

TRIPLE EIGHT TRANSPORT INC.

ACCESSIBILITY PLAN

1. Introduction

1.1 Purpose

This Accessibility Plan outlines “Triple Eight Transport Inc” commitment to accessibility and inclusion in compliance with the Accessible Canada Regulations (ACR). The purpose of this plan is to identify and address barriers to accessibility and to outline measures for enhancing accessibility across our operations.

1.2 Scope

This plan applies to all facilities, services, programs, and employment practices of “Triple Eight Transport Inc” across its operations.

2. Accessibility Statement

Triple Eight Transport Inc. is committed to creating an inclusive environment where all individuals, including those with disabilities, have equal access to our services and employment opportunities. We believe that accessibility is a fundamental right and aim to integrate accessibility into all aspects of our business operations.

3. Governance and Accountability

3.1 Accessibility Team

An Accessibility Team is established to oversee and implement the accessibility plan. The team includes:

- Human Resources Manager: Harpreet Sabharwal
- Facilities Coordinator: Jimmy Sabyan
- IT Manager: Gokulinder Nanchahal
- Customer Service Manager: Manrose Dhatt

3.2 Responsibilities

The Accessibility Team is responsible for:

- Developing and updating the Accessibility Plan.
- Conducting regular accessibility assessments.
- Ensuring compliance with the Accessible Canada Regulations.

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- Providing training and resources on accessibility.
- Addressing feedback and complaints related to accessibility.

4. Accessibility Policies

4.1 Policy Development

Triple Eight Transport Inc. has developed and implemented accessibility policies, including:

- Accessibility Policy: Outlining our commitment to accessibility and inclusion.
- Customer Service Accessibility Policy: Detailing how we provide accessible customer service.
- Employment Accessibility Policy: Ensuring equal employment opportunities and accommodations for employees with disabilities.
- Accessibility in Facilities Policy: Ensuring physical accessibility in all facilities.

4.2 Policy Review

Policies are reviewed annually or as needed to ensure compliance with regulatory changes and to address new accessibility challenges.

5. Barriers and Solutions

5.1 Identifying Barriers

Barriers to accessibility are identified through:

- Regular accessibility audits of facilities and services.
- Feedback from employees, customers, and stakeholders.
- Analysis of accessibility complaints and issues.

5.2 Addressing Barriers

Solutions are implemented to address identified barriers, including:

- Physical Barriers: Renovations and modifications to facilities to ensure physical accessibility.
- Technological Barriers: Upgrading digital platforms and ensuring websites and applications are accessible (e.g., compatibility with screen readers).
- Communication Barriers: Providing information in accessible formats (e.g., large print, braille, audio).

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6. Training and Awareness

6.1 Training Programs

Regular training is provided to employees on:

- Accessibility Awareness: Understanding disability and accessibility issues.
- Customer Service: Providing accessible customer service.
- Emergency Procedures: Assisting individuals with disabilities during emergencies.

6.2 Awareness Campaigns

Internal awareness campaigns are conducted to promote accessibility and inclusion within the workplace.

7. Accessible Communication

7.1 Accessible Formats

All company communications, including websites, documents, and training materials, are available in accessible formats upon request.

7.2 Feedback Mechanism

A feedback mechanism is established to gather input from employees and customers on accessibility issues and to address concerns promptly. Feedback can be submitted through:

- Email: info@triple8.ca
- Phone: 604-755-2285 Ext 308
- In-Person: HR Office

8. Emergency Preparedness and Response

8.1 Accessible Emergency Plans

Emergency preparedness plans are developed to ensure that individuals with disabilities can safely evacuate and receive assistance during emergencies.

8.2 Staff Training

Staff are trained on emergency procedures specific to individuals with disabilities.

9. Monitoring and Reporting

9.1 Regular Audits

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Regular accessibility audits are conducted to assess compliance with the Accessibility Plan and to identify areas for improvement.

9.2 Reporting

Annual reports are prepared to document progress on accessibility initiatives and to provide updates on compliance with the Accessible Canada Regulations. Reports are made available to employees.

10. Review and Updates

10.1 Plan Review

The Accessibility Plan is reviewed annually or as needed to reflect changes in regulations, company operations, or feedback received.

10.2 Updates

Updates are made to the Accessibility Plan based on audit findings, feedback, and regulatory changes.

11. Contact Information

For more information about our Accessibility Plan or to request accessible formats of this plan, please contact:

- Accessibility Coordinator: Sonali Nebhnani
- Email: snebnani@triple8.ca
- Phone: 604-755-2285 Ext 308
- Office Address: 30697 Marshall Road, Abbotsford BC

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PROGRESS REPORT ON ACCESSIBILITY PLAN

Reporting Period: January 1, 2024 – December 31st, 2024

Date: September 9, 2024

Prepared By: Harpreet Sabharwal, Organization: Human Resources

1. Introduction

This report provides an overview of the progress made on our accessibility plan during the reporting period. It highlights key achievements, current initiatives, and future goals aimed at enhancing accessibility across our services, facilities, and communications.

2. Achievements

2.1 Facility Enhancements

- **Ramp Installation:** Completed the installation of ramps at main office building entrances, improving access for individuals using wheelchairs and mobility aids.
- **Parking Spaces:** Added 1 designated accessible parking spaces in our main parking lot, including improved signage and pavement markings.

2.2 Staff Training

- **Training Sessions:** Conducted mandatory accessibility training for all employees, focusing on disability awareness, inclusive communication, and assistance techniques.

3. Ongoing Efforts

3.1 Accessibility Audits

- **Current Status:** We are in the process of conducting a comprehensive accessibility audit of our facilities and digital platforms to identify any remaining barriers and areas for improvement.
- **Expected Completion:** The audit is expected to be completed by December 2024.

3.2 Policy Updates

- **Accessibility Policy Review:** Reviewing and updating our accessibility policies to align with new regulations and best practices.
- **Timeline:** Updates to be finalized and published by December 2024.

3.3 Community Engagement

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- **Consultation Meetings:** Ongoing consultations with local disability organizations to gather input and ensure our accessibility measures meet community needs.
- **Feedback Collection:** Continuous collection of feedback through various channels, with a focus on integrating suggestions into our action plan.

4. Future Goals

4.1 Digital Accessibility

- **Ongoing Updates:** Commit to regular updates and maintenance of our website and app to address emerging accessibility standards and user feedback.
- **Training Expansion:** Develop advanced training modules for staff to enhance their skills in accommodating diverse accessibility needs.

4.2 Monitoring and Evaluation

- **Continuous Monitoring:** Establish a system for ongoing monitoring of accessibility features and user experience to proactively address any issues.
- **Annual Review:** Conduct an annual review of our accessibility plan to assess progress and make necessary adjustments.

5. Conclusion

The progress made during this reporting period reflects our commitment to improving accessibility and inclusivity within our organization. We will continue to build on these achievements, address ongoing challenges, and strive to meet the evolving needs of our community.

For any questions or further information regarding this report, please contact Harpreet Sabharwal