December 31, 2024.

## Priority 2 – Built Environment

The “built environment” section ensures our workspaces and surroundings are accessible to everyone. Persons with disabilities face barriers in everyday life, such as parking lots and entryways and general access through many public and private facilities. We are cognizant of barriers to the built environment and strive to identify, mitigate, and remove them whenever possible

### **Objective**

Eliminate all barriers that persons who are disabled face during emergency evacuations. Ensure that all members of the public can access our facility.

### **Actions**

- Work with our Health & Safety Committee to establish a procedure by which persons who require assistance are alerted and safely evacuated during an emergency evacuation by December 31, 2024.
- Review mobility access to all buildings and identify barriers.
- On an ongoing basis, ensure individual accessibility requirements are accommodated on a case-by-case basis.
- Establish a structured procedure for employees to report and address ergonomic issues, ensuring a streamlined and efficient resolution.
- Install universally accessible push buttons in meeting spaces and washrooms to enhance inclusivity and accommodate individuals with diverse needs.

### **Priority 3 – Information and Communication Technologies**

Information and communication technologies” encompass various technological tools for sharing, storing, creating, and exchanging information

Information technology and digital communications will play a key role in our efforts to continually improve our operations and provide accessible services to our customers.

### **Objective**

Make the accessibility framework for employees to seek reasonable accommodation and to make information on our website for persons with disabilities. Employees who lack easy access to email might miss important companies.

### **Actions**

- A page will be added on our website specific to accessibility. The webpage will also include contact information for further discussion relating to accessibility and how to access alternative forms of communication.
- Gain an understanding of accommodation needs experienced by our employees.
- Improve our accommodation processes to encourage employees to request support when needed.



Provide education to managers in understanding their responsibilities in the accommodation process, helping them support their employees and implement appropriate workplace adjustments by December 31, 2024.

Given the nature of the trucking industry, where employees often work in remote areas with limited email access, we will provide company communications through various means such as meetings, conversations, and postings in common gathering areas to ensure timely receipt of critical updates.

#### **Priority 4 – Communication Other Than ICT (Information and Communication Technology)**

VRP believes in open and honest communication, and that various forms of communication must be available so that barriers are removed, and meaningful conversation be held.

##### **Objective**

Provide equitable access to information for all employees, customers, suppliers, and the public. Company communications and announcements often contain information, texts, charts, or images that may not be accessible for those who have visual impairments.

##### **Actions**

- Upon request, provide alternative forms of communication to best serve the recipient.
- Develop and implement best practices for email communication and the use of concise and simple language.
- Provide supportive documents with other available options for people with disabilities.
- Provide tools to content creators and distributors for ensuring that information and announcements will be shared in accessible and/or alternate formats.

#### **Priority 5 – Procurement of Goods, Services & Facilities**

VRP partners with external parties to ensure exceptional service to our customers. As part of our commitment to inclusivity, we will ensure no barriers are present throughout our procurement processes.

##### **Objective**

Increase awareness of accessibility so that procurement practices always take accessibility into consideration.

##### **Actions**

- Ensure our procurement team is aware of potential accessibility requirements from external parties and eliminate barriers on a case-by-case basis.

- Include accessibility considerations and points into procurement templates so they inform the selection of external vendors, products, services etc. and confirm that they will comply with the requirements of the Accessible Canada Act.

## **Priority 6 – Design & Delivery of Programs & Services**

VRP is committed to providing a workplace free of barriers to inclusion and performance. We believe we are better together and aim to increase voices to the conversation.

### **Objective**

Create a guideline that facilitates policy and decision making consider accessibility. Increase feedback regarding our current and future programs and services.

### **Actions**

- Update and enhance our Accessibility policy.
- Establish a framework to implement a diversity, equity, and inclusion committee to advise management.
- Ensure that feedback received from external parties through our website is collected and thoughtfully reviewed.
- Leverage the required duty to consult with people with disabilities by allowing all employees to review and provide input on all programs, processes, policies, and services on a regular basis.
- Encourage employees to assess current programs and services and submit feedback prior to the development of new programs and services.

## **Priority 7 – Transportation**

As a transportation supplier, our personnel are valued members of our company and are committed to supporting them in all matters of employment and accessibility.

VRP's primary focus is on the transportation, delivery, and specialized servicing of goods. It does not coordinate transportation for passengers or services defined in the Accessible Canada Act. This means criteria for such transportation services are not covered by this Plan. However, VRP is committed to finding and removing barriers surrounding its fleet where appropriate and safe to do so in compliance with all health and safety legislation, rules, and or other applicable requirements.

### **Objective**

Have standard procedures in place so that drivers can access assistive equipment.

## **Actions**

- Through improvements to our Accessibility Policy, we will create a procedure by which individuals can access assistive equipment, by December 31, 2024.
- Send information to drivers as to how drivers can access assistive equipment by December 31, 2024

## **Consultations**

VRP strives to create an environment where all individuals can fully participate and welcomes meaningful communication and conversation so that we may continuously improve. While developing our Accessibility Plan, the following consultations were made to gather feedback and input:

- Individual interviews with staff who identify as having a disability so that they may share their experiences, opinions, and suggestions. This included one-on-one interviews with individuals from multiple departments and took place in person and over the phone.
- Focus groups with management and Human Resource personnel who are knowledgeable on topics related to disability and inclusion.

## **Definitions**

### **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.”

### **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.”

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## **How We Have Consulted People with Disabilities When Preparing the Progress Report**

Our organization reached out to several current staff who identified as having a disability as it relates to our current methods of receiving feedback and the feedback received to date. According to the individuals we reached out to, our current methods for receiving feedback are effective.

### **Our Progress**

In accordance with Accessible Canada Regulations the following update describes progress made over the past year addressing barriers and areas of opportunity that VRP identified as part of our 2024-2026 Accessibility Plan.

#### **a) Employment**

VRP provided training to managers on accessibility and accommodations as part of the onboarding process.

VRP provides sensitivity training to all current staff by December 31, 2024.

VRP required that individuals conducting interviews are required to offer candidates an opportunity to request accommodations so that potential barriers related to the recruitment and selection process are removed.

VRP has educated hiring managers on accessibility and how they can ensure a hiring, selection, and accommodation process free from obstacles.

#### **b) Built Environment**

VRP has reviewed mobility access to all buildings and identify barriers.

VRP has educated managers and staff to ensure individual accessibility requirements are accommodated on a case-by-case basis.

VRP has established a procedure for employees to report and address ergonomic issues, ensuring a streamlined and efficient resolution.

#### **c) Information and Communication Technologies**

VRP has added a page on our website specific to accessibility. The webpage will also include contact information for further discussion relating to accessibility and how to access alternative forms of communication

VRP has provided education to managers in understanding their responsibilities in the accommodation process, helping them support their employees and implement appropriate workplace adjustments.

VRP now provides company communications through various means such as meetings, conversations, apps, and postings in common gathering areas to ensure timely receipt of critical updates.

#### **d) Communication Other Than ICT (Information and Communication Technology)**

VRP upon request provides alternative forms of communication to best serve the recipient.



VRP has developed and implemented best practices for email communication and the use of concise and simple language.

VRP provides supportive documents with other available options for people with disabilities.

VRP has provided tools to content creators and distributors for ensuring that information and announcements will be shared in accessible and/or alternate formats.

#### **e) Procurement of Goods and Services**

VRP has made its procurement team aware of potential accessibility requirements from external parties and to eliminate barriers on a case-by-case basis.

#### **f) Design & Delivery of Programs & Services**

In progress.

#### **g) Transportation**

In progress.