

# Accessibility Plan for Maritime-Ontario Freight Lines Ltd.

## 1. Statement of Commitment

Maritime-Ontario Freight Lines Ltd., is committed to creating an inclusive environment where all individuals, including persons with disabilities, have equitable opportunities. We are dedicated to identifying, removing, and preventing barriers to accessibility in accordance with the *Accessible Canada Act* and its regulations. This Accessibility Plan outlines our approach and actions to achieve a fully accessible and inclusive workplace and service delivery.

## 2. General Information

- **Company Name:** Maritime-Ontario Freight Lines Ltd.
- **Sector:** Federally Regulated Trucking & Rail Sectors
- **Date of Plan:** May 1, 2025
- **Reporting Period:** 2025-2028
- **Responsible Department:** Accessibility Committee

Email: [Accessibility@m-o.com](mailto:Accessibility@m-o.com)

Phone: 905 792-6100

Mailing Address: 1 Maritime Ontario Blvd., Brampton, Ontario, L6S 6G4

## 3. Areas of Focus and Actions

### 3.1. Employment

**Objective:** To ensure an accessible and inclusive employment experience for all employees and job applicants with disabilities.

**Current State:**

- We currently offer accommodations on request

**Actions Being Taken:**

- **Recruitment & Hiring:**
  - Reviewing and updating job descriptions as required to ensure inclusive language and highlight accessibility accommodations.
  - Ensure all recruitment platforms and application processes are accessible.
  - Train hiring managers and HR staff on inclusive hiring practices and unconscious bias.
- **Workplace Accommodation:**
  - Establish a clear, efficient, and confidential process for requesting and implementing workplace accommodations.
  - Provide awareness training to managers & their role in supporting accommodations.
  - Annually review accommodation policies and practices to ensure effectiveness.

- **Employee Development & Retention:**

- Ensure all training programs, professional development opportunities, and performance management processes are accessible.
- Implement mentorship &/or sponsorship programs for employees with disabilities.
- Promote a culture of inclusion and support for employees with disabilities.

**Timeline:** Ongoing

**Responsible Party:** HR Department, Accessibility Committee

**Metrics/Indicators:** Number of accommodations requested/implemented  
Employee satisfaction surveys  
Retention rates of employees with disabilities

### 3.2. The Built Environment

**Objective:** To ensure that our physical spaces are accessible and barrier-free for employees, clients, and visitors.

**Current State:**

- Our main office building has ramp access and there is an elevator in the building. There are accessible washrooms available on all floors.

**Actions:**

- **Physical Accessibility Audits:**

- Conduct comprehensive accessibility audits of all company premises (offices, common areas, meeting rooms, washrooms, parking, etc.) to identify barriers.
- Prioritize removal of identified barriers based on impact and feasibility.

- **New Construction & Renovations:**

- Integrate accessibility standards (e.g., universal design principles, relevant building codes) into all new construction and major renovation projects from the outset.

- **Wayfinding & Signage:**

- Improve accessible wayfinding and signage with clear visual cues as required

**Timeline:** Ongoing for any new renovation or new build projects

**Responsible Party:** Terminal Management, Health & Safety department & Accessibility Committee

**Metrics/Indicators:** Compliance with accessibility standards

### 3.3. Information and Communication Technologies (ICT)

**Objective:** To ensure that all our digital platforms, software, and hardware are accessible to persons with disabilities.

**Current State:**

- Our public website aims for WCAG 2.1 compliance, but some internal tools are older and less accessible.

**Actions:**

- **Website & Digital Platforms:**
  - Ensure all public-facing and internal websites, intranets, and digital applications comply with WCAG 2.1 AA standards (or higher, as applicable).
  - Conduct regular accessibility testing (automated and manual, including user testing with persons with disabilities).
- **Software & Hardware:**
  - Prioritize the procurement of accessible software and hardware as needed.
  - Provide employees with accessible tools and assistive technologies as needed.
- **Training:**
  - Provide awareness training to all IT staff, content creators, and developers on accessible design principles and best practices for digital content.

**Timeline:** Ongoing

**Responsible Party:** IT Department, H.R. and Accessibility Committee

**Metrics/Indicators:** WCAG compliance scores, User feedback

### 3.4. Communication (Other than Information and Communication Technology)

**Objective:** To ensure that all forms of communication are accessible and understandable.

**Current State:**

- We provide large print documents on request.

**Actions / Objectives:**

- **Alternative Formats:**
  - Offer information in various accessible formats upon request (e.g., large print, audio, sign language interpretation).
  - Develop clear guidelines and processes for providing information in alternative formats.
- **Training:**
  - Train employees on accessible communication practices, including clear language, active listening, and interacting respectfully with persons with disabilities.

- **Events & Meetings:**

- Ensure all company events, meetings, and presentations are accessible (e.g., accessible venues, captioning, sign language interpreters, accessible materials).

**Timeline:** Ongoing

**Responsible Party:** Communications Department, All Departments

**Metrics/Indicators:** Number of requests for alternative formats,  
Employee training completion rates

### 3.5. The Procurement of Goods, Services, and Facilities

**Objective:** To integrate accessibility considerations into our procurement processes.

**Current State:**

- N/A

**Actions:**

- **Accessibility Criteria:**

- Incorporate accessibility requirements and criteria into Requests for Proposals (RFPs), contracts, and vendor selection processes.
- Prioritize suppliers who demonstrate a commitment to accessibility.

- **Vendor Engagement:**

- Engage with vendors to understand their accessibility practices and encourage continuous improvement.

**Timeline:** Ongoing

**Responsible Party:** Procurement Department

**Metrics/Indicators:** Number of contracts with accessibility clauses,  
Vendor accessibility assessments

### 3.6. The Design and Delivery of Programs and Services

**Objective:** To ensure that all programs and services offered by Maritime-Ontario Freight Lines Ltd. are accessible to all clients and stakeholders.

**Current State:**

- We do not currently have a standard approach for ensuring all programs & services offered, have considered accessibility.

**Actions / Objective:**

- consult with persons with disabilities by creating a forum to review and provide feedback on all programs, processes, policies to support the development of future programs and services.

- **Service Design:**
  - Apply universal design principles to the development and delivery of all new and existing programs and services.
  - Conduct accessibility reviews of current services to identify and address barriers.
- **Customer Service:**
  - Provide ongoing training to customer-facing staff on accessible customer service, including interacting with persons with various disabilities and using assistive devices.
  - Establish clear processes for receiving and responding to accessibility-related inquiries and complaints.

**Timeline:** Ongoing

**Responsible Party:** Operations Department, Customer Service Department, Accessibility Committee

**Metrics/Indicators:** Customer feedback on accessibility, Number of accessibility-related complaints/resolutions

### 3.7. Transportation (If applicable)

**Objective:** To ensure accessible transportation services if your company operates or provides them.

**Current State:**

- N/A

**Actions:**

- N/A

## 4. Consultation

Maritime-Ontario Freight Lines Ltd. is committed to consulting with persons with disabilities in the development and implementation of this Accessibility Plan.

**Actions / Objectives:**

- Establish an internal Accessibility Advisory Committee with representation from employees with disabilities.
- Engage with external disability organizations and experts to gather diverse perspectives and feedback.
- Conduct surveys or focus groups to solicit input from employees and clients with disabilities.

**Timeline:** Ongoing, By Q4 2025 (committee established)

**Responsible Party:** Human Resources & Safety Department, Accessibility committee

## 5. Feedback Process

We welcome feedback on this Accessibility Plan and on the accessibility of Maritime-Ontario Freight Lines Ltd.'s services and operations.

### How to Provide Feedback:

- **Email:** [accessibility@m-o.com](mailto:accessibility@m-o.com)
- **Phone:** 905 792-6100
- **Mail:** 1 Maritime Ontario Blvd., Brampton, Ontario, L6S 6G4
- **Online Form:** N/A

### Commitment to Responding:

- All feedback will be acknowledged in the same format in which it was received, unless otherwise requested.
- Feedback will be reviewed by the Human Resources, and Accessibility Committee members and used to inform future updates to this plan and our accessibility initiatives.

Timeline: Ongoing

Responsible Party: H.R., Accessibility Committee

## 6. Reporting and Review

This Accessibility Plan will be updated and published every three years, or more frequently if significant changes occur. Progress on the actions outlined in this plan will be reported annually.

### Actions / Objectives:

- Publish annual progress reports on our website.
- Review and update the Accessibility Plan every three years, incorporating feedback received and new best practices.

Timeline: Annual reporting by Calendar Year Q1, Plan update by Q1 2028

Responsible Party: Communications / Digital Strategy department

## 7. Contact Information

For any questions regarding this Accessibility Plan or to request information in an alternative format, please contact:

Department: Accessibility Committee Members

Email: [Accessibility@m-o.com](mailto:Accessibility@m-o.com)

Phone: 905 792-6100

Mailing Address: 1 Maritime Ontario Blvd., Brampton, Ontario, L6S 4G6