

Logistics Alliance Multi-Year Accessibility Plan

Statement of Commitment to Accessibility

Logistics Alliance is committed to providing a barrier-free environment for our clients/customers, employees and other stakeholders who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Our organization has made a commitment to accessibility for everyone who uses our services not only because it is a legal obligation, but we believe we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone.

We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, and training for employees. We will review these policies and practices on a regular basis.

We are committed to reviewing and incorporating the following:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities when required.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Accessible websites and web content.

The multi-year accessibility plan outlines the specific steps Logistics Alliance is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

Section 1: Report on measures already implemented

From 2012-2017, Logistics Alliance will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation -Standards for Employment, and Information & Communications. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives Logistics Alliance implemented on or before January 1, 2012 and will continue to implement from 2012-2017.

1. Standards for Customer Service

Logistics Alliance met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these on the website.
- Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities on behalf of the company or are involved in the creation and implementation of policies, practices and procedures for the company.
- Developing a feedback form and making it available on the website. In addition, information on the accessible online feedback form has been added to the corporate website.
- Creating a customer service policy that highlights information about accessibility requirements under the AODA.
- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's ONE-Source for Business website.
- Tracking attendance for accessibility training courses.

Required legislative compliance:	January 1, 2012
Implementation timeframe:	October 2011 to January 2012
Completion Date:	January 1, 2012

2. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment

Logistics Alliance incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- There are currently no persons with disabilities that require accommodation to our emergency response and evacuation plan procedures, but will be addressed on an individual basis as need arises.
- The emergency response plan and public safety information is available to the public in an accessible format or with appropriate communication supports upon request.
- Individualized emergency response information is reviewed when:
 - a) An employee moves to a different location in the organization
 - b) an employee's overall needs or plans are reviewed
 - c) when reviewing general emergency response policies

Required legislative compliance:	January 1, 2012
Implementation timeframe:	N/A
Completion Date:	N/A

No changes to plan required, plan was last updated August 2013.

Additional Accessibility wording to be added by January 2014.

Section 2: Report on planned measures to identify, remove and prevent barriers in 2012-2017

This year, Logistics Alliance's accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility on other areas -information and communications, employment, and the built environment.

1. Standards for Customer Service

Commitment

Logistics Alliance has adopted the accessible customer service policy and procedures and is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012.

Identification of barriers

Logistics Alliance has not identified any customers with known disabilities. Our feedback process has not provided us with any business case for increased efforts beyond what we are currently doing with regards to providing quality customer service to *all* customers. We will continue to monitor our feedback, including any information provided by our front line staff. We are committed to responding promptly and fully to remove barriers for any customer with a disability that prevents him/her from accessing our goods and services.

Planned action(s)

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, Logistics Alliance will:

- Continue to highlight the CS Policy in training activities
- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries etc.) by assessing and responding to feedback as required.
- Continue to track and report on training compliance.
- Encourage staff to consider accessibility when planning meetings and events with customers, including vendors and suppliers.

Required legislative compliance:	None
Implementation timeframe:	Ongoing

2. Standards for Integrated Accessibility: General requirements

2.1 Accessibility policy statement of commitment to IASR

Commitment

To implement a statement of organizational commitment and policies on how Logistics Alliance will achieve accessibility through meeting the IASR's requirements.

Identification of barriers

Persons with disabilities may face a range of physical, attitudinal and communication barriers.

Planned Actions

- Draft a Statement of Organizational Commitment as well as policies that address Employment and Information & Communications that will meet the IASR's requirements.
- The statement of commitment and policies will be made available on the company website.
- The statement of commitment and policies will be available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.

Required legislative compliance:	January 1, 2014
Implementation timeframe:	January 2012 to January 1, 2014
Completion Date:	January 1, 2014

2.2 Accessibility plan

Commitment:

Establish, implement and maintain a multi-year accessibility plan, which outlines the organizations strategy to prevent and remove barriers and meet its requirements.

Post the accessibility plan on the organizations website and provide the plan in accessible format upon request.

Review and update the accessibility plan at least once every 5 years.

Required legislative compliance:	January 1, 2014
Implementation timeframe:	Sept 2013 to January 1, 2014
Completion Date:	January 1, 2014

2.3 Procurement or acquisition of goods, services, or facilities

Not required for private sector.

2.4 Self-service kiosks

Logistics Alliance does not utilize self service kiosks at this time. If Logistics Alliance ever employs self service kiosks, accessibility features will be taken into account.

2.5 Training

Commitment

Logistics Alliance is committed to a process for ensuring that all employees receive the appropriate training that meets the requirements under the Integrated Regulation.

Planned actions

- Provide training on the requirements of the Integrated Regulation and on the Human Rights Code as it pertains to persons with disabilities to all employees.
- Keep and maintain a record of training provided.
- Provide training in respect to any changes to policies.

Required legislative compliance:	January 1, 2015
Implementation timeframe:	October 2011 to January 1, 2015
Completion Date:	TBD

3. Standards for Information and Communications

Commitment

Logistics Alliance will ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. We will make every effort to provide necessary communication supports in a timely manner.

Identification of barriers

Logistics Alliance will assess its communication methods to identify and remove barriers to information and communications with people with disabilities.

Potential barriers include:

- Lack of website accessibility standards for the organizations websites.
- Lack of awareness among the organizations IT Department regarding website accessibility barriers.
- Information overload and conflicting recommendations for website accessibility standards.

Planned actions

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, Logistics Alliance will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the persons accessibility needs.
- Post the accessibility plan on the company's website.
- Post a statement on the website about accessibility and the availability of accessible formats and communication supports.
- Work with the IT Department to make our website accessible per WCAG2.0 standards
- Develop web accessibility guidelines.
- Remove barriers through implementation of the website accessibility guidelines and the generation of reports identifying accessibility barriers.
- Ensure new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2014.
- Ensure all websites and web content conform to WCAG 2.0 Level AA other than success criteria 1 .2.4 Captions (Live) and success criteria 1 .2.5 Audio Descriptions (Pre-recorded) by January 1, 2021.

Required legislative compliance:	January 1, 2016
Implementation timeframe:	January 2014 to January 1, 2016
Completion Date:	TBD

4. Standards for Employment

4.1 Recruitment

Commitment

Logistics Alliance will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

Identification of barriers

Logistics Alliance will assess recruitment policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, Logistics Alliance will:

- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities.
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs.
- When making offers of employment, notify the successful applicant of policies for accommodating the employees with disabilities.

Required legislative compliance:	January 1, 2016
Implementation timeframe:	January 2014 to January 1, 2016
Completion Date:	TBD

4.2 Support Information for employees

Commitment

Logistics Alliance will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

Planned actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, Logistics Alliance will:

- Provide information under this section to new employees as soon as practicable after they begin their employment.
- Keep employees up to date on changes to policies.
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee's job
 - information that is generally available to employees in the workplace

Required legislative compliance:	January 1, 2016
Implementation timeframe:	January 2014 to January 1, 2016
Completion Date:	TBD

4.3 Documented individualized plans

Commitment

Logistics Alliance will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support the employees are eliminated and corporate policies are followed where applicable.

Planned actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities Logistics Alliance will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan.
- Include in the process the means by which the employee is assessed on an individual basis.
- Provide an individualized accommodation plan in writing to any employee with a disability.
- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved.
- Provide an individualized return to work plan in writing for any employee who has been absent from work due to a disability and requires disability related accommodations to return to work.
- Take steps to protect the privacy of the employee's personal information.
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done.
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied.
- Include any individualized workplace emergency response information.
- Identify any other accommodation that is to be provided to the employee.

Required legislative compliance:	January 1, 2016
Implementation timeframe:	January 2014 to January 1, 2016
Completion Date:	N/A

4.4 Performance assessment, career development and advancement, and redeployment

Commitment

Logistics Alliance will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

Identification of barriers

Logistics Alliance will assess its performance reviews, career development and advancement, redeployment programs, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, Logistics Alliance will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
 - when assessing their performance
 - in managing their career development and advancement
 - when redeploying them
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities.
- Take into account the accessibility needs of employees with disabilities when redeploying employees..

Required legislative compliance:	January 1, 2016
Implementation timeframe:	January 2014 to January 1, 2016
Completion Date:	TBD

5. Standards for transportation

This standard does not apply to Logistics Alliance.

6. Standards for the Built environment

This standard is not yet law; however Logistics Alliance is committed to greater accessibility in and around the buildings we use. When the standard comes into force or when possible before that happens, Logistics Alliance will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.