

THE ACCESSIBLE CANADA ACT

SFX TRANSPORT ACCESSIBILITY PLAN

JUNE 2023

GENERAL

Executive Summary

SFX Transport 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.

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

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.

Your Input and Feedback

SFX Transport 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: Andy Keith

Mailing Address: 96 Sherwood Road, Charlottetown, PEI C1E 3M9

Email: akeith@sfxt.ca

Telephone: 902-556-1102 ext. 224

Website: www.sfxt.ca

Statement of Commitment

At SFX Transport we are 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.

Employment

Barrier #1:

Our company is currently not attracting enough applicants from underrepresented populations such as persons with disabilities.

Actions:

- Enhance the careers section of our website to increase visibility to potential employees 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 a barrier-free hiring, selection and accommodation process.

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 part of the trucking sector.

Actions:

- Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable work place adjustments.

Built Environment

Barrier #3:

Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.

Actions:

- Automate door openers in the Company's primary pathways.
- Slope the entrance to make it easier to enter the building with a wheelchair (back entrance)

Information and Communication Technologies (ICT)

Barrier #4:

Many of the tools and software used in the company have accessibility capabilities that are not being used in an accessible way.

Actions:

- Take an inventory of IT systems used by the company to measure accessibility capabilities.
- Audit our website to ensure we comply with the digital content of accessibility standards.

Communication Other Than ICT

Barrier #6:

SFX will provide or arrange for accessible communication supports and formats for employees, applicants and/or persons entering or accessing our company upon request.

Actions:

- The company will meet with the individual and determine the specific barrier and how to best provide support. Ensuring this is completed in a timely manner and at no additional costs.

Design and Delivery of Programs and Services

Barrier #7:

The Company doesn't have a standard operating procedure for ensuring all programs, services and processes are developed taking into account accessibility.

Actions:

- Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs and services.

Transportation

Barrier #8:

SFX Transport currently does not provide modifications related to accessibility while entering or exiting our fleet vehicles.

Actions:

- Appropriate accommodations will be made where it is identified that an employee requires accessibility features in order to operate one of our fleet vehicles on an individual basis that will act in compliance with DOT regulations.

CONSULTATIONS

To align with SFX Transport'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 gather feedback and input from our team members by:

- Company wide survey.

We will continue to survey employees, including those with disabilities to measure progress and ensure that we realize the changes we've set out to achieve.

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.”

FEEDBACK

SFX Transport welcomes feedback in regard to our accessibility plan and barriers that persons with disabilities may encounter. Our methods of providing feedback are verbal (in person or by telephone) or written (e-mail, website or by mail) Formal feedback we receive will be acknowledged and responded to by means of how it was received, along with any resulting actions based on the concerns or complaints that were submitted.

Feedback can be submitted to SFX Transport's Human Resources Department:

Email: humanresources@sfxt.ca

Phone: 902-566-1102

By Mail: 96 Sherwood Road, Charlottetown, PEI, C1A 3M9

Website: sfxt.ca