

## **Providing Accessibility to Services at Logistics Alliance**

The Company is committed to providing equal access to our services to all our current and potential customers, including those with any type of disability.

**Our goal is to ensure that the Policy and related practices and procedures are consistent with the following four core principles:**

- i. Dignity-** Persons with a disability must be treated as valued customers who are as deserving of service as any other customer.
- ii. Equality of Opportunity-** Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our goods and services.
- iii. Integration-** Where possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer.
- iv. Independence-** Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

As a third party provider of Transportation Services, there is limited physical interaction with customers on our premises. However, to ensure access on-site at our Brampton Office, the Company has developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

### **Service Animals**

Any customer that requires a service animal will be allowed to have the service animal accompany him/her to any area within Logistics Alliance Head Office that is accessible to customers. Animals are considered service animals if:

- a.** it is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- b.** the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

If the Company becomes aware that the presence of any service animal adversely affects the health of any employee, every effort will be made to ensure that both the health and safety rights of the employee and the accessibility rights of the customer are met. If no solution can be reached to meet both goals, the health and safety of the employee will take priority and the Company will find an alternate meeting place.

### **Support Person**

Any customer that requires a support person will be allowed to have the support person accompany him/her to any area within with Logistics Alliance that is accessible to customers. Support persons are identified as such if:

- a.** it is readily apparent that the person is providing assistive support to someone with a disability; or
- b.** the person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support person.

### **Assistive Devices**

Customers with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a walking cane or hearing aid.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

### **Employee Training**

All staff that interact with actual or potential customers have been trained in this policy, as well as in ways to appropriately communicate with persons with disabilities. The training is part of new hire orientation for those staff hired into customer service and/or customer interaction roles.

### **Continuous Improvement**

The initiatives in place reflect the requirements of the Accessibility for Ontarians with Disability Act as well as a company specific needs assessment that was conducted by trained experts in Human Resources.

We recognize that we cannot anticipate, and thus remove, all barriers. Therefore, Logistics Alliance has implemented a process by which individuals can provide feedback specific to any experience related to accessing our services. There is a feedback form available on the Company website and for those that cannot access the document there, it is available by contacting the Vice President of Finance & Administration.

Customer Service and Sales are familiar with the form and can either provide it directly or re-direct any inquiries appropriately. All complaints will be responded to within five working days with either (a) a resolution or (b) an update as to the steps that have been taken and/or will be taken, along with a timeframe in which further communication from the Company can be expected. A copy of each form will be retained by the VP of Finance & Administration who will recommend continuous improvement initiatives on an ongoing basis.

This policy, including the training and feedback process, will be reviewed annually.

This policy is available on our website and can be provided to any member of the public upon request.