



Policy Name: Accessibility Policy	Approved by: Kent Hunter, Krysia Wasiuk-Dal Ben
Effective Date: February 2025	Page 1 of 2

Purpose

This policy outlines JD Smith Logistics Solutions' (the Company) commitment to ensuring accessibility for people with disabilities by complying with the requirements of the **Integrated Accessibility Standards Regulation (IASR)** under the **Accessibility for Ontarians with Disabilities Act (AODA)**.

Scope

This policy applies to all employees, volunteers, contractors, and stakeholders involved in the development and delivery of services, programs, and facilities at JD Smith Logistics Solutions.

Policy Statement

The Company is committed to:

1. Identifying, preventing, and removing barriers to accessibility in our workplaces, facilities, and logistics services.
2. Meeting the accessibility needs of individuals with disabilities in a timely and respectful manner.
3. Ensuring compliance with all applicable accessibility standards under the IASR.

Policy Details

1. Customer Service Standard

- Provide accessible customer service to clients and stakeholders with disabilities.
- Train employees to interact with individuals using assistive devices, service animals, or support persons.
- Offer accessible formats or communication supports upon request to meet the needs of clients and business partners.

2. Information and Communication Standard

- Ensure the Company's website and online content comply with WCAG 2.0 Level AA standards.
- Provide accessible formats or communication supports (e.g., large print, plain language documents) upon request to enhance information accessibility for employees and clients.

3. Employment Standard

- Accommodate individuals with disabilities during recruitment, hiring, assessment, and employment processes.
- Develop individualized accommodation plans and return-to-work processes for employees with disabilities.
- Regularly review and improve employment practices to ensure inclusivity.

4. Training

- Provide mandatory training to all employees, volunteers, and contractors on the IASR and the Ontario Human Rights Code as it pertains to individuals with disabilities. Training includes:
 - The purpose of AODA and the requirements of the IASR's Customer Service Standards
 - What a disability is and how legislation affects customer service.
 - How to handle difficult situations and service disruptions.



- Different types of disabilities and the barriers that prevent people with disabilities from accessing goods and services.
- The basics of human rights, including what the Human Rights Code entails and how it applies
- Defines what discrimination is, its different forms, and the prohibited grounds of discrimination.
- How accessibility and accommodation intersect with human rights.
- Ensure training is refreshed and updated to reflect policy or legislative changes and provided to every applicable person as soon as practicable after being hired, or as soon as practicable following any changes to the policies.

5. Feedback Process

- Maintain an accessible process for receiving and responding to feedback, including options to provide feedback via phone, email, in person, or through the Company website.

6. Assistive Devices

- People with disabilities may use their personal assistive devices if accessing our goods, services or facilities.
- In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

7. Design of Public Spaces

- We will ensure that newly constructed or redeveloped public spaces (e.g., warehouses, offices, parking areas) meet accessibility standards under the IASR.

Accountability

The Human Resources Department is responsible for implementing, maintaining, and reviewing this policy to ensure compliance with the IASR and AODA.

Review and Updates

This policy will be reviewed annually and updated as necessary to reflect changes in legislation or organizational practices.