



STOCK TRANSPORTATION LTD.

Multi Year Accessibility Plan (Applicable to Ontario)

Statement of Commitment

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.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and formerly the Ontarians with Disabilities Act, 2001, Stock Transportation developed a multi-year accessibility plan for our Ontario operations as part of our goal to improve accessibility for all persons with disabilities. Our Accessibility Policy and Multi-Year Accessibility Plan are available on our corporate intranet www.nec4u.net and on our company website www.stocktransportation.com.

Stock Transportation welcomes feedback in relation to this Plan, by phone to 705-737-9847, by email to info@stocktransportation.com, in person, or other formats that may be convenient to the person providing the feedback.

Multi-Year Accessibility Plan – Applicable to Ontario

Initiative	Action Taken	Implemented
Transportation	Provided accessible vehicles or equivalent services upon request.	1979 and ongoing
Accessibility Policies, Procedures, and Practices	Established specific policies and procedures developed on: Accessibility Standards for Customer Service, Communication, Telephone Services, Assistive Devices, Billing, Use of service animals and support persons, Notice of temporary disruption, training, and feedback process.	2008 and ongoing – review each year
Communication to all employees regarding policies and procedures	Accessibility Policies and Procedures are included in the Employee Handbooks, which all employees annually receive a copy.	2008 and ongoing – review each year
Performance Management processes	Barrier-free performance management process for all employees currently in place.	2008 and ongoing

Initiative	Action Taken	Implemented
Career Development and Advancement processes	Barrier-free career development for all employees currently in place.	2008 and ongoing
Emergency procedures, plans, or public safety information	Emergency procedures are reviewed annually and Emergency Response Plan is posted in the workplace.	2009 and ongoing – review each year
Feedback process	Accessibility feedback can be submitted by phone, email, or in-person.	2010 and ongoing – review each year
Information Availability	Accessibility Plan and Policies are posted on company website, and also available by email.	2010 and ongoing – review each year
Training on Accessibility Standards	Employees are provided with Training on accessibility standards for customer service. Training offered in-person by company trainers and/or offered by video format.	2014 and ongoing with new employee hires; part of new employee orientation
Establishment of Multi-Year Accessibility Plan	Established, reviewed and updated the Multi-Year Accessibility Plan. Plan is reviewed annually and posted on company website.	2014 and ongoing – review each year
Individual Accommodation Plans	Develop individual accommodation plans for employees with disabilities, on a case-by-case basis. Plan will include: how employee participates, how assessed, how to request participation of union, employee’s personal information remains confidential, when and how often will be reviewed, how to provide plan to employee.	Available on case-by-case basis, upon request to Human Resources
Recruitment	Review and modify if necessary existing recruitment, assessment, and selection processes; inform all applicants of the company’s stance on Equal Employment Opportunity for all; accommodate applicants on a case-by-case basis if necessary.	2015 and ongoing – review each year
Offer individualized accessible formats and communication supports in timely manner at no additional cost	Will develop an Accessible Information and Communication policy and an Accessible Information and Communications guide.	Will be implemented by January 1, 2020
Websites and web content to conform to WCAG 2.0 Level A	Human Resources will forward WCAG 2.0 guidelines to IT/Web development department so guidelines can be followed.	Will be implemented by January 1, 2020