

Accessibility Plan

This Plan affects the following entities:

- Campbell Bros. Movers Ltd.
- Hoyts Moving and Storage
- Highland Moving and Storage
- Canada Moving and Storage
- Armstrong the Mover
- Burgess Transfer and Storage
- Campbell Moving Systems

Purpose

This policy is intended to meet the requirements of *The Accessibility Canada Act*. Canada Moving is committed to fostering an inclusive, accessible, and barrier-free environment for employees, customers, and stakeholders. This plan outlines our approach to identifying, removing, and preventing barriers in accordance with the Accessible Canada Act (ACA).

Scope

- a) This policy applies to all employees, (including volunteers, interns, students, etc.) that act on behalf of Canada Moving including when the provision of goods and services occurs off the premises of Canada Moving.
- b) This policy shall also apply to all persons who participate in the development of the Canada Moving policies, practices and procedures governing the provision of goods and services to members of the public or third parties.
- c) This plan applies to all company operations, including employment practices, physical locations, digital assets, communication methods, and procurement strategies.

General Information

This section allows people to:

- Ask for accessibility plans in alternate formats
- Ask for descriptions of feedback process in alternate formats, and
- Give feedback

Contact Information

- Sarah Syer - Director, Operations and Human Resources
- 1-800-265-6015 ext. 10243
- 55 Midpark Cres, London, ON, N6N 1A9
- hr@canadamoving.com

Accessibility Areas and Action Plan

Employment

Objective: Ensure hiring, retention, and promotion opportunities for persons with disabilities

Actions:

- Implement inclusive hiring practices (accessible job postings, alternative interview formats).
- Providing Workplace Accommodations (Ergonomic workstations, adaptive technology, flexible hours).
- Train managers on disability inclusion and legal obligations.

The Build Environment

Objective: Ensure physical spaces are accessible to all individuals.

Actions:

- Maintain clear pathways and remove obstacles in public and employee areas.
- Ensure accessible restrooms, workstations and common areas.
- Improve building access (automatic doors, ramps etc.)
- Ensure physical spaces are well lit and signages are clear.

Information and Communication Technologies

Objective: Provide accessible communication methods and digital content

Actions:

- Ensure company websites, and digital tools have alternative formats.
- Offer alternative formats such as large print, braille, and audio)
- Use accessible emails and documents (readable fonts, clear headings etc.)

Communication other than ICT

Objective: Ensure that all traditional (non-digital) communication methods, such as in-person interactions, phone calls, printed materials, and signage, are clear, inclusive, and accessible for persons with disabilities.

Actions:

- Accessible Printed Materials (Large Print Documents upon request, Braille versions, High Contrast Colours)
- In Person Communication (Train staff on disability-inclusive customer service and effective communication with persons with speech, hearing, and cognitive disabilities.)
- Telephone accessibility: Train employees on clear, slow, and patient speech techniques/
- Signage and Public information: ensure all signage is clear.

The Procurement of Goods, Services and Facilities

Objective: Source accessible goods, and services

Actions:

- Include accessibility requirements in vendor and contractor selection
- Ensure third party services providers meet accessibility standards.
- Prioritize purchasing accessible technology and equipment.

The Design and Delivery of Programs and Services

Objective: Ensure all customers can access company services.

Actions:

- Provide multiple service access points (phone, online chat, in-person).
- Offer Communication support upon request

Feedback Process

Canada Moving must provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers. Feedback forms will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

- Sarah Syer - Director, Operations and Human Resources
- 1-800-265-6015 ext. 10243
- 55 Midpark Cres, London, ON, N6N 1A9
- Sarah.syer@canadamoving.com



Customers who wish to provide feedback verbally can do so to any Canada Moving employee.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.