

Lineage Logistics ORS Ltd.

# Accessibility Policy and Multi-Year Accessibility Plan

This accessibility policy and plan outline the actions that Lineage Logistics ORS Ltd. (the "Company") has and will put in place to improve opportunities for people with disabilities and will be implemented in accordance with the time frames set out in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act* ("AODA"). In addition to this policy and plan, the Company also has a separate policy regarding accessible customer service.

## Statement of Commitment

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and the Integrated Accessibility Standards.

### 1. Emergency Information and Procedures

The Company is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide individualized workplace emergency response information to employees with disabilities if we are made aware of the need for accommodation.

### 2. Training

The Company has provided, and will continue to provide, training to employees, volunteers, and other staff members who provide goods, services, or facilities on behalf of the Company, on the requirements set out in the Integrated Accessibility Standards and on the Ontario *Human Rights Code* as it relates to people with disabilities.

Individuals in the following positions have been and will be trained:

All employees who deal with customers and third parties for example: reception, security, salespersons, customer service, employees responsible for a purchasing function, all employees at the Manager level and above and all Human Resources employees.

And those employees who are involved in the development and approval of policies, practices, and procedures.

Training will be provided in a way that best suits the duties of the applicable staff, within 3 weeks after staff commence their duties or as soon as practicable, and on an ongoing basis when changes are made to policies pursuant to the Integrated Accessibility Standards. A record of this training will be kept, including the dates on which training is provided and the number of individuals to whom it is provided.

### 3. Kiosks

The Company currently does not have kiosks. In the event kiosks are acquired, the Company will ensure the consideration of the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

### 4. Feedback Processes

The Company has taken, and will continue to take, reasonable steps to ensure that its existing feedback processes are accessible to people with disabilities upon request. Our feedback processes are available in accessible format upon request – please contact Hollie Kerr for further information. Feedback can be submitted verbally by telephone or in person or can be handwritten or sent through the website contact form.

### 5. Accessible Formats

The Company is committed to meeting the communication needs of people with disabilities.

We will take reasonable steps to ensure that all publicly available information controlled by the Company is provided in an accessible way upon request, by October 4, 2021. The Company will also consult with the person making the request to determine his or her information and communication needs.

Information about accessible formats is available upon request – please contact Hollie Kerr for further information.

### 6. Websites

The Company will take reasonable steps to ensure that all new websites controlled by the Company, and content on those sites published after October 4, 2021, conform with WCAG 2.0, Level A, except where meeting the requirement is not practicable.

We will also take reasonable steps to ensure that all websites controlled by the Company, and content on those sites published after October 4, 2021 (other than live captions and pre-recorded audio descriptions), conform with WCAG 2.0, Level AA by January 1, 2021, except where meeting the requirement is not practicable.

### 7. Employment

The Company is committed to fair and accessible employment practices.

We will take reasonable steps to implement the following actions by January 1, 2021:

- The Company will notify the public and staff that, when requested, it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.
- The Company will develop and put in place a process for developing individual accommodation plans for employees with disabilities.
- The Company maintains a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- The Company will ensure the accessibility needs of employees with disabilities are taken into account.

The Company will also take reasonable steps to prevent and remove other accessibility barriers that are identified.

## 8. Design of Public Spaces

The Company will meet the Design of Public Spaces Standards when building or making major modifications to public spaces by January 1, 2021, including:

- Exterior paths of travel and related elements, like sidewalks, ramps, and stairs.
- Accessible off-street parking; and
- Service-related elements, such as waiting areas.

We will also put reasonable procedures in place to prevent service disruptions to accessible parts of these public spaces and to deal with temporary disruptions when accessible elements required under these Standards are not in working order.

In the event of a service disruption, the Company will notify the public of the service disruption and alternatives available.

## 9. Contact Information

For more information about this accessibility policy and plan, please contact us:

Staff members are welcome to contact Hollie Kerr, Human Resources Manager (519-485-7237 or [hkerr@lineagelogistics.com](mailto:hkerr@lineagelogistics.com)) if they have any questions or would like to make a request under this accessibility policy and plan.

Accessible formats of this document are also available for free upon request.