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# Accessibility Plan

Version 1 2023

This publication is available for download at <https://www.scotlynn.com/>

Upon request this document may be made available in multiple formats (large print, Braille, and audio, by contacting the toll-free phone number 1 (800) 263-9117.

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# Overview

## About Scotlynn

As North America's leading transportation provider, our roots in delivering fresh produce drive our commitment to time sensitivity and reliability. For more information, visit [www.Scotlynn.com](http://www.Scotlynn.com).

### Disclaimer

The information contained within does not constitute legal advice. Scotlynn Group, inclusive of its divisions, and all content contributors, bear no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the recommendations contained in this document.

## Introduction

The Accessible Canada Act is a federal law that was created to find, eliminate and prevent barriers that people with disabilities face daily. Adopted in 2019, the Act's primary goal is to create a Canada that is free of barriers by 2040. To accomplish this, the Act requires that federally regulated private employers to prepare and publish an Accessibility.

### Addressing Ares Identified in the Accessible Canada Act:

- Employment
- Built Environment
- Information and Communication Technologies (ICT)
- Communication Other Than ICT
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services
- Transportation

# General

## Accessibility Statement

Scotlynn's goal is to strive to be the best in everything we do. We believe that there is always an opportunity to learn and grow. We recognize that creating a barrier-free environment takes time and will be considered as a continuous improvement goal. We



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are committed to making our workplace inclusive and accessible, working with our stakeholders to identify and remove barriers. Our efforts start with recognizing and understanding the importance of identifying gaps in accessibility.

## Alternate Formats

Upon request this document may be made available in multiple formats (large print, Braille, and audio, by contacting the toll-free phone number 1 (800) 263-9117 or via our other contact methods shown below.

We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

## Feedback

The relations we build with our stakeholders are invaluable to us and our operations. Stakeholder engagement and feedback is important to us as it helps us break down accessibility barriers and build on our commitment. Inquires and feedback on our Accessibility Plan is accepted by contacting our **Human Resources Manager** using the information below.

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<b>Telephone</b>	Toll Free: 1 (800) 263-9117 Local: (519) 900-2221
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<b>Website</b>	<a href="http://www.scotlynn.com">www.scotlynn.com</a>

## Reporting on our Plan

As required by the Accessible Canada Act, we will publish a status report every year that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years. Progress Reports and updates to our Accessibility Plan will be shaped by consultation with persons with disabilities.

The Accessible Canada Act includes seven principles:



- Everyone must be treated with dignity.
- Everyone must have the same opportunity to make for themselves the life they are able and wish to have.
- Everyone must be able to participate fully and equally in society.
- Everyone must have meaningful options and be free to make their own choices, with support if they desire.
- Laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- Accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

## Definitions

### Accessibility

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

### Barrier

The Accessible Canada Act defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

### Disability

The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation— whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”



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## Consultations

Scotlynn is committed to improving our accessibility to our stakeholders. In compliance with the Accessible Canada Act with developing our Accessibility Plan, we consulted and utilized the data and resources provided by industry organizations, local municipalities, and forums for persons with disabilities. These organizations include:

- TruckingHR
- Norfolk County
- County of Brant
- Communication Disabilities Access Canada
- Accessibility Standards Canada

## Addressing Areas Identified in the *Accessible Canada Act*

### Employment

The "employment" area ensures that candidates and employees with disabilities and those who experience barriers are supported throughout the entire employment lifecycle.

#### Barriers

There is a need to further our understanding and knowledge of the various disabilities that people face through the starting with the recruitment and onboarding process and continuing to employment.

Scotlynn can expand its talent attraction with better communication of our inclusive hiring practices. It's important to communicate effectively that Scotlynn is an equal opportunity employer to ensure we are attracting persons with disabilities in our recruitment efforts as part of an inclusive workplace.

Scotlynn is committed to ensuring the health and wellbeing of our employees. There is a need to further educate employees on the health and mental health services available to them. As well as ensuring these supports are made inclusive and accessible by design.

#### Actions



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Provide tools for our teams to enhance their knowledge to ensure an organization wide understanding of disabilities and the impact on day-to-day work. Bringing awareness to our responsibilities of accommodation and supporting employees in the workplace.

We ensure that all our job postings indicate Scotlynn is an equal opportunity employer and encourage job seekers to inform us if they require accommodation so we can ensure we are able to provide an accessible experience.

In 2024, we will implement training for hiring managers and the recruitment teams on our responsibilities of being an inclusive workplace and the process of providing accommodations.

Ensure all employees are provided resources to access health and mental health support. Continue providing support and training to managers to help them talk about and support the mental wellbeing of their direct reports. By reducing the stigma around common mental health concerns like depression and anxiety, we foster a more inclusive workplace.

Our objective is to instill the mindset of providing a barrier-free application and hiring process with our recruitment efforts.

## **Built Environment**

The "built environment" area ensures that workspaces and the work environment are accessible for all.

### **Barriers**

Navigating all entrances and work areas may be difficult for persons with disabilities due to sometimes limited space for mobility and limited tactile or audio or directional cues. An audit of the workspace is required to identify potential barriers and carry out relevant actions based on audit recommendations.

Emergency procedures are in further need of assessment to identify potential barriers for persons with disabilities.

### **Actions**

Schedule audits of office and workspaces. In review of audit recommendations, develop an action plan to address the recommendations including removal of physical barriers



by location to accommodate persons with disabilities. Develop a centralized location of information for the accessibility audits and action plan towards address recommendations.

Review emergency procedures to incorporate information about emergency procedures for persons with disabilities. Provide relevant training in this area to ensure that employees are aware of the emergency plans and who is responsible for assisting employees or visitors both inside our buildings and in the immediate surrounding area in case of an emergency.

## Information and Communication Technologies (ICT)

"Information and communication technologies" are various technological tools used to send, store, create, share, or exchange information.

### Barriers

Our team relies heavily on software and hardware technologies in their roles. There is a need to assess the accessibility of our implemented software and hardware.

Some aspects of our website are not yet fully accessible. Consultations have been made to address the issues.

### Actions

Develop an action plan to take an inventory of current IT systems to measure accessibility features. Identify training needs relating to accessibility features in IT software and hardware. Ensure employees have the proper tools and resources to perform their jobs successfully.

With review of the consultations completed on the accessibility of our website, ensure that necessary actions are taken to remedy the issues. Develop a process that considers accessibility at the forefront of making changes to website design.

## Communication Other Than ICT

Accessible Communication ensure that Scotlynn provides barrier free access for the public, clients, and employees to all communication that is produces.

### Barriers





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Some of our policies are not written in clear, straightforward plain language. Some documents are not yet provided in accessible formats. There is a need to increase awareness of accessibility for communication from and within Scotlynn.

Scotlynn does not have a defined process to ensure that we are able to meet the request to provide communication in alternate formats.

### **Actions**

Review current policies and update to meet the objective of clear and plain language. Create templates and standard resources that are commonly used for documents such as policies, instructions, and communications that meet accessibility standards.

Identify service providers that will be able to create alternate formats when needed. Catalogue and store documents and materials requested in alternative formats.

## **Procurement of Goods, Services and Facilities**

The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

### **Barriers**

Accessibility considerations are not fully embedded in Scotlynn’s procurement framework and tools.

### **Actions**

Implement a procurement policy to reinforce that accessibility must be considered when procuring goods and services.

Educate managers on accessibility standards and how they can ensure the procurement of goods and services considers a barrier-free environment.

## **Design and Delivery of Programs and Services**

Accessible design and delivery of programs and services considers the needs of all individuals and adapts accessibility and understanding.

### **Barriers**



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Scotlynn does not have a documented approach to setting accessibility standards for programs and processes. There is a need for more awareness of accessibility standards for service delivery with employees.

### **Actions**

Develop internal accessibility best practices and review the accessibility level at key points of interaction with the public to ensure standards are met. Implement accessibility awareness in communication to employees.

### **Transportation**

Scotlynn does not coordinate a transportation system, as defined in the Accessible Canada Act, therefore the standards for transportation are not in the scope of this plan. Scotlynn does, from time to time, provide accommodation to employees traveling for business and training purposes. We are committed to reviewing our policies and procedures related to travel and transportation, as needed to ensure they are barrier-free.