

EFFECTIVE DATE	December 1, 2024	DATE OF LAST REVISION	-	VERSION NO.	1
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General

Syndicate Transport Ltd. and PEAK Logistics 2008 are providers of truck transportation and logistics services in Canada.

As a federally regulated employer, it is our responsibility to provide all employees an inclusive, respectful, and safe workplace, adapted to meet their diverse needs. As such, Syndicate Transport Ltd. and PEAK Logistics 2008 are committed to ensuring accessibility for all individuals by 2040. It is our goal to raise our knowledge and awareness of challenges faced by people with disabilities and to promote an inclusive work environment. We will do this by identifying and taking steps to eliminate existing barriers, and prevent the creation of additional barriers moving forward.

This Accessibility Plan has been authored with the intention of ensuring compliance with the Accessible Canada Act. The document outlines Syndicate Transport Ltd. and PEAK Logistics 2008's roadmap over the next three (3) years. It aims to define current objectives and provide strategies and solutions to address challenges relating to accessibility in the seven (7) key areas outlined below.

Designated Representative and Alternate Formats

For inquiries relating to this plan or to provide additional feedback, please contact the following representative via any of the avenues listed below:

Contact Name: A.J. Punian

By Mail or In-Person: 285110 Frontier Road, Rocky View, AB T1X 0V9

By E-Mail: APunian@syndicatetransport.com

By Phone: (403) 452-7508 x 2013

As federally regulated, private-sector organizations with an average of one hundred (100) or more employees, Syndicate Transport Ltd. and PEAK Logistics 2008 are required to provide this document in print, large print, and electronic formats within fifteen (15) days of a request.

Syndicate Transport Ltd. and PEAK Logistics 2008 are also required to provide braille or audio versions of the plan within forty-five (45) days of a request.

If you require an alternate format of this plan, please contact the designated representative listed in this section. Please make sure to include what format that you need and the manner in which you would like it received.

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 persons of all abilities.

Barrier: Anything 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. This includes 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.

Disability: Any impairment, including a physical, mental, intellectual, cognitive or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Areas Described Under Section 5 of the *Accessible Canada Act*

The objectives and commitments described in this section have been designed in recognition of the principles outlined in the *Accessible Canada Act*.

Employment

Accessible 'employment' ensures that candidates and employees with disabilities and those that experience barriers are supported throughout the entire employment lifecycle.

Objectives:

- Identifying barriers to recruitment and retention of persons with disabilities,
- Reducing barriers in current employment policies and procedures, and
- Strengthening current accommodation policies and procedures.

2023-2025 Commitments:

1. Review current hiring policies and procedures.
2. Educate managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.
3. Collaborate with employees on strategies to enhance the accommodation policy and processes to ensure all needs are met.

Built Environment

An accessible 'built environment' ensures that workspaces and the work environment can be reached, entered, and/or used by all individuals.

Objectives:

- Providing barrier-free workspaces in all locations,
- Ensuring the proper accessibility features are available to accommodate all disabilities, and
- Addressing reported barriers within the built environment.

2023-2025 Commitments:

1. Review building plans and assess current workplaces to identify potential physical barriers to accessibility.
2. Ensure proper signage that advises and directs people to accessibility features.
3. Create a specific reporting mechanism for barriers within the built environment.

Information and Communication Technologies (ICT)

Accessible 'information and communication technologies (ICT)' are various technological tools used to send, store, create, share, or exchange information.

Objectives:

- Making accessibility a priority in the implementation of software, hardware, and improvements to IT infrastructure, and
- Ensuring employees have the proper tools and resources to perform their jobs successfully.

2023-2025 Commitments:

1. Inventory current IT systems to measure accessibility features.
2. Identify training needs relating to accessibility features in current IT systems, software, and hardware.
3. Engage IT to increase their knowledge of adaptive technology and identify potential improvements to increase accessibility features in current IT systems, software, and hardware.

Communication (Non-ICT)

Accessible 'communication (non-ICT)' ensures that Syndicate Transport Ltd. and PEAK Logistics 2008 provide barrier free access for the public, clients, and employees to all communications that the company produces.

Objectives:

- Ensuring communication from and within the company can be accessed by all employees, vendors, clients, and the public (where applicable), and
- Increasing internal awareness of accessibility.

2023-2025 Commitments:

1. Identify service providers to assist in the creation of alternate formats, where appropriate and when needed.
2. Prepare standard resources and commonly issued company communication in alternate formats, when requested.
3. Develop a communication strategy and identify training needs relating to accessibility in the workplace.

Procurement of Goods, Services, and Facilities

Accessible 'procurement of goods, services, and facilities' ensures that accessibility is considered throughout the buying process.

Objectives:

- Ensuring procurement procedures and practices are modernized and include awareness around accessibility, and
- Preventing the creation of new barriers and/or perpetuating current barriers through procurement activities.

2023-2025 Commitments:

1. Ensure that accessibility and the needs of employees facing barriers are considered when new equipment is purchased.
2. Include accessibility considerations in RFQ, budget, and proposal templates.

Design and Delivery of Programs and Services

Accessible 'design and delivery of programs and services' considers the needs of all individuals and are adapted to ensure accessibility and understanding.

Objectives:

- Ensuring that all programs and services are designed and delivered in a manner that incorporates accessibility considerations, and
- Reviewing current programs and services for any barriers to meeting the diverse needs of all individuals.

2023-2025 Commitments:

1. Review all programs, processes, policies/procedures, and services to ensure that accessibility has been considered.
2. Create an Accessibility Checklist to help ensure key accessibility requirements are considered.
3. Provide training on the *Accessible Canada Act* and *Accessible Canada Regulations* for employees who are responsible for developing and delivering programs, processes, policies, and procedures.

Transportation

Please Note: Syndicate Transport Ltd. and PEAK Logistics 2008 do not coordinate a transportation system, or a fleet of passenger transportation vehicles, as defined in the *Accessible Canada Act*. This means that standards for transportation are not included in the scope of this plan.

Consultations

To align with Syndicate Transport Ltd. and PEAK Logistics 2008's commitment to make our workplace environment accessible to all, we have developed this plan in consultation with our employees, including those with disabilities.

All employees were invited to participate in a company-wide Accessibility Survey featuring focused questions relating to each area defined in Section 5 of the *Accessible Canada Act*, current programming, policies and processes, and their own individual experience relating to accessibility within the workplace.

These surveys were conducted anonymously, with the option to provide contact information for additional consultation, if desired.

We will continue to survey employees, including those with disabilities, and any working groups that have been developed as a part of this Accessibility Plan, to measure progress and ensure that we realize the objectives and commitments outlined in this plan. We have also provided mechanisms for employees to give and receive additional feedback over the next three (3) years as we take continued action to address accessibility within the workplace.

We have also consulted and utilized the data and resources provided by industry organizations such as Trucking HR Canada and engaged an independent Human Resources consultant in the development of this plan to ensure the adoption of best practices as they relate to the transportation and logistics industry specifically.

Record Keeping

Syndicate Transport Ltd. and PEAK Logistics 2008 are required to keep copies of accessibility plans for a period of seven (7) years from the date on which that version was required to be published.

Electronic versions of the accessibility plans will be available on our public web platform via the following link: <https://www.syndicatetransport.com/>

Physical versions of the accessibility plans will be posted and available to the public at the following location(s): 285110 Frontier Road, Rocky View, AB T1X0V9 and 10821 – 209 Street NW, Edmonton, AB T5S 1Z7

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Introduction

This document outlines Syndicate Transport Ltd. and PEAK Logistics 2008 Ltd. accessibility feedback process, a requirement under the *Accessibility Canada Act (ACA)*. We welcome feedback about barriers experienced by employees, customers, or the public, as well as comments on the implementation of our accessibility plan. Your feedback helps us improve and ensure accessibility and inclusivity in all services.

Our Feedback Process

If you have any comments or feedback, please contact the Safety & Compliance Manager using one of the following methods:

By Mail: 285110 Frontier Road, Rocky View, AB T1X 0V9

By E-Mail: APunian@syndicatetransport.com

By Phone: (403) 452-7508 x 2013

Website: www.syndicatetransport.com

Our Feedback Process

If you would like to submit anonymous feedback, please call (403) 452-7508 x 2013 and leave a voicemail message. Our designated accessibility representative reviews these messages weekly. Voice messages will be transcribed and saved electronically.

Feedback can also be provided anonymously through mail or by email (provided the email address is generic and does not include identifying information or a personal signature)

Other Important Aspects

- Syndicate Transport Ltd. and PEAK Logistics 2008 Ltd. will acknowledge receipt of any non-anonymous feedback as quickly as possible, using the same method in which it was received.
- All accessibility feedback is stored for seven (7) years from the date it was received.
- Our employees are encouraged to use any of the feedback channels to share their thoughts on accessibility.
- If you need our feedback in a different format, we're happy to provide it. Options include print, large print, braille, audio, or an electronic format compatible with assistive technologies. You can request these via:
 - Email
 - Mail
 - Telephone

Other Important Aspects

Your feedback helps us enhance accessibility at our Company. Some issues maybe addressed immediately, while others will inform our future accessibility plans. All feedback is carefully organized, analyzed, and reported annually in our progress reports in the Feedback section.