

**Multi Year Accessibility Plan: 2023 to 2028**

Accessibility Requirement	Status	Compliance Deadline	Responsibility
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**Customer Service**

Accessible Customer Service Policy:

1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.
2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of Probus Logistics Inc. who may provide assistance to the public. Provide training to all new staff.
3. Develop and make public a process for receiving and responding to feedback from customers with disabilities.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan:

1. Probus Logistics Inc. has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the HR Department.
2. Online training as well as a refresher course have been sourced and delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training\* within their first week of employment with the company. Certification and record of all completed training are retained by the company's online training portal.
3. Probus Logistics Inc. has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process includes multiple means for receiving feedback, including by phone, TTY, in-person, by email, and by written correspondence. Client-facing employees have been informed of and trained on the company's feedback process.

*\* Alternative formats of the AODA Customer Service Training are also available upon request, including in-person presentations.*

**Part I: General Requirements**

Accessibility Policies :

1. Create and make public a statement of commitment.
2. Develop and implement company- specific accessibility policies.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

1. Probus Logistics Inc. has created and made public a statement of commitment. The statement of commitment is located on the company's website and in the reception area of our office.
  2. Probus Logistics Inc.'s policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. Legislatively required policies have been created, are reviewed annually, and provided to all new hires upon hire.
  3. Additional policies and documents have been created to support internal processes, including:
    - Accommodation Policy,
    - Accessible Plan for Probus Logistics and Multi Year Accessibility Plan
    - Accessible Customer Service Policy (AODA) Ontario
    - Accessible Employment Policy (AODA) Ontario
    - Accessible Information and Communications Policy (AODA) Ontario
    - Return to Work Policy,
    - Individual Accommodation Plan (contains Workplace Emergency Response Information Plan, if required).
- \* Alternative formats of all policies will be made available upon request.*

Multi-year Accessibility Plan :

<ol style="list-style-type: none"> <li>1. Create and make public a multi-year accessibility plan.</li> <li>2. Provide the plan in accessible formats upon request.</li> <li>3. Review the plan every five years.</li> </ol>	Completed   Ongoing	31-Dec-23	Human Resources
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Probus Logistics Inc. Action Plan :

1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by the requirements. The Accessibility Plan has been created to include training, procedures, and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public.
2. Requests for accessible formats of this document will be forwarded to the HR department, who will work with the individual to determine the most suitable format.
3. This plan will be amended as required and will be reviewed fully every five years.

Training :

Train all employees, including contract and temporary contingent workers on applicable IASR requirements and the organization's responsibilities under the Ontario <i>Human Rights Code (as it pertains to persons with disabilities)</i> .	Completed   Ongoing	31-Dec-23	Human Resources
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Probus Logistics Inc. Action Plan :

1. Annual Training\* for all employees is delivered via two online training modules covering all applicable content as required under the IASR:
    - AODA Customer Service Standards Training; and
    - Understanding Human Rights Training (AODA edition).
  2. All new employees (including contract and temporary contingent worker positions) must complete the above training as part of their orientation with the company.
  3. The HR team is responsible for assigning online training and tracking completion for all new and existing employees.
  4. Certification and record of completed training is retained via the company's online training portal.
- \*Training will also be made available via alternative formats, including in-person presentation, as requested.

**Part II: Information and Communication Standards**

Accessible Websites and Web Content:

Ensure website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.

Completed  
| Ongoing

31-Dec-23

VP IT

Probus Logistics Inc. Action Plan:

1. To date, Probus Logistics Inc.'s public website and its content meet all requirements under the WCAG 2.0 level A.
2. Probus Logistics Inc.'s IT department is fully aware of WCAG requirements and will ensure all new content and any substantial refreshes to the site conform to established guidelines.

Feedback :

Upon request, be able to receive and respond to feedback from clients, individuals inquiring about Probus Logistics Inc., our employees, and members of the public who have a disability.

Completed  
| Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

1. A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently Probus Logistics Inc. can facilitate requests via the phone, TTY, email, and mail (enlarged text available).
2. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests.

Accessible Formats and Communication Supports :

1. Upon request, the organization will provide accessible formats and communication supports to individuals with disabilities.
2. Notify the public of the availability of accessible formats and communication supports.
3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.

Completed  
| Ongoing  
as  
Requested

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

1. Clients and the public may submit a complaint or inquiry through the company feedback process.
2. Probus Logistics Inc. will have employees forward requests to the HR department, who will arrange for a suitable and alternative format or communication for support.
3. Make public Probus Logistics Inc. ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.

Exempt Information:

The information and Communication Standards do not apply to

- a) products and labels;
- b) unconvertible information or communications; and
- c) information that Probus Logistics Inc. does not control directly or indirectly through contractual relationships.

**Part III: Employment Standards**

Workplace Emergency Response Information :

1. Create and implement individualized plans to assist employees with disabilities during an emergency.
2. Obtain consent from employees with individualized plans to disclose emergency response or evacuation plans to the person(s) responsible for assisting the employee in situations where the plan requires to assistance of a colleague(s).
3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents and direction as soon as practicable following the receipt of the request or becoming aware of the need for an individualized plan.
4. Review the individualized plan and information:
  - When the employee moves to a different location in the office.
  - When the employee's overall accommodation needs and plan are reviewed; and
  - When the company reviews its general emergency response policies.

Completed  
| Ongoing  
(based on  
employee  
needs)

31-Dec-24

Health and  
Safety Lead &  
Human  
Resources

Probus Logistics Inc. Action Plan :

1. Upon disclosure of a disability, the organization will collaborate with the employee to develop an individual emergency plan if required. Additionally, this is reiterated in first-day onboarding, and again through online training.
2. The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipts of the request or becoming aware of the need for an individualized plan.
3. The process and policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.
4. Individualized emergency plans include the requirement that the plan be reviewed:
  - If the employee moves to another location within the office that would affect that person's ability to respond to the emergency evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);
  - On an annual basis to include the nature and severity of the disability as well as its classification of permanent or temporary.
  - A review of the plan will also be initiated if requested by the employee; and
  - When the company amends its emergency response or evacuation procedures.

Documented Individual Accommodation Plans :

1. Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

1. Probus Logistics Inc. has developed and implemented a written policy for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan includes the following elements:

- How an employee requesting accommodation can participate in the development of the accommodation plan:
- How the employee is assessed on an individual basis.
- How Probus Logistics Inc. can request the participation of a representative from the company in the development of the accommodation plan.
- The steps that will be taken to protect the privacy of the employee's personal information:
- How often the individual accommodation plan will be reviewed and updated and how it will be done.
- An outline of how the reasons for denial of an accommodation plan will be communicated to the requesting employee:
- Accommodation plan documents will be made available in accessible formats as requested.
- The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed if such supports are required by the employee.
- The accommodation plan will also include an emergency response and evacuations plan if required by the employee.
- The accommodation plan will include a section outlining additional accommodations that are required.

Recruitment, Assessment, and Selection :

1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.
2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and processes used by Probus Logistics Inc.
3. If a job applicant requests accommodation, consult with the individual and make adjustments to best suit their needs.
4. Notify successful applicants of the company's policies for accommodating employees with disabilities.

Completed  
|Ongoing

31-Dec-23

Human  
Resources &  
Department  
Managers

Probus Logistics Inc. Action Plan :

1. Probus Logistics Inc. has an accessibility statement posted on our online careers page notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. As not all applicants apply through our careers page, this statement is also included on job postings to ensure that it is properly communicated to all potential applicants.
2. Successful applicants will be informed of the availability of accommodations relating to Probus Logistics Inc. selection and assessment processes upon initial contact from the hiring manager or recruiter:
  - All assessment methods used by the company will be reviewed and alternates developed to facilitate accessibility requests;
  - Any accommodation request pertaining to the company's selection or assessment methods that cannot be met with current alternate formats will be forwarded to the HR team, who will work with the individual to develop an acceptable alternative.
3. Internal accessibility policies will be provided to all new hires as part of thier orientation package. Alternative formats of the policy will be made available upon request.

Accessible Formats and Communication Supports for Employees :

1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:
  - Information that is needed in order to perform the employee's job; and
  - Information that is generally available to employees in the workplace.
2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format or communication support.

Completed  
|Ongoing

31-Dec-23

Human  
Resources and  
Department  
Managers

Probus Logistics Inc. Action Plan :

1. The availability of accessible formats and communication supports has been communicated to all employees upon hire. Employees requiring accessbile formats or communications supports are requested to notify the HR department so that alternative arrangements may be made.
2. Upon receiving a request, HR will work with the employee and any individuals responsible for providing the information (for example, the employee's manager, supervisor, or team lead) to deliver a suitable accessible format or communication support. Before involving the emplooyee's supervisor, manager, or team lead, consent will be obtained from the employee.

Information for Employees :

1. Communicate the company's policy on accommodating employees with disabilities to all staff members.
2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

1. Probus Logistics Inc's Accomodation Policy was developed and has been made available to employees electronically and on the company's health and safety bulletin boards.
2. All new hires are provided with the relevant company policies as part of thier new hire onboarding process. Policies address how Probus Logistics Inc. will support employees with disabilities, including emergency planning and responses, accessbile formats and communication supports, as well as accessible performance management, career development, and job change processes.
3. Ensure that all employees are informed of changes to the relevant policies as they occur. Changes will be communicated via our online platform.

Process to Accommodate Employees and Return-to-Work

Process :

Create a process to develop accommodation plans and return-to-work plans for employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

1. Use updated forms to ensure all accommodation and return-to-work plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with return-to-work processes.
2. Forms and associated process documentation will be reviewed and updated as required.

Accessible Performance Management, Career Development, and Job Changes :

Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

Continually evaluate Probus Logistics Inc's performance mangement and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible.

Redeployment :

Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.

Completed  
|Ongoing

31-Dec-23

Human  
Resources

Probus Logistics Inc. Action Plan :

As part of the redeployment process, Probus Logistics Inc. will incorporate the accessibility needs of and accommodation plans of any employee who is being redeployed to an alternate position or department. The HR department will oversee the redeployment process; however, new or amended reporting hierarchies will be reviewed to determine who is involved with and informed of any accessibility plans and requirements.



<i>Review and Update :</i> This document must be reviewed and updated by December 31, 2028.	Ongoing	31-Dec-28	Human Resources
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