**ACCESSIBILITY STANDARDS POLICY & COMMITMENT STATEMENT**

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**Policy & Commitment Statement**

Verspeeten Cartage Ltd understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Verspeeten Cartage Ltd is committed to identifying and meeting the accessibility needs of persons with disabilities in an effective, appropriate, and timely manner through compliance with the Integrated Accessibility Standards. Verspeeten’ s goal is to foster an inclusive organizational culture that is guided by the principles of the AODA and the Integrated Accessibility Standards, which include:

* Dignity
* Independence
* Integration (except when alternate measures are necessary to meet the needs of people with disabilities)
* Equal Opportunity

As a large private sector organization, Verspeeten strives to ensure accessibility for our employees and the people we serve.

**General Standards**

**Accessibility Plan**

Verspeeten Cartage Ltd. has prepared and will maintain this document, ACCESSIBILITY STANDARDS POLICY AND COMMITMENT STATEMENT, to describe the principles that guide our path to accessibility as an organization and identify what Verspeeten Cartage Ltd. will do to meet the requirements of the Integrated Accessibility Standards.

Verspeeten Cartage Ltd. has developed and will maintain a Multi-Year Accessibility Plan that outlines Verspeeten’ s strategy to prevent and remove barriers from our workplace and meet its requirements under the Integrated Accessibility Standards. The Plan will be reviewed and updated at least once every five years.

**Training**

Verspeeten Cartage Ltd. will provide training to:

• all its Ontario-based employees,

• all persons who participate in developing Verspeeten’ s policies, and

• all other persons who provide goods, services, or facilities on behalf of Verspeeten Cartage Ltd. in Ontario

on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards and on the Human Rights Code (Ontario) as it pertains to persons with disabilities. To the extent that it has not already been provided, training will be provided as soon as practicable. Training will also be included as part of Orientation for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training.

Verspeeten Cartage Ltd. will provide training, on an ongoing basis, with respect to changes made to the Integrated Accessibility Policy and Commitment Statement.

Records of the training provided will be maintained and will include:

1. the dates on which training was provided and
2. the number of individuals to whom training is provided

**Information & Communication Standards**

We are committed to communicating with persons who have disabilities in a manner which considers their disability. We will train employees to ensure they interact and communicate effectively with people with various types of disabilities.

**Employment Standards**

Verspeeten’ s policies and practices are intended to build an inclusive and accessible work environment that is free from discrimination and harassment.

**Recruitment**: In our recruitment processes, Verspeeten Cartage Ltd. will advise our employees and the public about the availability of accommodation for applicants with disabilities.

**Recruitment, Assessment or Selection Process:** Verspeeten Cartage Ltd. will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected job applicant requests accommodation relating to their participation in the hiring process, Verspeeten Cartage Ltd. will consult with the individual and provide or arrange for the provision of suitable accommodation that considers the applicant’s disability-related needs.

**Notice to Successful Applicants**: When making offers of employment, Verspeeten Cartage Ltd. will notify successful applicants of our policies for accommodating employees with disabilities.

**Accessible Formats**

If an employee with a disability asks for information in an accessible format or to receive communication supports, Verspeeten Cartage Ltd. will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that the employee needs to perform his/her job, as well as information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Verspeeten Cartage Ltd. will consult with the employee making the request.

**Emergency Procedures**

Verspeeten Cartage Ltd. will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and Verspeeten Cartage Ltd. is aware of the need for accommodation. Verspeeten Cartage Ltd. will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee’s disability.

Where an employee who receives individualized workplace emergency response information requires assistance, Verspeeten Cartage Ltd. will designate a person to provide assistance and, with the employee’s consent, Verspeeten Cartage Ltd. will provide the workplace emergency response information to such person.

Verspeeten Cartage Ltd. will review individualized workplace emergency response information, at minimum, whenever:

• the employee moves to a different location within the Company

• the employee’s overall accommodation needs or plans are reviewed, or

• Verspeeten Cartage Ltd. reviews its general emergency response policies

**Design of Public Spaces Standards**

**Exterior Paths of Travel**: Verspeeten Cartage Ltd. will ensure that we adhere to the general obligations and technical requirements of the Integrated Accessibility Standards when we construct new or redevelop exterior paths of travel that we intend to maintain (including ramps, stairs, curb ramps, depressed curbs, pedestrian signals and rest areas) that are intended to serve a functional purpose, subject to applicable exceptions and limitations as contemplated by the Integrated Accessibility Standards.

**Accessible Parking**: Verspeeten Cartage Ltd. will ensure that we adhere to the general obligations and technical requirements of the Integrated Accessibility Standards when we construct new or redevelop off street parking facilities that we intend to maintain, subject to applicable exceptions and limitations as contemplated by the Integrated Accessibility Standards.

**Service Counters, Queuing Lines and Waiting Areas**: Verspeeten Cartage Ltd. will ensure that we adhere to the general obligations and technical requirements of the Integrated Accessibility Standards when we construct new or redevelop service counters, fixed queuing guides and waiting areas.

**Maintenance:** Verspeeten Cartage Ltd. will ensure that the Multi-Year Accessibility Plan includes (a) procedures for preventative and emergency maintenance of the accessible elements in Verspeeten’ s public spaces that are governed by the Integrated Accessibility Standards, and (b) procedures for dealing with temporary disruptions when accessible elements in Verspeeten’ s public spaces that are governed by the Integrated Accessibility Standards are not in working order.

**Feedback Process**

Verspeeten Cartage Ltd. will accept feedback concerning accessible services or requests for an alternative format or communication support by emailing [safety@verspeeten.com](mailto:safety@verspeeten.com) / call 519-425-7881 ext 222.

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| **Reviewed/Revised** | **Reviewed by** |
| June 15, 2023 | Melissa Pike |
| January 12, 2024 | Melissa Pike |
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Latest Review Date: January 12, 2024