



## **Convoy Supply LTD Accessibility for Ontarians with Disabilities Policy**

### INTRODUCTION

Convoy Supply LTD is committed to working towards full compliance with current standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and any expected upcoming legislations and the Accessible Canada Act as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Convoy Supply has taken and the work underway to improve opportunities for people with disabilities to align with our operational scope.

### STATEMENT OF COMMITMENT

Convoy Supply LTD is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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 Act.

Convoy Supply LTD is dedicated to continuously developing, implementing, and maintaining policies that govern how the organization achieves or will achieve accessibility through meeting all regulation requirements. To facilitate this commitment, Convoy Supply has established, maintained, and documented a multi-year accessibility plan that is reviewed and updated once every four years, at a minimum, to identify progress made in addressing barriers and will be posted on the Convoy Supply website and via staff communications.

### STANDARDS OF ACCESSIBILITY UNDER AODA

#### GENERAL REQUIREMENTS

##### **(i) ACCESSIBLE EMERGENCY INFORMATION**

Convoy Supply will provide employees with disabilities individualized emergency response information when necessary and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the workplace emergency response information will be given to the designated employee. The Company will continue to review the individualized workplace emergency response plans when necessary, i.e., the location of the employee changes and/or if there are any changes in disability.

**(ii) ACCESSIBILITY POLICIES AND PLANS**

Convoy Supply LTD has developed a statement, policy, program, and multi-year plan that outlines strategies and actions to identify, prevent, and remove barriers for persons with disabilities.

**(iii) TRAINING**

Accessibility and inclusion of people with disabilities is a core value for the Company and for that reason, Convoy Supply provides training to employees on Accessibility standards. Training is provided in a way that best suits the duties and needs of employees and every person who deals with the public on behalf of the Company. In addition, employees may require training as it relates to the duties and responsibilities of their position. Convoy Supply has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational and training resources in an accessible format that considers the accessibility needs of a person with a disability.
- Ensure new employees complete training within the probationary period.
- Track and maintain a database of training records of participant names and dates of completion.

**CUSTOMER SERVICE STANDARD**

Convoy Supply LTD uses reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities and others is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable persons with disabilities to obtain, use, or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision.
- Company representatives, when communicating with a person with disability, will do so in a manner that considers the person's disability.

The following measures have been implemented by Convoy Supply LTD:

- The Accessibility Policy Statement has been published on all corporate communication boards.
- The Accessibility Program has been created and is accessible upon request.
- The Multi-Year Accessibility Plan has been published on the corporate website for public viewing.
- Training will be provided to address areas on how to better interact with and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between persons.

- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and services with regards to customer service welcomed and appreciated. A process will be established to encourage feedback regarding the way Convoy Supply provides goods and services to people with disabilities. This feedback can be made verbally, by email, or in writing. All feedback is directed to the Human Resources department.
- A process will be put in place to ensure that all feedback received from clients, staff, or the public is reviewed and analyzed to identify potential gaps in customer services and to ensure appropriate actions are taken.
- Any persons with a disability who is accompanied by a support person or by a service animal will be allowed to enter Convoy Supply premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to their support person and/or service animal while on our premises.

## INFORMATION AND COMMUNICATION STANDARD

Convoy Supply LTD is dedicated to meeting the communication needs of people with disabilities. We will consult with and request feedback from persons with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information and our goods and services for all users.

The Company has undertaken the following plans to ensure compliance with this standard:

- A feedback process will be established that is accessible, ensuring alternative formats are also available such as telephone inquiries, email, and in-person. These processes will be communicated and available upon request.
- Our website has been designed to be user-friendly for people with a range of needs. Persons with disabilities are encouraged to contact Convoy Supply via email or phone if they required additional information.

## EMPLOYMENT STANDARD

Convoy Supply LTD is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. Convoy Supply will accommodate people with disabilities throughout the recruitment and onboarding process.

### (i) RECRUITMENT

Convoy Supply LTD is committed to ensuring that our recruitment, selection, and assessment processes are fair and accessible. All supervisors, managers, and employees involved in staffing at any time will be required to complete AODA training.

The Company has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment process within job descriptions, job postings, interviews, selection, and assessments.
- Inform employees of policies supporting persons with disabilities. Provide this information to new employees within the onboarding and integration process.
- Provide updated information on accommodation policies to employees when changes occur.
- Consult with employees to determine suitability of format or support.

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## **(ii) DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS**

Convoy Supply LTD is dedicated to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requiring the individual accommodation plan.
- Ability to request additional/alternative medical or third-party assessments to determine if accommodation can be achieved and how.
- High level of confidentiality.
- Regular review and updates.
- Reason for denial if applicable.
- Means of providing individual accommodation plans in a format that considers the needs of the employee.
- And if required, include individualized workplace emergency response information.

## **(iii) ACCESSIBLE EMERGENCY INFORMATION**

Convoy Supply LTD is committed to creating and implementing a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

When applicable, Convoy Supply will develop and maintain a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. The process will include the steps the Company will undertake to facilitate the return-to-work process and use documented individual accommodation plans.

## **(iv) PERFORMANCE MANAGEMENT AND CAREER DEVELOPMENT**

Convoy Supply LTD is dedicated to ensuring the accessibility requirements of employees with disabilities needs are taken into account with regards to performance management and assessments, career progression plans, and position reassignments.

The Company will continue to review and update policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities as well as individual accommodation plans are considered when using performance management processes.
- Accessibility needs of employees with disabilities as well as individual accommodation plans are considered when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities as well as individual accommodation plans are considered when reassigning employees with disabilities.

## **(v) DESIGN OF PUBLIC SPACES**

Convoy Supply LTD will establish plans to continue to meet the Accessibility Standards for the design of public spaces when building or making major modifications to public spaces. The Company will take appropriate measures to prevent service disruptions to public area accessibility. In the event of a service disruption, Convoy Supply will notify the public of the service disruption and alternative accessibility available for obtaining goods and services.

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The Company multi-year accessibility plan is available in accessible formats upon request.

**Contact Details**

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