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# Accessibility Progress Report 2024

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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# Table of Contents

**General ..... 3**

- About Scotlynn ..... 3
- Introduction and Commitment ..... 3
- Our Progress Summary ..... 3
- Feedback and Alternative Formats ..... 3
- Alternate Formats ..... 4

**Areas of our Accessibility Plan ..... 4**

- Employment ..... 4
- Built Environment ..... 4
- Information and Communication Technologies (ICT) ..... 5
- Procurement of Goods, Services, and Facilities ..... 5
- Design and Delivery of Programs and Services ..... 5
- Transportation ..... 5

**Feedback and Consultation ..... 6**

- Employee Feedback ..... 6
- Public Feedback ..... 6
- Consultations ..... 6



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## General

### 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).

### Introduction and Commitment

Last year, Scotlynn published an Accessibility Plan. The plan was written as part of Scotlynn's commitment to the Accessible Canada Act is a federal law that was created to find, eliminate and prevent barriers that people with disabilities face daily. We are pleased to present our first Accessibility Plan Progress Report. We recognize that creating a barrier-free environment takes time and will be considered as a continuous improvement goal. Scotlynn remains committed to making our workplace inclusive and accessible.

### Our Progress Summary

Scotlynn is committed to creating an inclusive and accessible workplace. In 2024, we are implementing training for hiring managers on inclusivity and accommodations, enhancing awareness of our Employee and Family Assistance Program, and improving workplace accommodations. Our HR department has reviewed accessibility standards and scheduled audits to prioritize and budget for necessary improvements. We are also working with software partners to enhance accessibility features and have initiated a plan to improve our website's accessibility. Our procurement policy is under review, and we have drafted internal accessibility best practices, actively consulting with people with disabilities and industry organizations.

### Feedback and Alternative Formats

Stakeholder engagement and feedback is important to us as it helps us break down accessibility barriers and build on our commitment. Inquiries and feedback on our Accessibility Plan is accepted by contacting our Human Resources Manager using the information below.

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## 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.

## Areas of our Accessibility Plan

### Employment

Our action plan for 2024 is to implement training for hiring managers and recruitment teams on the responsibilities of being an inclusive workplace as well as information on providing accommodations to employees if necessary. Scotlynn is well on its way to completing this goal as we have provided our teams with important information for employee accommodations and are working to continuously improve our trainings. We have also implemented new procedures to improve our ability to provide workplace accommodations.

We have introduced more in-depth information regarding our EFAP offerings and how to access the service in our new hire orientation and have a common feature with important benefit information in our internal company newsletter. This has helped increase awareness of the available services to employees to for their health and mental health. We have seen an increase in the service for our team members.

Our onboarding team encourages candidates to request accommodation measures throughout the hiring process, if necessary, and aims to provide candidates with an inclusive and barrier-free experience.

### Built Environment

The Human Resources Department has reviewed and researched Accessibility standards in preparation for review of the Canadian Standards Association standards for accessible design for the built environment. Accessibility audits of our various buildings are scheduled to be



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conducted in the coming months to be completed by October 2024. Upon the completion of the audits, the HR Department will review the results to prioritize the necessary accessibility improvements. Additionally, the HR Department will determine the costs associated with these improvements, plan a budget to address the identified issues, and then schedule the required improvements accordingly.

## **Information and Communication Technologies (ICT)**

We consulted with our current software partners to address accessibility features in efforts to ensure that all platforms used by Scotlynn employees meet accessibility standards. At this time not all of our software partners are able to meet these requirements. We will continue to work with our partners to improve accessibility features as well as consider other methods of making software more accessible.

We have implemented a procedure to conduct routine accessibility testing on our website. We have identified various issues with readability, graphics, menus and have implemented a 3-tier plan to improve the functionality and visibility.

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

Scotlynn's Procurement Policy is currently drafted and in the review and approval process. Our goal is to complete the final version of the policy by September 2024 and to begin implementing training to supervisors of the new policy and process by October 2024.

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

The Human Resources Department has drafted internal accessibility best practices, which are currently under review. This includes assessing the accessibility levels at key points of interaction with the public to ensure standards are met. Additionally, we are implementing accessibility awareness in our communications to employees to foster an inclusive and accessible work environment.

## **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.



## Feedback and Consultation

As part of our ongoing commitment to accessibility, we have established a feedback process to gather input from employees and the public. This section details the feedback received, how it has been considered, and the consultation with people with disabilities in preparing this Accessibility Progress Report.

### Employee Feedback

We have received feedback from employees who occasionally use the elevator in our head office for accessibility and health reasons, noting that the elevator is slow. It is important to highlight that the elevator has passed the Technical Standards & Safety Authority (TSSA) check and has an updated license. During the next routine TSSA check, we will confirm with the elevator safety specialist that the speed of the elevator meets current standards. Ensuring the elevator operates efficiently and meets the needs of our employees is a priority.

### Public Feedback

To date, the company has not received feedback from the general public regarding any areas of our accessibility commitment or policy. We continue to encourage the public to share their experiences and suggestions to help us improve our accessibility initiatives.

### 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