

The Accessible Canada Act – Highland Moving and Storage Ltd. – Accessibility Feedback Process

1. Accessibility Framework/Plan Follow – up.

Our accessibility Framework/Plan is executed and updated based on the feedback collection, discussion from recurring leadership meeting and strong ownership involvement. Our Accessibility Administrator is organizing all the change implementation (e.g. barrier removal) with the support from leadership and owners, compiling/answering the feedback, documenting the change history, and revising the Framework/Plan accordingly.

2. Barrier Removal

- Identify and Confirm the Barrier

Barrier, once reported via Feedback system or any other channel, will be identified and confirmed for removal process by Accessibility Administrator along with Facility Manager and/or Warehouse Manager and any other relevant parties.

- Plan, Allocate Resource, Execute for the Barrier Removal

Once Barrier has been identified/confirmed, plan will be initiated to detain in the removal process including resource allocation and timeline. Leadership meeting and/or owner's approval could be engaged if considerable resources will be utilized and/or significant changes, especially side effect, will be anticipated. With approved removal plan, the Accessibility Administrator will act as project owner to execute the plan to its full completion and report back to the leadership team and/or owners, as well as following up with the original feedback which presented this finding, if applicable.

- Log/Record the Barrier Removal

Aside from reporting back the removal completion and feedback follow-up, the Accessibility Administrator will log/record the entire removal process including summary of actions taken, resources costing, contracted services, all of which serve as good reference for future removal projects and audits and meet the proper record keeping requirement.

3. Feedback Process

- Designated Personnel Responsible for Feedback Handling
 - o Accessibility Administrator: Sarah Syer, Director, Human Resources
- Receiving Feedback
 - o Via Email: info@highlandmoving.com
 - o Via Website: www.highlandmoving.com
 - o Via Phone: 1-800-265-6015
 - o Via Mail:
 - Attn: Accessibility Administrator
 - Canada Moving

- 55 Midpark Cres, London ON N6N1A9
- Acknowledging Receipt of Feedback
Accessibility Administrator will confirm the receipt of accessibility feedback with the submitter if the feedback was provided non-anonymously.
- Follow-up of Feedback
Accessibility Administrator may follow up with submitter regarding the action plan per feedback including timeline, as well as the execution and completion of information if applicable.
- Log/Save the Feedback
Accessibility Administrator logs/saves all feedback threads, items pending due to any constraint will be scheduled to review for new feasibility check to ensure no proper feedback is left unanswered/un-actioned.