



ACCESSIBLE CANADA ACT

ACCESSIBILITY POLICIES, PLAN AND PROCEDURES

Accessibility

Western Logistics is committed to identifying, removing, and preventing barriers to accessibility. We strive to provide an inclusive environment for our employees, customers, partners and the public in accordance with the Accessible Canada Act (ACA)

Accessibility Plan

Our Accessibility Plan outlines the actions we are taking to identify, remove, and prevent barriers across our organization.

View Accessibility Plan

Listed below

Accessibility Feedback Process

We welcome feedback about accessibility at Western Logistics. Feedback helps us improve accessibility and ensure we continue to provide inclusive services. You can submit feedback or request information about our Accessibility Plan by contacting us at: Email: accessibility@westernlogistics.com You may submit feedback anonymously if you choose. All feedback will be reviewed and considered as part of our ongoing commitment to improving accessibility.

Alternate Formats

Our Accessibility Plan and Accessibility Feedback Process are available in alternate formats upon request, in accordance with the Accessible Canada Act. If you require an alternate format or have any questions regarding accessibility, please contact us at:

Email: accessibility@westernlogistics.com

Consultations

WLI consulted with an organization that employs people that live with disabilities to create our Accessibility Plan and Accessibility Policy. WLI will continue to consult with people with disabilities in the preparation of future Accessibility Plans and progress reports. As Canadian Accessibility Professionals is an organization made up of persons with a variety of disabilities and a RHFAC (Rick Hensen Foundation Accessibility Certification) Professional on staff, this requirement has been fulfilled for the policy development phase of the ACA.



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Feedback

A feedback process has been created to enable the Senior Management Team (SMT) to respond to feedback received regarding the way Western Logistics Inc. is implementing its Accessibility Plan, and the Barriers encountered by WLI's Employees, contractors, applicants, candidates, stakeholders and the public.

When an area of improvement regarding accessibility has been suggested, the appropriate representatives of WLI will review the information and make every effort to address the suggestion in a manner satisfactory to all parties, without causing undue hardship to WLI.

Any member of the public, third party or representative of the organization is invited to provide feedback via email, mail or telephone. A specific feedback form for accessibility has been created and can be used for this purpose.

Western Logistics would like to thank you for taking the time to fill out our Accessible Customer Service feedback form. The Management and staff at Western Logistics Inc. are committed to removing the barriers which may impede any individual from accessing our goods and services.

Western Logistics Inc. will review your feedback/suggestions, and if changes can be adopted without creating an undue hardship on our organization, action will be taken at the earliest opportunity.



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Please e-mail this form to accessibility@westernlogistics.com

Name (optional):

Contact Information and please circle preferred method of contact (optional)

Phone Number

Email

Date:

How would you rate the customer service provided to you today?

Very good

Good

Average

Below average

Poor

Comments:

How was your experience with the accessibility of our facilities, goods and services?

Very good

Good

Average

Below average

Poor

Comments:

Did you have any communication issues and if so how could they be improved.

Yes

No

Comments:

Any additional comments.

We at Western Logistics Ltd. would like to thank you for taking the time to help us with our accessibility policies and we look forward to serving you to the best of our ability.

Western Logistics Inc. | Accessibility Plan

1555 Brigantine Drive, Coquitlam, BC, V3K 7C2

This document outlines Western Logistics Inc. plans for the implementation the accessibility requirements as identified under the ACA. These are only proposed plans and the timelines and ideas may change due to changing circumstances and environment.

Accessibility Issue	Proposed Solution	Proposed/ Required Date	Comments
ACA Legislation must be met.	Create ACA Accessibility Policies, Practices and Procedures	Apr-25	Developed by Canadian Accessibility Professionals along with Frank Russo from WLI
ACA Legislation must be met.	Register Western Logistics Inc. with the Office of the Accessibility Commissioner.	Jun-25	Canadian Accessibility Professionals along with Frank Russo from WLI has been registered
Register Western Logistics Inc with Canadian Human Rights Commission - My Accessibility Portal	Create profile for company on webstie that will allow Year 1, 2 and 3 updates with plan and progress reports	Apr-25	Updates will be completed by Frank Russo on portal
New ACA Policies, Practices and Procedures to be rolled out to all Canadian Terminals	Communication with terminal managers and posting on employee communication boards throughout the Canadian terminals	May-25	Distributed and communicate with Director of Operations along with terminal managers and posted on staff communication boards
Feedback Process	Generate an SOP for the Feedback process and commuincate to all employees	Jun-25	Distributed and communicate with Director of Operations along with terminal managers and posted on staff communication boards
The Accommodation Process	Generate an SOP for the Accommodation process and communicate to all employees	Jun-25	Distributed and communicate with Director of Operations along with terminal managers and posted on staff communication boards
All terminals / physical sites to be reviewed for compliance with ACA accessible to persons with a variety of disabilities.	Review physical locations of Western Logistics to identify barriers to accessibility for persons with disabilities.	On going	Work with terminal managers to conduct walk throughs of each terminal as it relates to accessibility. Frank to further review when visiting each terminal.
Toronto Terminal - Accessible Parking spots markings and signage - By-law 1-09 City of Mississauga requires min. 1 spot for up to 25 spaces and 2 spots from 26-50 spaces.	Toronto currently has 2 spots available however signage on the side of the building must be relocated from mounted in the ground on walkway and re-positioned to the wall area.	Aug-26	Addressed with landscape contractor to move signage and fix walkway to avoid any tripping hazards.
Westen Logistics Inc. website in compliance with WCAG 2.0 for ACA	Review website to ensure compliance with ACA legislation requirements	Dec-27	The site will require a complete rebuild and requires necessary timing to develop, modify and contract out to complete this work