

# ONFREIGHT LOGISTICS

## ACCESSIBILITY PLAN

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IN ACCORDANCE WITH THE ACCESSIBLE CANADA ACT 2019

2023

## AN OVERVIEW

### INTRODUCTION

The *Accessible Canada Act* (the “ACA”) is a federal law that aims to identify, remove, and prevent barriers facing people with disabilities. The goal of the is to create a barrier-free Canada by 2040.

The ACA applies to the federal government and to federally-regulated organizations, including certain private businesses. The ACA requires these entities to consult people with disabilities and to create accessibility plans and progress reports. This is critical in ensuring that their voices and various needs are met, and that there are proper supports in place to identify, remove, and prevent barriers.

**The core areas of focus we aim to address within this Accessibility Plan are:**

- Employment;
- Built environment;
- Information and communication technology (ICT);
- Communication, other than information and communication technology;
- Procuring goods, services, and facilities;
- Designing and delivering programs and services; and
- Transportation

## GENERAL

### EXECUTIVE SUMMARY

OnFreight Logistics (“OnFreight”) is a full service trucking company headquartered in Tecumseh, just outside of Windsor, Ontario. Our company is committed to fostering an accessible and inclusive environment that abides by and supports the ACA. Our goal is to identify, remove, and prevent barriers that affect those with disabilities, whether it is through employment standards or through the various communities we serve.

We are confident that the development and implementation of our Accessibility Plan under the ACA is a step in the right direction. Although we understand that building a barrier-free environment will take time, ultimately, this plan will allow us to move towards our accessibility goals and promote accessibility within other trucking services, industry wide.

As per the ACA, this plan relies on the opinions, views, and needs of people facing disabilities within our company. We will continue to solicit feedback on implementations and potential improvements to our plan, as well as reach out to employees who identify as having a disability to meet in confidence and discuss their needs. We also aim to consult organizations that support or serve the disability community when developing and setting our plan in motion.

#### **Our goals:**

- Improving the attraction and recruitment of persons with disabilities to jobs at OnFreight and in the trucking sector;
- Expanding the range and options for accommodation, especially for truck drivers;
- Being better prepared to provide information in accessible formats when requested;
- Initiating processes to ensure that we are approaching issues through an accessibility lens
- Remaining committed to making necessary changes to improve accessibility

## INPUT AND FEEDBACK

OnFreight is committed to receiving feedback on our Accessibility Plan. We welcome feedback from not only our employees, but from the general public, external organizations, and stakeholders in our company.

If you have any feedback or questions, please use one of the contact methods below. If you require support while providing feedback, let us know and we will do our best to accommodate your needs.

Contact: Santino Viselli (Manager, Human Resources and Safety Compliance)

Mailing Address: 302 Patillo Rd, Suite 1, Tecumseh, Ontario, Canada N8N 2L9

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Telephone: (519) 727-4578

Website: <https://onfreight.ca/>

## STATEMENT OF COMMITMENT

OnFreight is committed to making to providing accessible services to everyone. All Canadians have the right to access services and employment equally and free from barriers. Further, as required by the ACA, we will publish a status report every year that measures our progress against our commitments, and review and update our Plan every 3 years.

## AREAS DESCRIBED UNDER SECTION 5 OF THE ACA

### EMPLOYMENT

This area ensures that prospective candidates and employees with disabilities, as well as those facing other barriers, are supported throughout the duration of their employment.

#### **Barrier #1:**

OnFreight is not attracting enough applicants who are persons with disabilities. **We want this to change.**

#### **Actions:**

- Provide training on accessibility to hiring managers, and ensure the application process and selection processes have less barriers;
- Directly reach out to external organizations about career opportunities; and
- Enhance our website's careers section to increase visibility to applicants with disabilities to highlight our commitment and proactivity towards inclusion.

#### **Barrier #2:**

We want to better accommodate the needs of employees with disabilities. **We want to learn.**

#### **Actions:**

- Directly consult external organizations that support accessibility, as well as ask for input and feedback from current employees;
- Pursue accessibility training;
- Develop a framework to be considered and implemented when hiring employees who disclose they have a disability.

### BUILT ENVIRONMENT

This area ensures that the physical environment and workspaces are accessible to everyone.

#### **Barrier #3:**

Some workspaces in the office and within our transportation vehicles may limit the mobility of employees and visitors with disabilities. **We want accessible environments.**

**Actions:**

- Review accessibility to areas of the office, and improve accessibility where required
- Automate doors that access main rooms (entrance, storage, garage, etc.);
- Explore further accessibility options focused on assisting those with disabilities to enter and exit trucks

**Barrier #5:**

The property is less accessible to people with low vision or hearing. **We want safe environments.**

**Actions:**

- Install large and clear signage across the property;
- Install braille text on interior signs.

## INFORMATION AND COMMUNICATION TECHNOLOGIES ICT

This area address the various technological tools that are used to send, store, create, share or exchange information.

**Barrier #5:**

OnFreight's infrastructure is not maximized to make life easier for people who require accommodations. **Want technological accessibility.**

**Actions:**

- Implement accessibility tools and software where appropriate;
- Solicit feedback from employees to assess and prioritize introduction of necessary tools.

## COMMUNICATION OTHER THAN ICT

This area ensures that organizations provide barrier-free access for the public, clients, and employees to all the communications that the OnFreight produces for this audience.

**Barrier #8:**

OnFreight does not use a consistent process that ensures alternative methods of communication are provided to employees and stakeholders in a timely manner. **We want consistency.**

**Actions:**

- Create and store commonly issued company communication in alternative formats for ease of distribution upon request;
- When asked, we commit to providing and implementing these alternate formats as soon as possible and within a reasonable timeframe defined within the ACA:
  - Large print
  - Hard copies
  - Braille
  - Electronic formatting
  - Read out-loud options

## PROCUREMENT OF GOODS, SERVICES AND FACILITIES

This area ensures that accessibility is considered from the very start of the purchasing process.

**Barrier #9:**

OnFreight Logistics' procurement procedures and practices do not always consider accessibility requirements. **We want to offer accessible procurement.**

**Actions:**

- Assess and update procurement procedures according to accessibility accommodations and needs;
- Include accessibility considerations into procurement templates to inform vendors that we prefer those who will abide by the requirements of the ACA.

## DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

This area addresses the accessibility considerations that must be integrated into designing and delivering the company's internal and external programs and services from the very beginning.

**Barrier #10:**

Currently, OnFreight has no standard approach to ensuring all programs, processes, and services have taken accessibility into account. **We want accessible processes.**

**Actions:**

- Create curated checklists for programs, processes, and services and systematically conduct checks to ensure their accessibility functions work or are enabled;
- Consult with employees with disabilities and external organizations who support accessibility in creating and reviewing the accessibility of programs, processes, and services used at the company;

## TRANSPORTATION

OnFreight Logistics does not coordinate a transportation system or a fleet of transportation vehicles defined in the ACA.

## CONSULTATIONS

To align with OnFreight Logistics' commitment to creating an accessible and safe work environment, we have developed our Accessibility Plan by consulting our employees and external organizations. This includes employees and members of the public with disabilities.

We have gathered feedback from both our employees and the public in a number of ways:

- Widely solicited feedback and input from Employee's
- Review information from:
  - Council for Canadians with Disabilities
  - Canadian Disability Foundation
  - Barrier Free Canada

## TRAINING

We aim to continue to improve the training of our employees with respect to updates and developments accessibility issues

## DEFINITIONS

### ACCESSIBILITY

Accessibility refers to intentional and meaningful accommodation of the various needs of persons with disabilities. Implementing accessibility modifications ensure that services, facilities, and products can be enjoyed by everyone.

### BARRIER

The ACA has defined a barrier as “anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

### DISABILITY

The ACA has defined a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

Prepared By:

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