

Rentx Transportation Services Corp.

2024-2027 Accessibility Plan

February, 2024

(Please note that this plan applies to Rentx Transportation's customers and employees only)

Introduction

Our plan was built as part of our commitment to make Rentx Transportation more accessible to people with disabilities and follows the requirements set out under the *Accessible Canada Act*.

To build this plan we looked at six different areas of our company to see how we could make it more accessible. We looked at:

- Built environment (buildings)
- Employment
- Technology
- Communications
- Buying goods, services, and facilities
- Programs and services

We asked our employees and customers with disabilities what barriers exist through a survey and a focus group. We then thought about how we could remove any barriers and developed goals as part of this accessibility plan.

Our Plan

In the next 3 years, we will:

- Continue to consult with employees and customers with disabilities.
- Provide training/resources to our employees about disability and accessibility
- Revise our diversity statement to emphasize and reinforce our commitment to accessibility and people with disabilities.
- Consider accessibility any time we buy or renovate our locations.
- Consider removing accessibility barriers at our existing locations when renovating.
- Educate our employees to improve their understanding of their responsibilities when hiring people with disabilities.

- Review our return-to-work policy and process for employees on short- or long-term disability to make it easier to understand and more accessible.
- Train managers to improve their understanding of the accommodations and return-to-work policies and processes.
- Make guidelines for when and how employees can request a sign language interpreter.
- Request that outside companies we hire to help with our communications comply with our accessibility standards.
- Create a plan to help us think about accessibility whenever we buy new locations, goods, or services.
- Create a process for our customers to request accommodations.
- Provide training about accessibility and disability to our employees who work in customer service.
- Create more ways for customers to contact us.

Feedback

We are open to feedback on our plan and about accessibility at Rentx Transportation. You can give us your feedback by contacting:

Rentx Transportation

Services Corp.

rtsc1@kos.net

1-800-250-5054

87 Wallbridge Cres,

Belleville ON K8P 1Z5

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1. General

1.1 Statement of Commitment

At Rentx Transportation, we believe that an inclusive and equitable workplace and company leads to better outcomes for our people, customers, and communities. That means we're committed to reducing barriers to accessibility for people with disabilities, including in the workplace, in the business we conduct, and in the communities we serve. We understand that accessibility is essential to delivering on our mission to be "The Careful Mover".

Our Accessibility Plan, which has been designed to comply with the *Accessible Canada Act* ("ACA"), reflects our commitment to accessibility for people with disabilities. Through this plan, we are committing to taking proactive steps toward reducing or removing existing barriers.

1.2 Description of Rentx Transportation Services Corp

Rentx Transportation is transportation company that specializes in household/Commercial moving and storage.

1.3 Contact Information & Feedback Process

We are happy to accept feedback about this plan, or about accessibility at Rentx Transportation, from our customers and employees. People can submit feedback anonymously, without giving their name or contact information. We will review the feedback and will consider it when we write our progress reports and our next accessibility plan. We will also take steps to address your feedback where possible.

Rentx Transportations' Managers are responsible for collecting, keeping, and responding to the feedback we receive.

You can contact us to give your feedback in the following ways:

- By email: rtsc1@kos.net
- By Telephone: 1-800-250-5054
- By letter mail: 87 Wallbridge Cres, Belleville Ontario, K8P 1Z5. We will also

accept feedback through our social media channels. Information on our feedback process is also available on our website: We will respond to let you know that we received your feedback unless you submit the feedback anonymously (without a name or contact information). We will store a copy of all the feedback we receive for at least 7 years.

1.4 Alternative Formats

You can request alternative formats of this plan and a description of our feedback process. To request an alternative format please contact:

Rentx Transportation

Services Corp

rtsc1@kos.net

1-800-250-5054

87 Wallbridge Cres, Belleville Ontario, K8P 1Z5

A digital version of this plan that works with assistive technology will be made available on our website.

We will respond to requests for other formats as soon as we can. For each alternative format, Rentx Transportation will provide a copy within a certain number of days:

- Print: available within 15 days of the initial request.
- Large print (Increased font size): available within 15 days of the initial request.
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers): available within 45 days of the initial request.
- Audio (a recording of someone reading the text out loud): available within 45 days of the initial request.

1.5 Definitions

The following definitions apply throughout this plan:

Disability: Any impairment, functional limitation, or difference in physical, mental,

intellectual, cognitive, learning, sensory, or communication ability that, when combined with a barrier, hinders a person's full and equal participation. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities full and equal participation.

Barriers can be physical, architectural, technological, or attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

2. Areas Described under Section 5 of the ACA

2.1 Organization-wide Initiatives

At Rentx Transportation we strive to do better for our customers and employees with disabilities. We know that to do this we need to continuously consult with people who have disabilities, including by receiving and acting on feedback about accessibility. We also need to educate, train and develop our employees to improve their understanding of disability, accommodation, and accessibility. To do this, we have committed to the following goals:

- Starting in 2024, Rentx Transportation will develop a strategy around ongoing engagement and consultations with employees and customers with disabilities, including via existing resource groups at Rentx Transportation and through a new working committee.
- Starting in 2024, Rentx Transportation will provide disability awareness training for all managers.
- Starting in 2024, Rentx Transportation will provide training, communications, and/or resources for current employees in disability awareness, accommodation, and accessibility.

- Starting in 2024, Rentx Transportation will include disability awareness training in the training for new employees.
- In 2024, Rentx Transportation will revise its diversity statement to reinforce Rentx Transportation's commitment to accessibility and people with disabilities.

2.2 The Built Environment

Rentx Transportation has two locations. These locations are warehouses and offices that the public would do not enter. We are not a retail location. The locations are older buildings where accessibility was not a priority when they were built.

Moving forward we want to make sure that both facilities are as accessible as possible. This will involve reviewing and planning to improve the accessibility of these facilities. As part of the process of creating this plan, we briefly scanned some of our locations to identify common barriers that we could work to remove.

Over the next three years, we have the following goals to help improve the accessibility of our built environments:

- Effective immediately, Rentx Transportation will consider accessibility guidelines and features in all future built environment procurement and/or design plans, and will also incorporate accessibility improvements into all major renovations moving forward, where deemed practical to do so.
- Starting in 2024, Rentx Transportation will investigate ways to remove barriers in key built environment locations and consider operational needs, the priority order of barrier removal, and available budget and resources to accomplish improvements.

2.3 Employment

Rentx Transportation has an average equivalent of 25 full time employees. Many of these employees work in jobs doing manual labor or driving vehicles. We also have admin and

managerial positions who work in our offices.

While we use our best efforts to accommodate employees with disabilities, we know that barriers remain. Over the next few years, we want to focus on improving accessibility for our employees at Rentx Transportation. This will involve some improvements to our accommodations process, our return-to-work and disability management processes.

Our goals to improve the accessibility of employment at Rentx Transportation are:

- Starting in 2024, Rentx Transportation will review its current recruitment and hiring practices and will:
 - Begin developing a strategy for recruiting people with disabilities.
 - Review application and selection processes to ensure reasonable accommodation is available and accessible at all stages of the recruitment and hiring process.
 - Clarify the roles and responsibilities of relevant Rentx Transportation staff when recruiting and hiring people with disabilities.
- Starting in 2024 and continuing through to 2026, Rentx Transportation will review its accommodations policy and processes with a view to:
 - Making the process easier to understand for people seeking accommodations.
 - Clarifying the role of Occupational Health in the process.
 - Determining if any other person or entity should be involved in the accommodations process to facilitate a more efficient roll-out of accommodations.
 - Determining if and how occupational and non-occupational disabilities are managed differently.
 - Training managers on their role in hiring, onboarding, accommodating, and supporting people with disabilities in the workplace.
 - Updating the accommodations policy to include a clear and efficient process map for providing accommodations, including designated process owners and

timelines to fulfill requests.

- In 2024, managers will be trained in the return-to-work processes for people with disabilities, to improve their understanding of what their roles and responsibilities are in the process and how to navigate that process.

2.4 Information and Communication Technologies (ICT)

Rentx Transportation owns and operates a variety of information and communication technologies. We have some technologies that are only used by our employees. We also maintain a public website where customers can learn more about Rentx Transportation, and learn more about the moving process. Over the next three years, we will work with the employees who make changes to our website to improve accessibility in our information communication technologies where feasible.

Our goals to improve the accessibility of ICT at Rentx Transportation are:

- Starting in 2024, Rentx Transportation will consider the possibility of sourcing and implementing web content accessibility guidelines (WCAG) training for relevant IT staff, including accessibility testing.

2.5 Communication, Other Than ICT

Rentx Transportation communicates with the public and our employees in a variety of ways. We maintain a public website and regularly update our social media accounts.

Members of the public can contact us by telephone or through our website. Individuals may contact us to ask a question about our moving and storage services. Over the next three years, we want to focus on making sure that the information we produce is written in plain language and that our social media accounts are as accessible as possible.

Our goals to improve accessibility in our communications practices are:

- Effective immediately, whenever communicating information electronically, Rentx Transportation will use Word or HTML format in place of PDF wherever possible for greater accessibility.
- In 2024, Rentx Transportation will develop guidelines for when and how sign language interpretation can be provided by Rentx Transportation for employees.

2.6 The Procurement of Goods, Services, and Facilities

At Rentx Transportation we procure (buy) many different types of goods, services each year. As of now, we do not have a system set up to make sure that the things we buy will be accessible to all users. Moving forward, we will consider the possibility of putting a process in place to help us decide when we should consider accessibility in procurement and when we don't. For example, we don't need to consider accessibility when we are buying fuel for our trucks.

Over the next three years, we plan to improve the accessibility of our procurement process through the following goal:

- In 2024, Rentx Transportation will consider building accessibility considerations into procurement processes and checklists if possible.

2.7 The Design and Delivery of Programs and Services

The primary service that we provide is moving and storage. We provide this service to both individuals and businesses. Over the next few years, we will focus on collecting feedback from our customers who have disabilities. We will do this through the public feedback mechanism that has been launched at the same time as this plan and through additional consultation activities. We will also take proactive steps to improve the accessibility of services through training our customer service teams and consideration of accommodations for our customers when accessing our services.

Our goals to improve the accessibility of our services are:

- Starting in 2024, Rentx Transportation will explore the feasibility of creating a dedicated customer service process for people needing accommodations to access Rentx Transportation's services. If such a process is established, Rentx Transportation will source and deliver accessibility and accommodations training for relevant customer service representatives.
- Starting in 2024, Rentx Transportation will explore the feasibility of adding additional mechanisms besides phone (e.g., email or direct message) for customers to obtain customer service support.

2.8 Transportation

At Rentx Transportation we do not provide any passenger transportation services and so we have no goals related to this area.

3.

4. Consultations

We consulted people who have disabilities while we were preparing this plan. We recognize that people with disabilities are the accessibility experts and we want to make sure that people with disabilities are the ones guiding our accessibility initiatives. We recognize that consultations with people with disabilities need to be ongoing and that they will be better if we form relationships with the people who are consulting with us. The consultations we completed to prepare this plan are described below, and we intend to keep these conversations going into the future.

We asked employees of Rentx Transportation to provide feedback on any accessibility barriers that they may have seen or experienced at Rentx Transportation. Most of the feedback we received from this survey was about the built environment of Rentx Transportation's facilities.

5. Conclusion

Rentx Transportation understands that accessibility is essential to delivering on our mission to “Move the world forward by delivering what matters.” We’re committing to further foster a culture and business that supports people with disabilities within our workplace and in our communities. Our journey to becoming more accessible is an evolving process. We appreciate the opportunity that the *Accessible Canada Act* has given us to take a critical look at barriers, consult with people with disabilities and formalize our goals and progress.

As part of our ongoing effort to reduce barriers and improve accessibility within our organization, we’re committed to making year-over-year progress toward making Rentx Transportation more inclusive and accessible for people with disabilities.