

Accessibility Policy

Intent

North American Freight Forwarding Inc. is committed to providing accessible customer service, information and communications, and employment in accordance with the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy sets out the commitment to the standards for the provision of goods, services, and facilities to the public, providing accessible information and communications, and accessible employment.

Statement of Commitment

North American Freight Forwarding Inc. is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Definitions

Guide dog: A dog trained as a guide for a blind person that has completed a training program at a designated training facility set out in the *Guide Dogs Regulation*.

Service animal: An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators, such as the vest or harness worn by the animal; or
- The person provides documentation from a designated regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability.

Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Redeployment: The reassignment of an employee to another department or job in the company as an alternative to layoff when their job or department has been eliminated by the company.



Customer Service Guidelines

North American Freight Forwarding Inc. makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods, services, and facilities, as long as this does not present a health and safety risk;
- Using alternative methods of access when necessary to ensure that customers with disabilities have access to the same goods, services, and facilities in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

Upon request, the company provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to info@naforwarding.com.

Persons with disabilities may use their own assistive devices as required when accessing goods or services or facilities. In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, Senior Management and the Human Resources Manager should be informed so that other reasonable measures can be put in place to ensure the access of goods and services.

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or other service animal is welcome to access to premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals. If a customer's guide dog or service animal is excluded by law, North American Freight Forwarding Inc. offers alternative methods to enable the person with a disability to access goods, services, and facilities.

If it is not readily apparent that the animal is a guide dog or service animal, employees may respectfully ask whether an animal is a guide dog or service animal but must not ask the nature of the person's disability or purpose of the animal. If they reveal the animal is not a guide dog or service animal, they should be asked to remove the animal from the premises promptly.

The customer who is accompanied by a guide dog or service animal is responsible for maintaining control of the animal at all times. If a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, this should be reported to Senior Management and the Human Resources Manager who may ask them to remove their service animal from the premises.

Support Persons

If a customer with a disability is accompanied by a support person, North American Freight Forwarding Inc. will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. In situations where confidential information might be discussed, consent must be obtained from the customer before any potentially confidential information is mentioned in the presence of the support person.



The company may require a person with a disability to be accompanied by a support person while on the premises if the support person is required to protect the health and safety of the person with the disability or others in the workplace and there are no other reasonable measures that can be taken to ensure this. The company consults with the person with the disability and assesses available evidence before making such a decision. Employees are informed of any such arrangements.

Notice of Temporary Disruptions

North American Freight Forwarding Inc. makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, the company informs customers by:

- Posting written notices in conspicuous places, including at the point of disruption and all entrances;
- Informing customers verbally upon arrival; and
- Via email or phone as needed or required

The following information is provided regarding the disruption, unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Expected duration; and
- A description of alternative services or options that are available.

Employees are informed of this information as soon as reasonably possible in the event of a disruption so that they can inform customers and respond to inquiries.

Training

Training is provided to employees, volunteers, those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company.

Training covers the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

North American Freight Forwarding Inc. provides training as soon as practicable. Training is provided to new employees, volunteers, agents, and contractors during their onboarding period.



Revised training is provided in the event of changes to legislation, procedures, policies, or practices.

The company keeps a record of training that includes the dates training was provided and the number of employees trained. Where required, retraining is provided to ensure compliance with the company's policies and procedures.

Customer Feedback

North American Freight Forwarding Inc. has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to customers with disabilities. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail).

The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Customers who wish to submit feedback should be directed to info@naforwarding.com.

Accessible Information and Communications Guidelines

North American Freight Forwarding Inc. is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

North American Freight Forwarding Inc. strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges for the provision of accessible formats and communication support for persons with disabilities upon request. The company also ensures that our website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication support from our accessibility link on our website. Requests for accessible formats or communication supports should be submitted to info@naforwarding.com. The company consults with the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication support are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the company does not control through a contractual relationship.



Unconvertible Information or Communications

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If North American Freight Forwarding Inc. determines that information or communications are unconvertible, the company provides the individual who made the request with an explanation as to why and a summary of the information or communications.

Accessible Employment Guidelines

North American Freight Forwarding Inc. is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Hiring

Accommodation is available from the beginning of the recruitment process. Information regarding the availability of accommodation is included in all job postings. Applicants selected to participate in an assessment, or the selection process are informed that accommodations are available upon request. Where accommodation is requested, the company consults with the applicant and provides or arranges for suitable accommodation that meets their individual needs. Successful applicants are made aware of the company's policies for accommodating employees with disabilities when an offer of employment is made.

Accessible Workplace Information

North American Freight Forwarding Inc. ensures that new employees are aware of the policies and supports available for employees with disabilities as soon as reasonably possible after beginning employment and all employees are informed of any updates to existing policies.

Upon request, the company provides or arranges for the provision of accessible formats and communication supports for employees with disabilities regarding information needed to perform their job and other information that is generally available to all employees in the workplace. Individualized workplace emergency response information is also provided to an employee with a disability where necessary. An employee who requires workplace information in an accessible format or with communication support should contact Senior Management and the Human Resources Manager. The company will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Individual Accommodations

North American Freight Forwarding Inc. creates and documents individual accommodation plans for employees with disabilities upon request. An employee with a disability who requires an individual accommodation plan should inform Senior Management and the Human Resources Manager. These plans include:



- Information regarding accessible formats and communication supports, where requested;
- Individualized workplace emergency response information, where necessary; and
- Details of any other accommodation provided.

Where an employee is absent from work due to a disability and requires accommodation to return to work, the company will develop and document individual return-to-work processes.

Performance Management and Career Development

The accessibility needs of employees with disabilities are considered in all aspects of the employment relationship, including during performance management processes, career development or advancement opportunities, and in the event of redeployment. Individual accommodation plans are consulted, where they exist, as part of this process.

Acknowledgement and Agreement

By signing below, I acknowledge that I have read and understand the contents of this policy. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____