



***ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES MULTI-YEAR ACCESSIBILITY PLAN***

Background

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas; Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

As outlined in the Integrated Accessibility Standards, Regulation 191/11, this Accessibility Plan has been prepared to address issues and barriers preventing persons with disabilities from participating fully. This is a multi-year Plan that outlines how The Company intends to identify, prevent and remove barriers to accessibility, as well as our strategy in meeting the various requirements under the AODA legislation. The Company strives to be an inclusive and accessible environment.

The Plan will be reviewed and updated as required as new legislation continues to come into effect. A status report will also be posted annually outlining where we are in the process.

Statement of Commitment

Altruck International Truck Centres (The Company) will operate and meet its obligations in accordance with the provisions of the Accessibility for Ontarians with Disabilities Act and its associated Regulations. The Company maintains the goal of creating a barrier-free working environment. We support the intent of the AODA, and are committed to meeting all the requirements of the Accessibility Standards. We will continue to build our plan by implementing ongoing initiatives that support our long term commitment to making the company inclusive and accessible to people of all abilities.

The company is committed to complying with the Accessibility for Ontarians with Disabilities Act and its regulations, and the Ontario Human Rights Code. A part of Altruck's compliance with the legislation is to provide reasonable accommodations for disability related needs to the point of undue hardship.

Multi-Year Accessibility Plan

The following pages outline The Company's multi-year Accessibility Plan chronologically by the year in which each initiative will be completed. Within each year there may be initiatives from one or more of the five accessibility standards. The individual or department responsibility for each compliance component is to be identified in this plan.

Accessibility Committee

An Accessibility Committee is to be formed to ensure all department accessibility initiatives are represented and status can be reviewed. Each area will have specific items to bring up to standard by the review dates.

ACCESSIBILITY PLAN & AREAS

PART 1: INFORMATION AND COMMUNICATIONS

1.1. Multi-year accessibility plan

IASR Compliance Date: Large Organizations, January 1, 2014

An annual status report will be completed on our multi-year accessibility plan, and our accessibility practices will be reviewed and updated as applicable. We will make it available to the public by posting the plan in a visible place on the premises and on the corporate website. Upon request, the plan will be provided in accessible formats.

The plan will indicate how the Company intends to implement the requirements of the Integrated Regulation within legislated timelines. Specifically, the multi-year plan will:

- Provide a framework for developing accessibility initiatives which identify, remove and prevent barriers
- Set annual goals for specific improvements to accessibility
- Establish action plans for meeting those goals and initiating accountability at various levels

1.2. Feedback

IASR Compliance Date: Large Organizations, January 1, 2015

The Company encourages and appreciates feedback and comments on the manner in which it provides its information and communications to people with disabilities.

The Company has developed a process and form for customers and the public to provide feedback on their experience with or concerns about the information and communications system including all types of company documentations received or use.

1.3. Accessible Formats and Communication Supports

IASR Compliance Date: Large Organizations, January 1, 2016

When providing information to, or communicating with, a person with a disability, the Company will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability. The accessible format will be provided at a cost that is no more than the regular cost charged to other persons and in a timely manner

1.4. Accessible websites and web content

IASR Compliance Date: January 1, 2014 and January 1, 2021

The Company is committed to the process of providing online information and communications and services that are accessible to all through meeting the requirements under the Information and Communication Standard. This includes:

- Identifying, removing and preventing barriers to ensure online information and communications are accessible
- Conforming to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 at level A for all new internet websites with a new domain name and web content on those sites by January 1, 2014
- Conforming to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 at level AA for all existing websites by January 1, 2021, other than, success criteria 1.2.3 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). This applies to all public websites and web content posted after January 1, 2012

PART 2: Employment Standard

IASR Compliance Date: January 1, 2016

The Company is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services as do all prospective employees.

The Company is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in its human resources practices, processes, policies and procedures, and employment related services.

2.1. Recruitment

The Company's employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities.

The notice will be provided on the job posting and on the Company's website under accessibility link.

2.2. Accessible formats and communication supports for employees

Where an employee with a disability so requests, the Company will consult with the employee to provide or arrange for accessible formats and communications supports in relation to information that is generally available to employees in the workplace and that the employee needs in order to perform his or her job. In determining the suitability of an accessible format or communication support, the Company will consult with the employee.

2.3. Workplace emergency and response information (January 1, 2012)

The company will ensure that individualized workplace emergency response information is provided to employees who have a disability, if the disability is such that the individualized information is necessary and the Company has been made aware of the need for accommodation due to disability. The required

information will be provided as soon as practicable after the Company becomes aware of the need for accommodation due to the disability.

If an employee who receives individualized workplace emergency response information requires assistance, the Company will, with the consent of the employee, provide such information to the person designated by the Company to provide assistance to the employee.

The Company will review individualized workplace emergency response information: when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

2.4. Documented Individual Accommodation plans

The company will have a written process for the development of documented individual accommodation plans for employees with disabilities.

2.5. Return to Work process

The Company has an existing Return to Work Plan which will serve as the tool to assist those with disability needs.

2.6. Performance Management, Career Development and Redeployment

The Company will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management, career development and redeployment process in respect of employees with disabilities.

3. Design of Public Spaces

Altruck International will take the following steps to remove or prevent any physical barriers when it comes to new construction and planned redevelopment of public spaces by January 1, 2017.

We will incorporate accessibility requirements under the IASR when building new or making major changes to the existing features identified as a public space under Accessibility Standard for the Design of Public Spaces.

3.1. Outdoor paths of travel (sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals)

When building new or making major changes to the existing exterior paths of travel the Company will follow certain technical requirements such as:

- minimum width and height requirements
 - the slopes of sidewalks, walkways and ramps will not exceed certain ratios, and
 - the surfaces of ramps and stairs will be firm, stable and slip resistant
- The following will meet the minimum requirements under the O. Reg. 191/11:

80.21 Exterior paths of travel, application

80.22	Exterior paths of travel, general obligation
80.23	Exterior paths of travel, technical requirements
80.24	Exterior paths of travel, ramps
80.25	Exterior paths of travel, stairs
80.26	Exterior paths of travel, curb ramps
80.27	Exterior paths of travel, depressed curbs
80.28	Exterior paths of travel, accessible pedestrian signals
80.29	Exterior paths of travel, rest areas
80.30	Exceptions, limitations

3.2 . Accessible off Street Parking

When building new or making major changes to the existing off-street parking, the Company will follow certain technical requirements, such as:

- Off-street parking facilities will include two types of accessible parking spaces:
 - a. wider spaces for people who use mobility aids, such as wheelchairs, and
 - b. standard-width spaces for people who use mobility assistive devices, such as canes, crutches and walkers
- Off-street parking facilities will include a minimum number of each type of accessible parking space, depending on the total number of parking spaces
- Accessible parking spaces will have access aisles (a space between parking spaces) that allow people with disabilities to get in and out of their vehicles
 - The following will meet the minimum requirements under the O. Reg. 191/11:

80.32	Application, off-street parking
80.33	Exceptions
80.34	Types of accessible parking spaces
80.35	Access aisles
80.36	Minimum number and type of accessible parking spaces
80.37	Signage
80.38	Exception
80.39	On-street parking spaces

3.3 . Service – related elements like service counters and waiting areas in buildings or outdoors

Service Counters

When building new or making major changes to the existing service counters, the Company will make sure that at least one service counter is accessible to people who use mobility aids, such as wheelchairs. The Company will make the counter accessible by making sure it:

- is low enough for someone sitting in a mobility aid, and
- has enough clear space in front for a person in a mobility aid to approach the counter, including space for the person's knees
- is clearly identified with signage

Waiting areas

When building new or making major changes to the existing waiting areas that have seating fixed to the floor, the Company will make sure that:

- at least three per cent of the new seating is accessible, and
- no fewer than one seating space is accessible

Accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service.

- The following will meet the minimum requirements under the O. Reg. 191/11:

80.40	Application
80.41	Service counters
80.43	Waiting areas

3.4. Maintenance Planning

The Company will maintain new and existing accessible parts of the public spaces.

The company will follow procedures for preventative and emergency maintenance, such as posting when regular maintenance occurs and outlining an alternative.

The company will also follow procedures for handling temporary disruptions in service when an accessible part of the public spaces stops working, such as putting up a sign explaining the disruption and outlining an alternative

- The following will meet the minimum requirements under the O. Reg. 191/11:

80.44	Maintenance of accessible elements
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WORKPLACE EMERGENCY RESPONSE

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Provide individualized workplace emergency response information to employees who have a disability Provide the information as soon as practical after the Company becomes aware of the need	Completed	Human Resources Health & Safety	Individualized workplace emergency plans developed as needed Notify employees regarding the provision of individualized emergency procedure, plans or	

<p>for accommodation</p> <p>Where employee requires assistance in emergency, with consent of the employee, information will be provided to the person designated by the employer to provide assistance to employee</p> <p>Review individualized workplace emergency response information when an employee moves to a new location or company review of emergency plans</p> <p>Reference O. Reg.191/11, s.27</p>			<p>public safety information</p>	<p><u><i>January 2012</i></u></p>
<p>Emergency procedure, plans or public safety information available in an accessible format or with appropriate communication supports</p> <p>Reference O. Reg.191/11, s.13</p>	<p>On Request</p>	<p>Human Resources</p> <p>Health & Safety</p>	<p>Persons Requiring Assistance to Evacuate procedures, Fire Safety Manual and Areas of Refuge Documents that are available to public will be provided in alternative format if accessible format is requested</p>	<p><u><i>January 2012</i></u></p>

GENERAL STANDARDS

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
<p>Development of accessibility policies and statement of commitment</p>	<p>Company Accessibility Policy includes statement of commitment Completed</p>	<p>Human Resources</p>	<p>Statement in AODA policy and plan</p>	<p><u><i>January, 2014</i></u></p>

Reference O. Reg.191/11, s.3				
Accessibility Plan Annual Status report Reference O. Reg.191/11, s.4	Completed	Human Resources	Multi-year Accessibility Plan Annual Status Report	<i><u>January 2014</u></i>
Training on the IASR and the Human Rights Code as it pertains to persons with disabilities Reference O. Reg.191/11, s.7(1)	Completed	Human Resources	Training to all employees Inclusion in orientation for all new hires	<i><u>January 2015</u></i>

INFORMATION AND COMMUNICATION STANDARDS

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Feedback Systems Reference O. Reg.191/11, s.11	Form Developed Online access to the form in progress		Feedback form	<i><u>January 2015</u></i>
Provision of accessible formats and communication supports, upon request Reference O. Reg.191/11, s.12	Procedure developed Provision method in progress	Communications IT Marketing	Procedure will be developed for responding to requests by stakeholders for provision of both accessible formats and communication supports	<i><u>January 2016</u></i>
Accessible websites and web content Reference O. Reg.191/11, s.14		IT Marketing	-Web Accessibility audit -Web accessibility strategy -Training of web developers on accessible web	<i><u>January 2014</u></i> <i><u>January 2021</u></i>

EMPLOYMENT STANDARDS

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Notify employees and public about accommodation for applicants with disabilities in the recruitment process Reference O. Reg.191/11, s.22		Human Resources	Applicants are advised of accommodations in the posting.	<u><i>January 2016</i></u>
Notify selected job applicants that accommodations are available upon request in relation to the materials or processes to be used Reference O. Reg.191/11, s.23		Human Resources	Selected applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process in wording of job posting	<u><i>January 2016</i></u>
If applicant requests an accommodation, consult with the applicant to provide or arrange for the provision of suitable accommodation Reference O. Reg.191/11, s.23		Human Resources	Upon request of accommodation, employer will collaborate with the applicant on the required accommodation.	<u><i>January 2016</i></u>
Upon offers of employment, notify successful applicants of the policies for accommodating disabilities Reference O. Reg.191/11, s.24		Human Resources	Successful applicants are notified of policies Language to be inserted into offer letter email or communicated verbally.	<u><i>January 2016</i></u>

EMPLOYMENT STANDARDS

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Communicate policies supporting employees with disabilities including job accommodations Reference O. Reg.191/11, s.25		Human Resources	Employees are advised through multiple sources (i.e. new employee orientation, information available on the web and in their offer letters)	<u>January 2016</u>
Provide the above information to new employees. Reference O. Reg.191/11, s.25		Human Resources	All new employees receive information about the policy during orientation	<u>January 2016</u>

ACCESIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
When requested by an employee, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and information generally available in the workplace Reference O. Reg.191/11, s.26		Human Resources	This is handled on an individual basis in consultation with the employee as per the accommodation process	<u>January 2016</u>

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
<p>Develop written process for documented individual accommodation plans. Include prescribed elements in process:</p> <p>How employee can participate</p> <p>How employee will be assessed</p> <p>How employer can request accommodation be achieved</p> <p>How employee can request participation of another representative</p> <p>How employee's personal information will remain private</p> <p>How, and how often, plan will be reviewed and updated</p> <p>How reasons for denied request will be communicated.</p> <p>How plan will be provided</p> <p>Reference O. Reg.191/11, s.28</p>	Completed	Human Resources	<p>Company provides individual written accommodation plans for all employees who require the individualized plan</p> <p>A customized letter is also sent to the employee outlining how they will be accommodated</p> <p>Consent portion of the medical form specifically how the information will be used</p>	<u>January 2016</u>

RETURN TO WORK PROCESS

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Develop a documented return-to-work process. Include steps employer will take; use documented individual plan Reference O. Reg.191/11, s.29	Completed	Human Resources	Company has a detailed Return to Work program	<u>January 2016</u>

PERFORMANCE MANAGEMENT

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Take into account the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes Reference O. Reg.191/11, s.30		Human Resources	Provide accessible performance management when required	<u>January 2016</u>

CAREER DEVELOPMENT AND ADVANCEMENT

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when providing career development and advancement opportunities Reference O. Reg.191/11, s.31		Human Resources	Individualized career planning as required	<u>January 2016</u>

REDEPLOYMENT

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering redeployment of employees Reference O. Reg.191/11, s.32		Human Resources	Address on an individual basis when re-deployment occurs	<u><i>January 2016</i></u>

DESIGN OF PUBLIC SPACES (BUILT ENVIRONMENT)

STANDARD	STATUS	ACCOUNTABILITY	DELIVERABLE	DEADLINE
Meet the requirements of the Standards for public spaces that are newly constructed, redeveloped and intended to be maintained on or after January 1, 2017 Reference O. Reg.413/12		Facilities Maintenance	Formation of the AODA Accessible Built Environment Committee with membership from company representatives Multi-year work plan	<u><i>January 2017</i></u>

Our Customer Service Policy

Altruck International Truck Centres is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for our employees and customers. With this in mind, we are continuously taking steps to improve the overall accessibility of the Altruck International Truck Centres experience.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Altruck International Truck Centres wishes to make available our customer service policy:

OUR COMMITMENT

It is the policy of Altruck International Truck Centres Company that all of our locations are committed to providing accessibility and equitable customer service to each and every one of our diverse and valued customers. We strive to design and operate our locations so that they are accessible to all persons with disabilities, and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability (in person, by phone, in writing and online).

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

USE OF SERVICE ANIMALS, SUPPORT PERSONS AND ASSISTIVE DEVICES

SERVICE ANIMALS

Persons with disabilities may enter any Altruck International Truck Centres premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Altruck International Truck Centres, it is the responsibility of the person with a service animal to control the animal at all times.

In the event an Altruck International Truck Centres partner or customer is allergic to animals, alternative arrangements will be negotiated.

SUPPORT PERSONS

Persons with disabilities may enter Altruck International Truck Centres premises accompanied by a support person and may have access to that support person at all times.

Altruck International Truck Centres may require a person with a disability to be accompanied by a support person while on Altruck International Truck Centres premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

ASSISTIVE DEVICES

Persons with disabilities may use assistive devices to gain access to goods.

NOTICE OF TEMPORARY DISRUPTION

Altruck International Truck Centres will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices should be clearly laid out. The signs and printed notices will be displayed prominently at the entrance to the Altruck International Truck Centres location and/or at the order area within the store.

TRAINING FOR PARTNERS AND EMPLOYEES

Altruck International Truck Centres will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. Training will include a review of the purposes of the AODA and the requirements of the Customer Service Standard, and include instruction in the following:

- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or support person.
- How to use equipment and/or assistive devices available on that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing goods and services.

The company will also provide training on the requirements of the IASR and the Human Rights Code.

Documentation will be kept of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

FEEDBACK PROCESS

Altruck International Truck Centres welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Altruck International Truck Centres will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. Feedback can be made verbally in person, by telephone, by email at accessibilityinfo@altruck.com by requesting and

completing an [AODA FEEDBACK & ALTERNATIVE FORMAT REQUEST FORM](#) or in any other format necessary that meets the needs of the person with a disability.

- This form will be available on the organization's corporate website and at the reception area
- This form will be available upon request and can be emailed, faxed, mailed and submitted online and in person
- Employees must ensure these requests are dealt with in a timely manner and that the response fits the need of the person making the request.
- Employees must record and retain all requests received on the Customer Feedback and Alternative Format Request Form and note when they were made, how they were made, who received the request, what was requested, when and how it was dealt with, by whom and when, and if the request was dealt with to the satisfaction of the customer. All feedback must be directed to Department Manager and Human Resources.

POLICY QUESTIONS

This policy exists to achieve service excellence to individuals with disabilities. If anyone has a question about the policy, or wishes to read the full version of the Altruck Accessibility policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Human Resources department of Altruck International Truck Centres.

Email: accessibilityinfo@altruck.com

Telephone number: 519-780-6675 or 519-821-0070

Fax number: 519-836-0975

MODIFICATIONS TO THIS OR OTHER POLICIES

Altruck International Truck Centres is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Altruck International Truck Centres retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.

For more information:

Please visit the Government of Ontario [website](#).

DEFINITIONS

As defined by the AODA and/or the Human Rights Code:

Disability: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, (b) a condition of mental impairment or a developmental disability, (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, (d) a mental disorder, or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

As defined in the Customer Service Standard:

Service Animal: (a) A “guide dog” as defined in Section 1 of the Blind Persons Rights’ Act; or (b) An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Support Person: (a) in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

As defined in the IASR:

Accessible Formats: Include large print, recorded audio and electronic formats, braille and other formats.

Communication Supports: Captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate communications.

Communications: The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Conversion ready: An electronic or digital format that facilitates conversion into an accessible format.

Assistive Devices: Devices and technologies that increase mobility, hearing, vision and communication capacities of persons with disabilities.