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TOC Logistics Inc. MULTI-YEAR ACCESSIBILITY PLAN

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Introduction/Statement of Commitment

TOC Logistics Inc. Multi-Year Accessibility Plan has been developed to meet the requirements of the Ontario *Accessibility for Ontarians with Disabilities Act, 2005*, as amended ("AODA"). The integrated Accessibility Standards Regulation ("IASR") under AODA addresses how the Ontario Businesses will achieve accessibility by establishing and implementing a multi-year accessibility plan to make Ontario accessible by 2025.

TOC Logistics Inc. Multi-Year Accessibility Plan outlines the strategies to meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 by removing and preventing barriers to accessibility and improving opportunities. Along with this Plan, TOC Logistics Inc. has implemented an Accessibility Policy to ensure that Ontario customers and employees with disabilities are treated in a way that allows them to maintain their dignity and independence.

TOC Logistics Inc. is committed to ensuring equal participation for people with disabilities. We believe in integration, and we are committed to meeting the needs of people with disabilities in

a timely manner. TOC Logistics Inc. will continue to provide equal access to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

For purpose of this Plan, “disability” is defined as follows:

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

Integrated Accessibility Standards Regulations: IASR

1. Training

TOC Logistics Inc. provides training on Ontario's accessibility laws and on the Ontario *Human Rights Code*, as amended ("Code") as it relates to people with disabilities. Training is provided as appropriate for the duties of employees and others who represent the organization. Training includes, but is not limited to, the AODA and the Code (as it pertains to persons with disabilities), accessible customer service, and any accessibility requirements that apply to an employee's job duties and the organization.

In accordance with the IASR, TOC Logistics Inc. has provided the following training to every person as soon as practicable after being hired:

- (a) on the requirements of the IAS Regulation and the *Human Rights Code* as it relates to persons with disabilities,
- (b) provided as soon as practicable, on an ongoing basis and as necessary to comply with all statutory requirements.

TOC Logistics Inc. has developed an appropriate training matrix on the requirements of IASR and on the Ontario Human Rights Code.

TOC Logistics Inc. maintains a record of the training provided including the certificates of completion and the dates on which the training was provided.

TOC Logistics Inc. will provide accessible training to all employees and volunteers, any person involved in developing our policies and any person who provides goods, services or facilities to customers on the Business's behalf.

2. Information and Communication Standards

TOC Logistics Inc. is committed to making our information and communications accessible to people with disabilities.

TOC Logistics Inc. communicates with people with disabilities in ways that take into account their disability. TOC Logistics Inc. ensures to:

- work with the person with disabilities to determine what method of communication works for them,
- consult with the person making the request in determining the suitability of an accessible format or communication support.

Upon request, and in accordance with the compliance schedule set out in the IASR, TOC Logistics Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner.

TOC Logistics Inc. will consult with the person making the request to determine the suitability of an accessible format or communication support and notify the public about the availability of these formats and supports. The cost to provide this service will not be incurred by the person needing accommodation.

a) Feedback, Accessible Formats and Communication Support

TOC Logistics Inc. ensures its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

TOC Logistics Inc. takes all appropriate steps to address any issues raised. All feedback received will be reviewed within a reasonable period. All complaints will be processed in accordance with the Business's complaints process.

In accordance with the requirements of the IASR, TOC Logistics Inc. ensures that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

TOC Logistics Inc. will notify the public of the availability of accessible formats and communication supports including by posting this information online.

Customers who wish to provide feedback on the way TOC Logistics Inc. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

In-person at: 2190 Teston Road, Unit A Maple, ON L6A 4A7

By telephone: 905.760.8621

By email to: hello@toclogistics.ca

By mail to: 10911 Keele Street, Unit 1 Maple, ON L6A 5A6

TOC Logistics Inc. is committed to provide this document in an accessible format or with communication support, on request by:

- consulting with the person making the request to determine the suitability of the format or communication support,
- providing the accessible format in a timely manner and, at no additional cost.

b) Accessible Websites and Web Content

TOC Logistics Inc. is committed to the adoption of standards in Internet technology to ensure the public website is moving to more flexible Internet rich media on the website, where applicable. The complex and dynamic nature of our experiences necessitates a continuous focus on accessibility improvement, and we are committed to ensuring our technologies effectively support all assistive technologies and the unique ways that customers with disabilities engage with our services.

TOC Logistics Inc. has the following public websites/platforms:

www.toclogistics.ca

<https://ca.linkedin.com/company/toc-logistics-inc>

<https://www.instagram.com/toclogistics/>

TOC Logistics Inc. is actively working on incorporating accessibility features to further enhance customer experience.

TOC Logistics Inc. is working on a plan to address website improvements in 2024 to ensure is fully accessible to all users in accordance with AODA regulations.

c) Emergency Information

TOC Logistics Inc. provides employees with emergency information in an accessible way upon request. Where TOC Logistics Inc. prepares emergency procedures, plans or public safety information and makes such information available to the public, it provides the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

3. Employment Standards

TOC Logistics Inc. is committed to fair and accessible employment practices. TOC Logistics Inc. accommodates individuals with disabilities during the recruitment, assessment, and hiring processes throughout all stages of the employment cycle, and during employment.

a) Recruitment

When posting an open position, information about the availability of accommodation is included in the posting. TOC Logistics Inc. notifies all internal and external job applicants when they are contacted for an interview about the availability of accommodation during the recruitment process.

TOC Logistics Inc. is compliant with the following requirements:

- Specifying accommodations for applicants (including existing employees) with disabilities are available in TOC Logistics Inc. recruitment processes, (job postings, websites)
- Notifying applicants when they are individually selected to participate in an assessment or selection process that accommodations, including Accessible Formats and Communication Supports, are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, TOC Logistics Inc. will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to a disability,
- Making offers of employment by notifying successful applicants of its policies for accommodating employees with disabilities. TOC Logistics Inc. notifies successful applicants of policies for accommodating employees with disabilities. We inform employees of our policies for supporting individuals with disabilities. Upon request, TOC Logistics Inc. consults with employees to determine which accessible formats or communication supports they require to perform their job,
- TOC Logistics Inc. informs its employees of its policies relating to accessibility for employees with disabilities, including during orientation and onboarding,
- TOC Logistics Inc. is committed to accommodating people with disabilities. Employees may be required to support their request with medical documentation. In Ontario, the Company will develop written individual accommodation plans for employees with disabilities,
- Reviewing and modifying existing recruitment policies and processes.

b) Accessible Formats & Communication Supports for Employees

TOC Logistics Inc. informs all employees of its policies which support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability. Where an employee with a disability requests it, TOC Logistics Inc. will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is (a) needed in order to perform the employee's job and (b) generally available to employees in the workplace.

c) Performance Management, Career Development and Advancement, Redeployment

TOC Logistics Inc. has incorporated accessibility requirements under IASR to ensure the accessibility needs of employees.

TOC Logistics Inc. has accessed, modified and reviewed procedures taking into account employee's accessibility needs, as well as individual accommodation plans when:

- Providing career development opportunities,
- Providing redeployment,
- Conducting performance appraisals.

We create an accommodation plan for each employee who has made TOC Logistics Inc. aware of an accommodation need, and the employee is included in the development of that plan.

Accommodation plans include a return-to-work process plan (where required). Accommodation plans will be reviewed periodically, including when there is a change in the employee's disability, accommodation needs, or job, and TOC Logistics Inc. considers the accessibility needs of employees when managing performance (i.e., assessing and working to improve employee performance, productivity, and effectiveness with the goal of facilitating employee success). We consider what accommodations employees with disabilities may need to succeed elsewhere in the business or to take on new responsibilities within their current position. If an individual has an injury that is covered by the return-to-work provisions of the Ontario *Workplace Safety and Insurance Act, 1997*, as amended, that Act's return to work process applies.

d) Workplace Emergency Response Information

TOC Logistics Inc. provides individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary, and TOC Logistics Inc. is aware of the need for accommodation. TOC Logistics Inc. provides this information as soon as practicable after becoming aware of the need for accommodation.

TOC Logistics Inc. has implemented the following measures:

- TOC Logistics Inc. provides individualized workplace emergency response information to employees who have a disability,
- TOC Logistics Inc. provides individualized workplace emergency response information as soon as practicable after becoming aware of the need for accommodation,
- TOC Logistics Inc. provides assistance to disabled employees, with the disabled employee's prior consent, to help them evacuate the workplace in case of emergency,
- TOC Logistics Inc. reviews the individualized workplace emergency response information in the following circumstances: when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when it reviews its general emergency response policies.

4. Accessibility Standards for Facilities

TOC Logistics Inc. is committed to complying with accessibility standards for our facilities to ensure they are free from barriers and accessible to all persons we serve.

For all public spaces TOC Logistics Inc. has entered into a contract, TOC Logistics Inc. will comply with applicable standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the IASR.

5. Customer Service

TOC Logistics Inc. is committed to excellence in serving all customers, including people with disabilities. TOC Logistics Inc. accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

TOC Logistics Inc. will continue to remove and prevent barriers to accessibility and carry out its services in a manner which delivers an accessible customer service experience under AODA. TOC Logistics Inc. has implemented and is continuing to implement the following accessibility initiatives:

a) Assistive Devices

TOC Logistics Inc. ensures people with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

TOC Logistics Inc. will ensure that TOC Logistics staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

b) Communication

TOC Logistics Inc. will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

c) Service Animals

TOC Logistics Inc. welcomes people with disabilities and their service animals. Service animals are allowed on the part of our premises which is open to the public. When it is not easily identified whether an animal is a service animal, TOC Logistics Inc. may ask the person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, TOC Logistics Inc. will ensure the customer with disabilities can access our goods, services or facilities by explaining why the animal is excluded and discussing with the customer another way of providing goods, services or facilities.

d) Support Persons

TOC Logistics Inc. ensures a support person is allowed to accompany a disabled person on its premises.

In certain cases, TOC Logistics Inc. might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, TOC Logistics Inc. ensures to notify employees and customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

TOC Logistics Inc. facilities include:

- 10911 Keele Street, Unit 1 Maple, ON L6A 5A6
- 2190 Teston Road, Unit A Maple, ON L6A 4A7
- 12880 Coleraine Drive, Caledon, ON L7E 3B1
- 161 Snidercroft Road, Concord, ON L4K 2J8

The notice will be made publicly available as follows:

- Posts/external notices on the buildings/website
- Via emails to existing customers

TOC Logistics Inc. Multi-Year Accessibility Plan will be reviewed and updated to address the current and future requirements of AODA at least every five years. The Plan is posted on our website and is provided in an accessible format or with communication support, on request. TOC Logistics Inc. will consult with the person making the request to determine the suitability of the format or communication support. TOC Logistics Inc provides the accessible format at no additional cost.

TOC Logistics Inc. Multi-Year Accessibility Plan affirms commitment to meeting the accessibility needs of persons with disabilities in a timely manner and in a way that respects their dignity, independence, and rights of equal opportunity and access.

REFERENCES

- *Accessibility for Ontarians with Disabilities Act, 2005*
- Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (Integrated Accessibility Standards)

For more information on TOC Logistics Inc. Multi-Year Accessibility Plan, please contact:

Irine Oganezova, HR Generalist

Email Address: irine.oganezova@toclogistics.ca

Telephone Number: 905.760. 8621 ext. 232

TOC Logistics Inc. Multi-Year Accessibility Plan is publicly posted at *Website and/or Social Media Addresses*

Standard and accessible formats of this document are free on request from

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