

**Policy & Procedure
Name**

Accessibility Policy (Ontario)

Revised and Approved

December 2014

VersaCold Accessibility Policy

VersaCold Logistics Services is committed to providing an accessible environment in which all individuals have equal access to services in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering an inclusive attitude that is accommodating of all individuals, including people with disabilities. This also includes discouraging attitudes that devalue and limit the potential of persons with disabilities.

In working towards its goals under this Policy, VersaCold Logistics Services is committed to becoming a barrier free environment, and will endeavour to do the following in accordance with provincial legal requirements:

1. Identify barriers,
2. Remove identified barriers,
3. Prevent barriers,
Increase awareness of accessibility initiatives at all levels of our organization,
4. Promote compliance policies and procedures with respect to accessibility to our staff, as well as to our customers and consumers, and
5. Provide appropriate training to our employees who deal with the public or other third parties on behalf of VersaCold, with a view to ensure greater awareness and responsiveness to the needs of those with disabilities.

A barrier is anything that prevents a person with a disability from fully taking part in society because of that disability.

Some barriers include:

- Physical (e.g. a step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- Architectural (e.g. A door that is too narrow for a wheelchair or scooter)
- Information or communication (e.g. a publication that is not available in large print for people with visual impairment)
- Attitudinal (e.g. ignoring a customer in a wheelchair; assuming people with a disability cannot perform a certain task when in fact they can)
- Technological (e.g. a website that is not accessible for people who require the use of screen readers)
- Barriers created by policies or practices (e.g. Not allowing animals on the premises; excluding or removing individuals who require the use of service animals)

VersaCold Logistics Services Web Content

VersaCold Logistics Services is committed to communicating and providing information in a way that is accessible and understandable for all employees, customers and consumers, regardless of any disability. VersaCold Logistics Services commits to meet or surpass its requirements to ensure that all new web content will conform with World Wide Consortium Content Accessibility Guidelines (WCAG) 2.0 Level A and to redevelop all existing websites to meet WCAG 2.0 AA standard by 2021.

Existing Legislation

This Policy has taken into consideration our obligations under Canadian laws, including Ontario's *Accessibility for Ontarians with Disabilities Act (AODA)*. As legislation changes and develops, VersaCold Logistics Services will review and amend its policies, practices and procedures, as necessary.