

Accessibility Report

Canada Moving

2025 REPORT

GENERAL

This is an accessibility report to demonstrate our progress to prevent and remove barriers, which has been developed to meet our obligations under the **Accessible Canada Act (ACA)** and the **Accessible Canada Regulations (ACR)**. It outlines our ongoing efforts to identify, remove, and prevent barriers to accessibility across our workplace, services, policies, programs, and practices.

This report was outlined taking into consideration the constant review of our policies and the principles listed in section 6 of the ACA. In addition, our company is committed to the well-being of our current employees, clients and all communities that Canada Moving interfaces.

We recognize the importance of removing barriers to foster an inclusive environment and ensure equal opportunities for employees of all disabilities. To better identify and understand these barriers, Canada Moving invited all employees, including individuals with disabilities and their advocates, to voluntarily and anonymously participate in a survey. The survey was made available in both paper and electronic formats to ensure accessibility for everyone.

Canada Moving values the opinions from everyone, regarding this accessibility plan. We believed that listening and taking into consideration different views and experiences will help us to build an inclusive work environment, improving the services to our clients and partners.

A digital copy of this plan can be found in our website: [Accessibility Policy - Canada Moving](#)

Feel free to provide inputs, if you have any questions or concerns, please contact Sarah Syer- Director, Operations and Human Resources, using one of the following contact methods.

Phone: 1-800-265-6015 ext. 10243

Mail: 55 Midpark Cres, London, ON, N6N 1A9

Email: hr@canadamoving.com

You can use the contact information listed above to ask us for a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print, or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Print, large print and electronic formats may take up to 15 days.

STATEMENT OF COMMITMENT

All goods and services provided by Canada Moving shall follow the principles of dignity, independence, integration and equal opportunity.

REPORTING OUR PLAN

In compliance with the Accessible Canada Act, we will publish an annual status report outlining our progress toward meeting our accessibility commitments. The Canada Moving will also review and update our Accessibility Plan every three years, or more frequently if necessary. These progress reports and plan updates will be informed by consultations with persons with disabilities and the individuals or organizations that support them, while also considering our operational requirements and job demands.

CONSULTATIONS

Canada Moving invited all their employees to participate of the survey, including employees with disabilities and employees that advocate for them. The survey was provided through paper hard copies and digital copies to the managers of each branch located in the provinces of Alberta, Ontario, New Brunswick, Nova Scotia and Manitoba, branch managers were responsible to distribute them to the employees of each location.

Surveys were distributed on May 15th, 2025, and the responses were collected on May 26th, 2025. The survey was composed of 14 rating questions distributed along the required categories requested by the Accessible Canada Regulations (ACR), where employees would choose a number from 1 to 5, on how much they agree in the response; 1 open question which asked for suggestions or any experiences that the employees wanted to share. A total of 79 employees participated in the survey, providing responses based on their perceptions of each question. For your reference the content addressed in the survey is listed below:

- 1- I didn't face any difficulty applying for a job at this company.
- 2- My job tasks can be adapted or adjusted to meet different needs or abilities.
- 3- I feel respected and included, regardless of any disability or health condition
- 4- The places I work (offices, storage areas, customer sites) are easy to access and move through for people with mobility needs
- 5- Signs, lighting, and layout in the workplace support people with different vision, hearing, or sensory needs.
- 6- I don't face any challenges using the technologies at work.
- 7- The training materials are in a format that is easy to understand.
- 8- Work instructions are given in ways that I can access and understand.
- 9- I feel comfortable communicating with my team, even if I use a different way to communicate with others.
- 11- I do not face barriers or delays because of my disability when requesting work supplies.
- 12- I feel included in training, safety programs, and other services, no matter my ability or condition
- 13- Company vehicles are accessible or adjustable for drivers or helpers with different physical needs.
- 14- The loading and parking areas support workers with various abilities and needs.

The graphic and the table below presents the distribution of survey responses by category, including their respective percentages of the total collected.

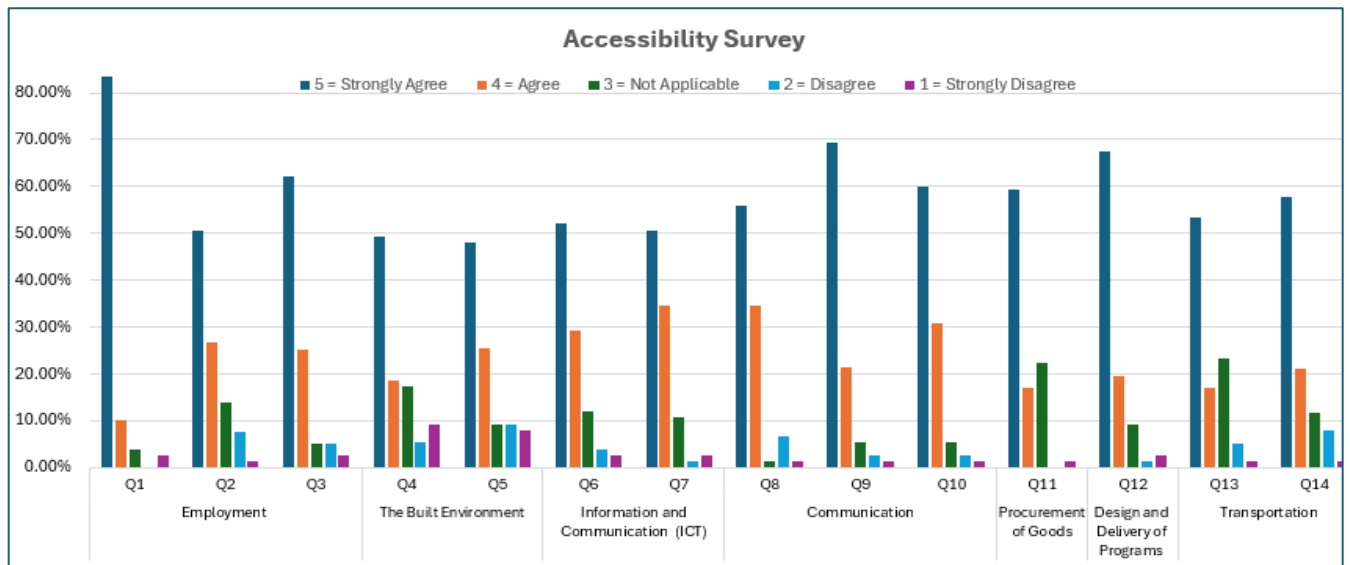


Figure 1: Canada Moving-Accessibility Survey

Rating	Employment			The Built Environment		Information and Communication (ICT)		Communication			Procurement of Goods	Design and Delivery of Programs	Transportation	
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14
5 = Strongly Agree	83.54%	50.63%	62.03%	49.33%	48.00%	52.00%	50.67%	56.00%	69.33%	60.00%	59.21%	67.53%	53.25%	57.89%
4 = Agree	10.13%	26.58%	25.32%	18.67%	25.33%	29.33%	34.67%	34.67%	21.33%	30.67%	17.11%	19.48%	16.88%	21.05%
3 = Not Applicable	3.80%	13.92%	5.06%	17.33%	9.33%	12.00%	10.67%	1.33%	5.33%	5.33%	22.37%	9.09%	23.38%	11.84%
2 = Disagree	0.00%	7.59%	5.06%	5.33%	9.33%	4.00%	1.33%	6.67%	2.67%	2.67%	0.00%	1.30%	5.19%	7.89%
1 = Strongly Disagree	2.53%	1.27%	2.53%	9.33%	8.00%	2.67%	2.67%	1.33%	1.33%	1.33%	1.32%	2.60%	1.30%	1.32%

Table 1: Canada Moving-Accessibility Survey

The open question asked if the employees had any suggestions or experiences, they'd like to share to help us make the workplace more accessible and inclusive. A total of 5 employees answered the open questions, where we were able to identify room for improvement in the areas of physical accessibility, communication improvements and operational recommendations.

The collected responses are listed below:

- 1- "Having physical limitations has not hindered me in anyway for this job. Stairs to women bathroom are terrible some days, but double railing made it accessible, nonetheless."

- 2- *"To inform member to be ready for packers and movers and maybe a little heads up a week or two before pack day."*
- 3- *"Ground Level dock"*
- 4- *"There is good communication tools used at work; however, the employees are not familiar using them. For example, teams is a great tool not only for calls but also as instant messages. It could be a good option for people with hearing problems, or any disability related to communication."*

The consultations were made accessible to all employees by providing materials in a variety of accessible formats, including tailored versions to accommodate neurodivergent individuals.

We consulted all employees across the organization, including both individuals with and without disabilities, including neurodivergent individuals and one person who had previously disclosed a hearing impairment. Based on the collected responses we were able to identify the existing barriers of Canada Moving workplaces. The barriers will be described below, under the recommended category by the Accessible Canada Act (ACA). In addition, we are providing a report status of the previous years identified barriers.

EMPLOYMENT

PREVIOUS YEAR IDENTIFIED BARRIERS:

Barrier 1: Thinking that people with intellectual disabilities are not able to make decisions.

Solution: Do not assume that employees or customers with the disability can or cannot do. Ask them.

Progress status: In-progress.

Actions taken: The management team have been discussing the topic during drivers' meetings.

Next Steps: This an ongoing action that will be continuously addressed.

Barrier 2: Believing a person who has a mental health disability or someone who uses a wheelchair would not be a good employee.

Solution: Learn different ways we can accommodate employees with these types of disabilities.

Progress status: In-progress.

Actions taken: The company has been including inclusive topics during regular meetings about how to change people's mindset, be more inclusive and avoiding BIAS.

Next Steps: This an ongoing action that will be continuously addressed.

Barrier 3: Hiring policies do not encourage applications from people with disabilities.

Solution: Review current hiring processes to identify and remove barriers, such as inaccessible locations for interviews.

Progress status: In-progress

Actions taken: The company have been using different formats ensuring accessibility for everyone.

Next Steps: The company will add text to all our job postings that mentions our commitment to accessibility and inclusion, and that tells applicants how to ask for accommodations, including types of accommodations that the applicant can ask for. Due Date: Implement this change in the next 6 months.

BARRIES IDENTIFIED IN THIS REPORT:

Barrier 1: Some employees feel that there are tasks that can not be adjusted to accommodate disability needs.

Actions: Implement individual accommodations plans that describes adjusted tailored tasks for employees with different needs, physical and cognitive needs; train branch managers and dispatchers to identify accommodation needs, fostering an inclusive environment; create sensory-friendly spaces or quiet rooms to reduce overload for neurodivergent workers.

THE BUILT ENVIRONMENT

BARRIES IDENTIFIED IN THIS REPORT:

Barrier 1: Accessibility concerns regarding washroom location in office areas.

Actions: Conduct an Accessibility Audit of office spaces, warehouses, customer sites, and common areas (including entrances, restrooms, and hallways).

Barrier 2: Signings and lightning signs need to be updated to accommodate people with disabilities.

Actions: Improve signage and lighting with high-contrast fonts, and consistent way finds.

INFORMATION AND COMMUNICATION TECHNOLOGIES

PREVIOUS YEAR IDENTIFIED BARRIERS:

Barrier 1: Procedures may exclude some employees, such as directing maintenance/housekeeping staff to only use certain cleaning products that can cause allergic reactions.

Solution: Implement a “Fragrance -Free” Policy.

Progress status: Completed.

Actions taken: The company has a scent free policy already in place.

Next Steps: Ongoing to be reviewed annually.

BARRIES IDENTIFIED IN THIS REPORT:

Barrier 1: Some employees are facing challenges using work technologies.

Actions: Ensure that all workplace technology (software, apps and intranet complies with the Web Content Accessibility Guidelines (WCAG) 2.1.

Barrier 2: Some employees are facing challenges to access and understand current training materials.

Actions: Offer alternative formats for training materials according to employees needs such as easy-read -versions, audio, large print and captioned video content; provide regular digital accessibility training for IT and content creators.

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

PREVIOUS YEAR IDENTIFIED BARRIERS:

Barrier 1: Print is too small to read.

Solution: Ensure everyday documents, like signs are easy to read by making sure that the print is legible for most people.

Progress status: In Progress.

Actions taken: Upon request we can provide documents in large fonts and use simple language when required.

Next Steps: Ongoing improvement.

Barrier 2: Complicated, confusing, or busy signage.

Solution: Ensure to keep signs clean and clear. Make information available in another form, such as a chart or pictogram.

Progress status: In Progress.

Actions taken: The company reviewed current signs and all of those were already clean and clear.

Next Steps: Ongoing- To be reviewed annually.

Barrier 3: Accepting only online job applications

Solutions: Welcome job applications in several formats.

Progress status: In Progress.

Actions taken: Even though the company post jobs online we accept in person applications. However, Canada Moving works with partners (high schools, driving schools) to post available opportunities.

Next Steps: Ongoing - To be reviewed when is required (High -demand seasons)

Barrier 4: Having only one way for our customers to reach us, for example, by telephone only.

Solution: Allowing customers to contact us through other resources such as email.

Progress status: In Progress.

Actions taken: by-phone and by email trough company's website, by mail.

Next Steps: Implemented chat-bot or any other instant messaging service. Due Date: for site improvement.

BARRIES IDENTIFIED IN THIS REPORT:

Barrier 1: Some employees feel that work instructions are given in ways that they can not access or understand.

Actions: Identify what are those barriers: Cognitive or learning disabilities, language barriers or neurodivergent processing styles; Provide different versions of work instructions: written, visual, and verbal; use of plain language and use work procedure in a step-by-step format; share meeting agenda in advance and use visual supports (slides, graphics and diagrams); allow multiple ways to contribute during meetings, such as writing or submitting them ahead of time; train managers on inclusive communication.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

BARRIERS IDENTIFIED IN THIS REPORT:

Barrier 1: Facing barriers or delays when request work supplies.

Actions: Investigate the specific barriers that caused the delays on the delivery of the work supplies (lack of accessible procurement platforms, or communication gaps); review current procurement process to make sure is accessible and that has an effective monitoring system in place.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

PREVIOUS YEAR IDENTIFIED BARRIERS:

Barrier 1: Event or meeting spaces are inaccessible.

Solution: When planning an event, don't just think about ramps, consider the washrooms, lighting and signage

Progress status: In Progress. Drivers' rooms are inaccessible for people with physical disabilities.

Actions taken: When is summer meetings happens in an open space area.

Next Steps: Move the meetings and events to a bigger area. Due date: 2 years to adapt to a bigger space.

BARRIERS IDENTIFIED IN THIS REPORT:

Barrier 1: Specific unaddressed accessibility or inclusion issues is some training or safety programs

Actions: Confidentially follow up with those who indicated disagreement on the accessibility of training; ensure content is inclusive for neurodiverse and for people with hearing/vision impaired and physically disable.

TRANSPORTATION

Considering that Canada Moving operates in a physically demanding industry, the recommended actions to address accessibility barriers are practical and aligned with the company's operational demands and employees' needs.

BARRIERS IDENTIFIED IN THIS REPORT:

Barrier 1: Company vehicles may not be adjustable for workers with physical limitations.

Actions: For long-haul or regular drivers, ensure seat height/lumbar adjustments are functional.

Barrier 2: Loading/unloading zones may be physically demanding or unsafe for some.

Actions: Loading/unloading zones may be physically demanding or unsafe for some; Encourage Feedback on Driving/Loading Needs.

CONCLUSION

Canada Moving is committed to fostering a workplace where every employee regardless of ability can succeed. Through this accessibility report, we have identified key barriers across various areas such as employment, transportation, communication, and the built environment. We have also developed realistic and actionable strategies that reflect the nature of our industry and the needs of our workforce.

Our goal is to monitor and measure our progress regularly to ensure that we are achieving our accessibility goals and effectively removing the barriers identified in this report. Our efforts will be reviewed annually through status reports and updating our accessibility plan accordingly every three years or when we see the needs of updating it

All the actions listed in this report will be incorporated into the senior management team regular meetings agenda, reinforcing Canada Moving accountability for implementing changes that will foster an accessible workplace environment.

Through an open communication process, we encourage our employees, clients and all the community where Canada Moving interacts with to share their thoughts and experiences through the feedback process described in this report.

Finally, through this report publishing we have outlined what actions have been taken, where improvements have occurred, and what areas still need attention.

By working together and listening to the voices of all employees, Canada Moving is committed to provide an inclusive workplace for their employees, accommodating their needs, while will be providing excellent customer service to their clients.