

Frontier Distribution Services Inc Accessibility Plan

General

Purpose

The purpose of this Accessibility Policy is to outline Frontier Distribution Services Inc.'s commitment to identifying, removing, and preventing barriers to accessibility in the workplace, providing accessible services, and ensuring compliance with the Accessible Canada Act (ACA).

2. Statement of Commitment

Frontier Distribution Services Inc. is committed to fostering an inclusive and accessible environment for all employees, clients, and stakeholders. We believe in equal opportunities and strive to eliminate barriers that may hinder the participation of individuals with disabilities. Our goal is to create a workplace where everyone can thrive and contribute fully.

3. Scope

This policy applies to all employees, contractors, clients, and visitors at Frontier Distribution Services Inc..

4. Definitions

- **Accessibility:** The design of products, devices, services, or environments for people with disabilities.
- **Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, technological, or attitudinal barriers.
- **Disability:** As defined by the Accessible Canada Act, includes any impairment, condition, or illness that restricts an individual's ability to participate in their daily activities.

5. Policy Statements

a. Identification and Removal of Barriers

Frontier Distribution Services Inc. will:

- Conduct regular accessibility audits to identify potential barriers within our facilities, technologies, and practices.
- Engage with employees, clients, and stakeholders to gather feedback on accessibility issues.

- Implement strategies and measures to remove identified barriers.

b. Providing Accessible Services

Frontier Distribution Services Inc. will:

- Ensure that all services provided to clients and the public are accessible.
- Offer alternative formats and communication supports upon request.
- Provide assistive technologies and accommodations to employees and clients as needed.

c. Compliance with the Accessible Canada Act

Frontier Distribution Services Inc. will:

- Stay informed about the requirements of the ACA and any updates to accessibility standards.
- Ensure that all policies, practices, and procedures comply with the ACA.
- Submit required reports to relevant authorities and maintain records of our accessibility efforts.

d. Training and Awareness

Frontier Distribution Services Inc. will:

- Provide training to all employees on accessibility awareness and inclusive practices.
- Offer specialized training for managers and HR personnel on accommodating employees with disabilities.

e. Emergency Procedures

Frontier Distribution Services Inc. will:

- Develop and communicate accessible emergency procedures that consider the needs of employees with disabilities.

6. Roles and Responsibilities

a. Management

- Ensure that accessibility policies are implemented and maintained.
- Allocate resources necessary for the removal of barriers and implementation of accessible practices.

b. Accessibility Coordinator

- Oversee the implementation of the accessibility plan.

- Conduct regular reviews and audits to ensure ongoing compliance and improvement.

c. Employees

- Participate in training sessions on accessibility and inclusive practices.
- Provide feedback on accessibility issues and participate in the identification and removal of barriers.

7. Feedback and Continuous Improvement

Frontier Distribution Services Inc. is committed to continuous improvement in accessibility. We welcome feedback from employees, clients, and stakeholders on any issues related to accessibility. Feedback can be provided through:

- Email: info@frontierdistribution.ca
- Phone: 519-696-2113
- In-person: 500 Trillium Drive, Unit 6 Kitchener, ON N2R1A7

We will review and respond to all feedback promptly and take appropriate actions to address any issues.

8. Documentation and Reporting

Frontier Distribution Services Inc. will maintain records of all accessibility audits, training sessions, feedback received, and actions taken to improve accessibility. We will prepare annual reports on our progress and share them with employees and relevant authorities.

9. Review and Amendments

This Accessibility Policy will be reviewed annually and amended as necessary to ensure it remains effective and in compliance with the Accessible Canada Act.

10. Contact Information

For more information or to request accommodations, please contact:

Designated Contact: Jonathan Neeb, President

Mailing Address:

Frontier Distribution Services Inc.
500 Trillium Drive, Unit 6
Kitchener, ON N2R1A7
519-696-2113
info@frontierdistribution.ca

By implementing this Accessibility Policy, Frontier Distribution Services Inc. aims to create an inclusive, supportive, and accessible environment for everyone.

Areas described under section 5 of the ACA

Employment

Barrier: Inadequate recruitment and hiring practices.

- **Action:**
 - Ensure job postings and recruitment materials are accessible. - **Complete**
 - Use inclusive language in job descriptions. - **Complete**
 - Partner with organizations that support people with disabilities to attract diverse talent. – **Timeline – within 12 months**
 - **Role Responsible – HR Manager**

Barrier: Inflexible work schedules and policies.

- **Action:**
 - Offer flexible work arrangements, such as telecommuting, flexible hours, and part-time positions. - **Complete**
 - Create clear policies for requesting and implementing accommodations. – **Timeline – within 12 months**
 - Regularly review and update these policies to ensure they meet the needs of employees with disabilities. – **Timeline – ongoing**
 - **Role Responsible – HR Manager/Operations Manager**

Barrier: Prejudice and misconceptions about the abilities of people with disabilities.

- **Action:**
 - Conduct regular sensitivity and awareness training for all employees to foster a more inclusive culture. **Timeline - ongoing**
 - Encourage a workplace culture that values diversity and inclusion. **Complete**
 - Implement a zero-tolerance policy for discrimination and harassment. **Complete**
 - **Role Responsible – HR Manager**

Barrier: Non-adapted vehicles for drivers with disabilities.

- **Action:**
 - Invest in vehicles with adaptive technologies, such as hand controls, wheelchair lifts, and adjustable seats. **Timeline – 12-18 months**
 - Regularly maintain and inspect these modifications to ensure they are functional and safe. **Timeline – ongoing once in place**
 - **Role Responsible – Upper Management**

The Built Environment

Barrier: Inaccessible workspaces, including dispatch offices, warehouses, and vehicle entry points.

- **Action:**
 - Ensure all company facilities, including restrooms and break areas, are accessible.
- Complete
 - Install ramps, elevators, and automatic doors where necessary. – **Timeline – 6 months**
 - **Role Responsible – Upper Management**

Information and Communication Technologies (ICT)

Barrier: Inaccessible software and communication tools.

- **Action:**
 - Implement accessible software solutions that comply with Web Content Accessibility Guidelines (WCAG).
 - Provide training on using these tools effectively.
 - Ensure all internal and external communications (e.g., emails, websites, and documents) are accessible.
 - **Timeline – 6 – 12 Months**
 - **Role Responsible – IT Manager**

Barrier: Lack of assistive technologies.

- **Action:**
 - Provide assistive technologies, such as screen readers, speech recognition software, and other necessary tools.
 - Offer technical support and training to employees using these technologies.
 - **Timeline – 6 – 12 Months**
 - **Role Responsible – IT Manager**

Communication, other than ICT

Barrier: Inaccessible training materials and lack of alternative formats.

- **Action:**
 - Provide training materials in various accessible formats
 - Use accessible multimedia presentations and ensure that training sessions are inclusive.
 - Offer one-on-one training sessions if needed to accommodate individual learning needs.
 - **Timeline – 6-18 months**
 - **Role Responsible – HR Manager**

Barrier: Ineffective internal communication methods.

- **Action:**
 - Ensure all internal communication platforms are accessible.
 - Provide clear and consistent communication about accessibility policies and available resources.
 - Foster an open-door policy where employees feel comfortable discussing their needs and concerns.
 - **Timeline – Complete**
 - **Role Responsible – HR Manager**

The Procurement of goods, services and facilities

Barrier: No Barriers Identified

- **Action:**
 - Monitor and revise as needed
 - **Role Responsible – Upper Management**

The Design and Delivery of programs and services

Barrier: No Barriers Identified

- **Action:**
 - Monitor and revise as needed

Transportation

Barrier: No Barriers Identified

- **Action:**
 - Monitor and revise as needed
 - **Role Responsible – Upper Management**

Consultations

1. Introduction

In preparing our accessibility plan, Frontier Distribution is committed to ensuring meaningful consultation with persons with disabilities. This plan outlines the methods used to consult individuals, experts, and organizations, ensuring that their feedback and perspectives are integrated into our accessibility strategy while respecting their privacy.

2. Consultation Methods

a. Surveys

- **Description:**
 - Distributed online and in paper format to ensure accessibility.
 - Included questions about current barriers, suggestions for improvements, and general feedback on workplace accessibility.
- **Whom We Consulted:**
 - All employees, including those with disabilities.
 - Clients and stakeholders with disabilities.
- **Privacy Considerations:**
 - Responses were anonymized.
 - Survey results were stored securely, with access limited to the accessibility planning team.

b. Feedback Mechanisms

- **Description:**
 - Provided multiple channels for ongoing feedback, including email, suggestion boxes
- **Whom We Consulted:**
 - Open to all employees, clients, and stakeholders.
 - Anonymous submissions allowed.

- **Privacy Considerations:**
 - Anonymous feedback was encouraged to ensure privacy.
 - Feedback was reviewed by the accessibility coordinator to maintain confidentiality.

3. Consultation Participants

a. Individuals

- Employees with disabilities.
- Clients and stakeholders with disabilities.

b. Experts

- Accessibility consultants.
- Advocates from disability organizations.

c. Organizations

- Local and national disability advocacy groups.
- Professional associations focused on accessibility and inclusion.

4. Comments and Data Received

While maintaining participants' privacy, the feedback received included:

- **Physical Barriers:** Issues with office layout, lack of accessible restrooms, and parking difficulties.
- **Technological Barriers:** Difficulty accessing internal software and communication tools.
- **Attitudinal Barriers:** Instances of unintentional bias and lack of awareness about disability inclusion.
- **Organizational Barriers:** Need for more flexible work arrangements and better accommodation processes.
- **Communication Barriers:** Inaccessible training materials and ineffective internal communication methods.