

# Commercial Freight Services'

## Commitment to Diversity, Equity, and Inclusion

Across the world, more companies are recognizing the importance of Diversity, Equity, and Inclusion (DEI) policies in the workplace. DEI policies help to create a workplace that is fair and inclusive for all employees, regardless of their race, gender, religion, or sexual orientation.

**Commercial Freight Services** is committed to creating a workplace where everyone feels welcome and appreciated. We believe that our DEI policy will help us to achieve this goal, and we are proud to be one of the first companies in our industry to implement such a policy.

Our DEI policy outlines our commitment to diversity, equity, and inclusion, as well as the steps we will take to ensure that all employees feel valued and respected. We believe that this policy will not only benefit our employees but also our company as a whole. Thank you for taking the time to read it.

### Types of Diversity

Our talent is diverse in every way. Here are just some of the types of diversity Commercial Freight Services strives to achieve in the workplace.

- **Race.** Racial diversity means including, involving, and acknowledging people with diverse inherited physical traits. It also means being color-conscious while supporting differences in the workplace. Examples of races are African, Latinx, Caucasian.
- **Ethnicity.** Ethnic diversity means including and involving people with a diverse set of traditions, ancestry, language, history, society, and more. Examples of ethnicities are Hispanic, Asian, White, Black/African American.
- **Gender/Sexual Orientation.** Diversity in gender and sexual orientation refers to inclusivity and involvement of all variations of gender and sexual orientation, regardless of how one identifies.
- **Age.** Age diversity means working with, hiring, and involving people of all ages and generations. For example, GenZers, millennials, GenXers, Baby Boomers, and other generations would coexist in the same workplace.
- **Culture.** Cultural diversity is when population differences are represented in the workplace, and includes people with varying practices, values, religions, traditions, and more.
- **Physical Attributes and Abilities.** Physical ability diversity aims to represent people with various levels of physical attributes and abilities, including disabled workers. Physical ability diversity should aim to dispel misconceptions about people with diverse levels of physical abilities and result in a more equitable work environment.

- **Veteran Status.** Hiring, including, and fairly treating people regardless of veteran status is also crucial in the workplace. Giving veterans equal opportunity in the workplace results in a more inclusive and productive workplace culture.
- **Education Level.** There is a growing and necessary trend to hire people from different educational backgrounds for roles that may have previously been designed for people with a specific education level. Involvement and inclusivity in education levels allows for innovation, creativity, and problem-solving that may not be achievable otherwise.

We recognize diversity in the workplace encompasses far more than just race, gender, and age. In fact, it encompasses more than the list we have included above as well.

## Our DEI Initiatives include

- Fair treatment of all team members
- Equal access to opportunity and promoting opportunities for staff and leadership development to ensure a diverse workforce prepared to meet current and future needs
- Active recruitment and promotion of a diverse workforce reflective of the populations it serves
- Teamwork and collaboration
- A focus on innovation, creativity, and different perspectives
- Flexibility and responsiveness at the organizational level
- Conflict resolution processes that are collaborative
- Proactive measures to retain a diverse workforce
- Evidence of leadership's involvement and commitment to diversity
- Representation of diversity at all levels of the organization, from C-level executives to specialists
- Representation of diversity among internal and external stakeholders
- Diversity education and training

## DEI In Our Recruitment and Hiring Procedures

Commercial Freight Services believes that when companies focus on DEI in their recruitment and hiring practices, they are able to create a more diverse and inclusive workforce that better represents the community around them. This does not eliminate bias and discrimination in the workplace, but also only leads to a more productive and innovative company culture.

- Adjusting recruitment procedures to provide expanded access to ethnic minorities in efforts to reflect the ethnic composition of our community
- Adjusting recruitment procedures to provide expanded access for applicants of different age groups. This could include physical job boards, online job bulletins, community centers, and more.

- Implementing bias interrupters in our hiring policies to ensure that Black, Indigenous, and People of Color (BIPOC), LGBTQ+, candidates with disabilities will not suffer from discrimination in our company
- Revising job listings to remove discouraging language
- Using software instead of people where it makes sense to screen applicants
- Reducing hiring from referrals and word of mouth
- Utilizing a static set of interview questions and ensuring they are free of nuances that only certain interviewees will understand
- Asking applicants to omit names and schools from resumes or have someone internally do so before passing them along to hiring managers
- Taking thorough notes during interviews so we have information, instead of impressions to go by

## Supporting Anti-Racism, Color-Consciousness, LGBTQ+ Friendly Policies, and More

There is a long history of discrimination in the workforce against people of color, LGBTQ+ individuals, and other minority groups. Commercial Freight Services recognizes that supporting anti-racism, color-consciousness, and LGBTQ+ friendly policies is the right thing to do for our employees, the communities we serve, and our business as a whole. By creating a workplace where everyone feels safe and respected, we can improve productivity and creativity. Here are some of the steps we have taken in support of these initiatives:

1. **Involving Leadership.** Providing leadership with statistics on why diversity makes good business sense and be ready to demonstrate that our employees need to hear an anti-racist stance from executives.
2. **Opening up a dialogue about these issues.** Whether it is a dialogue on why Black Lives Matter or a dialogue on anti-racism in general, open conversations on what the organization, leadership, and employees can do to better support initiatives. Demonstrate that the company understands white supremacy culture is predominant in America, and that we take decisive action to combat it.
3. **Inviting employees to weigh in.** Whether we start a forum, an anonymous survey, a chat room, or anything else, we always ask our team:
  - How can we hire more diversity?
  - Are we paying people from all backgrounds equally for the same type of work?
  - Do all team members have the same growth opportunities?
  - Are we listening?