



# ACCESSIBILITY PLAN

## GENERAL

Accessibility Plan for Minute Men Moving and Storage Ltd.

- Minute Men Moving and Storage Ltd. is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access services. This Plan is in compliance with the Accessible Canada Act. The ACA is a new law that will help make all of Canada more accessible for people with disabilities.
- You can tell us what you think of the Plan by contacting:

General Manager at [info@minute-men.com](mailto:info@minute-men.com)

1855 Boxwood Rd.

Nanaimo, BC. V9S 5X9

AREAS DESCRIBED UNDER SECTION 5 OF THE ACA

## Employment

- Minute Men Moving & Storage Ltd. has approximately 20 employees between their two locations in Nanaimo and Duncan, BC.

## Built Environment

- Minute Men Moving & Storage Ltd. has office/warehouse spaces in Nanaimo and Duncan. Members of the public rarely visit these office spaces. The office spaces have some accessibility features, including step-free entry and front of entrance door parking.

## Information and Communication Technologies (ICT)

- Minute Men Moving and Storage Ltd. uses many different technologies including public website, social media platforms, and programs that only our employees use. We plan to conduct a website accessibility audit that includes user testing by persons with disabilities. We will remove the minor website barriers found through our consultations and others that are discovered.
- Communication other than ICT

- Our office is able to answer questions from the general public via email & phone.
- Procurement of Goods, Services and Facilities
- Minute Men Moving & Storage buys products and services that support our activities.
- Design and Delivery of Programs and Services
- Minute Men Moving & Storage provides the services of packing & moving household goods and effects. Most of the ways that our customers interact with us are noted in the Communication section.
- Transportation
- Minute Men Moving & Storage operates vehicles that provide transportation of customers household good and effects. We do not run transportation services for the general public.
- CONSULTATIONS
- Minute Men Moving & Storage is committed to listening to and learning from people with disabilities and being able to accommodate them.

For this plan we consulted local member institution for advice & guidance

## ACCESSIBILTY FRAMEWORK

- 1. Introduction

At Minute Men Moving and Storage Ltd., our commitment to accessibility is rooted in our belief that our employees, customers, and persons with disabilities all deserve equal access to our services and the ability to work at Minute Men Moving and Storage Ltd. This framework outlines our strategies for removing barriers and promoting inclusivity. This is a continuously updated documents to incorporate new accessibility act regulations, growing accessibility needs and improved accessibility system/methodology.

### 2. Company Profile

About Minute Men Moving and Storage Ltd, we are a leading household goods relocation company. Our

services include complete moving solution from preparation, packing, to transportation, secure storage and all accessorial services: inventory, documentation, custom clearance assistance, vehicle transport, etc. We are specialized in large enterprise staff relocation, with extensive coverage nation-wide, cross-border (USA) and over 140 overseas countries. We are prominent members of United Van Lines Canada, United Van Lines USA and FIDI. Our Mission Statement is “Higher standard of care”

Location, our office/warehouse complex is situated in Nanaimo and Duncan, Vancouver Island, BC. This central transportation access convenience is also extended and reflected from our office/warehouse accessibility setup to welcome our clients, partners and staff with any accessibility needs.

- 3. About this Framework The Accessible Canada Act (ACA) is a federal law to find, eliminate and prevent barriers challenging people with disabilities. Adopted in 2019, the Act’s primary goal is to create a Canada that is free of barriers by 2040. As a strong self-regulated corporate

citizen and enthusiastic community player, Minute Men Moving and Storage Ltd. is fully committed to tightly follow and excel in all ACA requirements. This Framework document has the following key points focused on:

Employment: inclusivity and disability welcomed Work

Environment: barrier identification and elimination

Education: staff awareness and training

Resources: taskforce assignment and owner

engagement Maintenance: monitoring, review and improvement

- 4. Employment. Minute Men Moving and Storage Ltd. is an Equal Opportunity Employer which welcomes all qualifying candidates with any race, culture, religion background and physical disabilities. This principle is emphasized with our HR direct hiring, outsourced staffing providers and internal referrals. We are firm believer that people with disabilities will equally contribute to our business success and even bring in wider perspective and unique innovative ideas. Onboarding staff with disabilities will be carefully

consulted first to understand all his/her accessibility needs, which constitutes a positive input to our disabilities planning process.

- 5. Work Environment- Barrier Identification • At design/plan phase of our facility, the Nanaimo Building Codes and all applicable accessibility regulations are strictly taken into full consideration with guidance from our contracted engineers and field specialists from GC (General Contractor). Building substantial completion and occupancy permitting process verified and approved all the by-laws for accessibility requirements. • Onboarding staff with special accessibility needs will be provided thorough tour of the facility prior to work start date to survey the actual working environment for any additional accessibility adjustment advice. • Our HR specialist and contracting HR provider are fully involved in the accessibility identification process to further assist.
- Barrier Elimination • Accessible Parking: 2 ample Accessible Parking lots at the closest spot to the

office entrance per code with large, reflective painted clearly logoed signage • Flag stone interlocking paved path connecting Accessible Parking and office entrance for improved wheelchair movement and weather resistance • Properly designed main office entrance with large door way and accessibility power doors/push button to accommodate any sized manual/powered wheelchair or specialty personal mobility devices • Man and Woman washrooms at ground floor with minimal travel distance and hands-free access path, featuring accessible stalls, sink and all necessary accessories and clearly signage identified • The ground floor has fully audio/video conferencing system equipped large meeting room and privacy centric huddle room matching the implementation of second floor office area to enable all business functions to be executed at ground floor level to eliminate any potential hurdle to staff/visitor with disability • The ground floor features the staff and crew lunchrooms, enabling full inclusivity of physical accessibility on all corporate events with large



group hosted • Spacious semi open concept cubicle and hot-desking layout for a barrier-free and frustration-free wheelchair and mobility device accessibility

- 6. 7. Education- Leadership Team, with regular meetings and trainings, are fully communicative with their team members to catch first-handed information regarding accessibility Owner Group is committed to any approved accessibility betterment financially Our staff is well educated in this matter and ready to assist at any time
- 8. 9. Maintenance- Our Open-door policy encourages our staff to raise questions and suggestions to their managers or higher administrative parties (including owners) for all the aspects of business operations and working environment, including any accessibility advices-  
- - Current accessibility arrangement and this framework are regularly reviewed by the Leadership Team at leadership meeting Changes to accessibility measures and the program itself are promptly discussed at management level and

then submitted to the owners if further approval is required Feedback Process is documented in details on a separate document – “Accessibility Feedback Process”, also published on our website along with this Framework

- Below section lists the highlights of the Feedback Process. Feedback Process- Designated Feedback Handler
- – Minute Men Moving and Storage Ltd Accessibility Administrator: Rebecca Han, Manager, Accounting; Payroll Administrator
- -- Minute Men Moving and Storage Ltd. Accessibility Feedback email address – [info@minute-men.com](mailto:info@minute-men.com) Anonymous feedback submission – Mail a letter to 1855 Boxwood Rd. Nanaimo, BC

## Accessibility Feedback

1. Accessibility Framework/Plan Follow-up Our Accessibility Framework/Plan is executed and

updated based on the feedback collection, discussion from recurring leadership meeting and strong owner involvement. Our Accessibility Administrator is organizing all the change implementation (e.g. barrier removal) with the support from leadership and owners, compiling/answering the feedback, documenting the change history and revising the Framework/Plan accordingly.

## 2. Barrier Removal-

Identify and confirm the Barrier Barrier, once reported via Feedback system or any other channel, will be identified and confirmed for removal process by Accessibility Administrator along with Facility Manager and/or Warehouse Manager and any other relevant parties.- Plan, Allocate Resource, Execute for the Barrier Removal

Once barrier has been identified/confirmed, plan will be initiated to detail the removal process including resource allocation and timeline. Leadership meeting and/or owners' approval could be engaged if considerable resources will be utilized and/or significant changes, especially side effect, will be anticipated. With approved removal plan, the Accessibility Administrator will act as Project Owner to execute the plan to its full completion and

report back to the leadership team and/or owners, as well as following up with the original feedback which presented this finding, if applicable.