**Edmonton Transfer LTD**

**Accessibility Plan 2023 – 2026**

**1. General Overview**

Edmonton Transfer LTD is committed to fostering an accessible and inclusive environment for all employees, drivers, clients, and partners. We recognize the unique challenges in the trucking and logistics sector and are dedicated to identifying and removing barriers to ensure equal opportunity and dignity for everyone. This plan aligns with the Accessible Canada Act (ACA) and reflects our ongoing commitment to accessibility.

**2. Guiding Principles**

* **Dignity**: Respecting the worth of all individuals, including drivers, warehouse staff, office employees, and customers.
* **Inclusion**: Ensuring everyone feels welcomed and valued in every part of our operations.
* **Equal Opportunity**: Removing barriers to employment, training, and career advancement.
* **Barrier-Free Access**: Addressing physical, communication, and systemic obstacles.
* **Informed Choice & Participation**: Engaging employees and clients with disabilities in our planning and decision-making.

**3. Areas Covered Under the Plan**

**a. Employment & Workforce**

**Goal:** Create an accessible and supportive workplace for all roles, including drivers, mechanics, warehouse staff, and office personnel.
**Actions:**

* Ensure recruitment materials and job postings are accessible and inclusive.
* Provide accommodations for drivers and employees during hiring, training, and ongoing employment.
* Offer flexible work arrangements and support for employees with disabilities.

**b. Built Environment & Equipment**

**Goal:** Ensure all facilities and equipment used by employees and drivers are accessible.
**Actions:**

* Assess terminals, offices, warehouses, and rest areas for accessibility (ramps, signage, washrooms, parking).
* Evaluate driver cabs and vehicles for potential accommodations or modifications (seating, controls).
* Maintain accessible loading docks and delivery zones.

**c. Transportation & Vehicle Accessibility**

**Goal:** Promote accessible and safe use of company vehicles and transportation services.
**Actions:**

* Explore vehicle adaptations or assistive technologies for drivers with disabilities where feasible.
* Train drivers and fleet managers on accessibility awareness and accommodations.
* Develop protocols to support drivers with accessibility needs during assignments and trips.

**d. Information and Communication Technologies (ICT)**

**Goal:** Ensure all digital tools, including dispatch systems, route planning software, and internal communication platforms, are accessible.
**Actions:**

* Conduct accessibility reviews of software and hardware used by drivers and staff.
* Provide training and support on accessible technology use.
* Offer alternative formats for manuals, policies, and communications.

**e. Communication & Customer Service**

**Goal:** Provide accessible communication channels and services to employees, drivers, and customers.
**Actions:**

* Train customer service and dispatch teams in accessible communication practices.
* Ensure websites, booking systems, and client portals comply with accessibility standards.
* Offer multiple ways for customers and employees to contact the company, including accessible phone lines, email, and in-person support.

**f. Procurement of Goods and Services**

**Goal:** Integrate accessibility into procurement decisions for vehicles, equipment, and services.
**Actions:**

* Include accessibility criteria when purchasing vehicles, technology, and office or warehouse equipment.
* Consult with employees and stakeholders with disabilities during procurement.

**4. Consultations**

We are actively engaging with employees, drivers, and other stakeholders, including those with disabilities, to identify accessibility barriers and develop solutions. Feedback through surveys, focus groups, and direct communication is encouraged.

**5. Feedback & Reporting**

We welcome your feedback on accessibility issues or suggestions for improvement.

**Contact Us:**
Email: michelle.noel@sokil.com
Phone: 780 378-3164
Mail: 8830-126 Avenue

 Edmonton, AB T5B 1G9

**6. Monitoring & Updates**

This Accessibility Plan will be reviewed and updated every three years. Annual progress reports will be shared with staff and made available to stakeholders upon request.

**7. Contact for Accessibility**

For questions about this plan or requests for accommodations, please contact:

**Accessibility Coordinator**
Michelle Noel
michelle.noel@sokil.com
Tel. 780 479-1955

Direct. 780 378-3164