



Multi-Year Accessibility Plan (IASR /AODA) – Ontario

Intent

This accessibility plan outlines the strategy of North American Freight Group Inc. to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

North American Freight Group 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.

Multi-year Accessibility Plan

This plan is in effect from November 2023 to November 2028.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Andrew Allen our Human Resources Manager via email at andrewa@nafreightgroup.com.

Completed and Ongoing Initiatives

North American Freight Group Inc. has completed or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General Requirements

Act Section and Description

3. Establishment of Accessibility Policies

3.(1) Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.

North American Freight Group Inc. will create an Integrated Standards policy.

Completed February 2020 and Updated in November 2023



4. Accessibility Plans

4.(1) Large organizations shall,

a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;

b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and

c) review and update the accessibility plan at least once every five years.

North American Freight Group Inc. will prepare and publish an accessibility plan.

Completed December 2023

7. Training

7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

a) all employees, and volunteers;

b) all persons who participate in developing the organization's policies; and

c) all other persons who provide goods, services or facilities on behalf of the organization.

North American Freight Group Inc. will implement training programs to train required individuals.

Completed December 2023

Information and Communication Standards

Act Section and Description

Feedback

11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.

North American Freight Group Inc. will review and update processes for receiving and responding to feedback as required.

Completed February 2020 and Updated in November 2023

12. Accessible Formats & Communication Supports

12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,



a) in a timely manner that takes into account the person's accessibility needs due to disability;
and

b) at a cost that is no more than the regular cost charged to other persons

12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.

12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.

North American Freight Group Inc. will review and update processes for accessibility requests, as well as evaluate accessible formats and communication supports as required.

Completed February 2020 and Updated in November 2023

14. Accessible Websites & Web Content

14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.

North American Freight Group Inc. will assess its website and implement plans to ensure compliance with new website development and content for new websites; and future compliance requirements for all websites in accordance with the Regulation.

Completed December 2023

Employment Standards

Act Section and Description

22. Recruitment – General

22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

North American Freight Group Inc. will review and update existing recruitment policies and processes as required.

Completed February 2020 and Updated in November 2023

23. Recruitment, Assessment or Selection Process

23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.



North American Freight Group Inc. will review and update existing recruitment policies and processes as required.

Completed February 2020 and Updated in November 2023

24. Notice to Successful Applicants

24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

North American Freight Group Inc. will review and update existing recruitment policies and processes as required.

Completed February 2020 and Updated in November 2023

25. Informing Employees of Supports

25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.

25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

North American Freight Group Inc. will review and update communication, training and orientation processes as required.

Completed February 2020 and Updated in November 2023

26. Accessible Formats & Communication Supports for Employees

26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,

- (a) information that is needed in order to perform the employee's job; and
- (b) information that is generally available to employees in the workplace.

26.(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

North American Freight Group Inc. will review and update existing communication and orientation processes as required.

Completed February 2020 and Updated in November 2023



27. Workplace Emergency Response Information

27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.

(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

(4) Every employer shall review the individualized workplace emergency response information,

- (a) when the employee moves to a different location in the organization;
- (c) when the employer reviews its general emergency response policies.

North American Freight Group Inc. has existing processes in place to meet the requirement for individualized workplace emergency response plans.

Completed February 2020 and Updated in November 2023

28. Documented Individual Accommodation Plans

28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

28 (2) The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.



8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

North American Freight Group Inc. will review and update its existing processes as required.

Completed February 2020 and Updated in November 2023

29. Return to Work Process

29.(1) Every employer, other than an employer that is a small organization,

(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and

(b) shall document the process.

29. (2) The return to work process shall,

(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and

(b) use individual documented accommodation plans, as described in section 28, as part of the process.

29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

North American Freight Group Inc. has existing Return to Work Processes in place that meet the requirements of the regulation.

Completed November 2023

30. Performance Management

30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

North American Freight Group Inc. will review and update its existing Career Development & Advancement processes as required.

Completed November 2023

32. Redeployment

32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

North American Freight Group Inc. will review and update its existing redeployment processes as required

Completed February 2020 and Updated in November 2023



Customer Service Standards

Act Section – Part IV.2

North American Freight Group Inc. will meet the requirements of AODA and the IASR. The organization proactively identifies barriers to accessibility and determines appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities including but limited to:

- All employees, managers and senior managers have been trained on interacting with customers of all abilities and we maintain records of the training that is provided
- Assistive devices and service animals are permitted on all NAFF premises and locations in areas where customers have access
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served
- Customers are informed when accessible services are temporarily unavailable
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies
- Work to ensure all online forms are accessible

Completed February 2020 and Updated in November 2023

This document is available in an alternate format, upon request.