



STOCK TRANSPORTATION LTD.

Accessibility Policy (Applicable to Ontario)

Accessibility Standards for Customer Service & Integrated Accessibility Standards – Applicable to Ontario

Stock Transportation strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The Accessibility for Ontarians with Disabilities Act (AODA) defines disability as:

1. 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Communication

We are committed to communicating with people with disabilities in ways that take into account their disability. We provide training to staff to communicate with customers / passengers on how to interact and communicate with people with various types of disabilities. Individual accessible formats and/or communication supports may be available upon request to Human Resources.

Training for staff

We are committed to providing training to all employees who deal with the public, and all those who are involved in the development and approvals of customer service policies, practices, and procedures. This training will be provided during new employee training. Training will include the following:

- The purposes of accessibility / disability training
- How to interact and communicate with people with various disabilities
- How to interact with people with disabilities who use an assistive device, or require the assistance of a service animal or support person
- How to use wheelchair lifts (if applicable to job position)
- What to do if a person with a disability is having difficulty accessing Stock's goods or services

Staff will be trained on the applicable policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Accessible Vehicles

We are committed to providing accessible vehicles to our customers upon request.

Priority and Courtesy Seating

We are committed to providing priority and courtesy seating to people with disabilities when accessing our services.

Our vehicles, such as our wheelchair accessible buses, are equipped with special equipment to serve people with disabilities.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Stock's premises with his or her support person.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices can be provided in hard copy or e-mail. We can answer any questions customers may have about the content of the invoice in person, by telephone, or by e-mail.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will provide training to staff to communicate over the phone in clear language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Individual Accommodation Plans

We are committed to providing persons with disabilities Individual Accommodation Plan upon their request. If an applicant, employee, or customer has a disability and may require accommodation, she/he may notify Human Resources and request for an accommodation. Requests will be directed to the appropriate department and addressed in a timely manner.

Notice of temporary disruption and workplace emergencies

We are committed to providing customers and employees notice in the event of a planned or unexpected disruption in the facilities or services and workplace emergencies. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises. If necessary, individualized workplace emergency response information will be provided to employees with disabilities.

Feedback process

Stock Transportation seeks to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are met are welcome and appreciated.

Feedback can be made by e-mail to info@stocktransportation.com, by phone to 705-737-9847, in-person to a local Customer Service Center, or other formats that may be more convenient to the person providing the feedback. Feedback will be directed to the appropriate Management team member. Complaints will be addressed in a timely manner and according to complaint categories already established in our Company's complaint management procedures.

Questions about this policy

This policy is reviewed at least annually. If anyone has questions about the policy, please contact Human Resources.