



## Accessibility Plan

The *Accessible Canada Act* (ACA) and the *Accessible Canada Regulations* (regulations) require that federal entities prepare and publish accessibility plans. This plan was prepared for the Polaris Transport Carriers Inc., and is considered an evergreen document to be reviewed and updated yearly.

## Enquiries

The designated representative for our organization is Laura Muir – Chief Human Resources Officer. Any feedback on this plan or on accessibility can be addressed electronically at [hr@polaristransport.com](mailto:hr@polaristransport.com)

## Definitions from the Act

### Barrier

“means 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

“means 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, in interaction with a barrier, hinders a person’s full and equal participation in society.”

## Executive summary

Accessibility is an important strategic objective at Polaris Transport Carriers Inc, as such we strive to continuously improve our facilities and services. We foster a culture that promotes learning and we will expand consultations on a number of internal policies and procedures as well as communication tools, to ensure we meet the highest standards of accessibility for all partners, our employees, visitors and applicants. Our (DEIB) *Diversity Equity Inclusion and Belonging* Committee also perform evaluations of our organization on how we can remove barriers. We look forward to this evergreen process and welcome this opportunity to remove and prevent any barriers to accessibility which may exist.

## Accessibility statement

Currently, anyone attending our facility and discloses they have an accommodation is given an opportunity to speak with Human Resources on how we can better meet their needs while at our facility. A number of important online tools have been invested in such as MS Teams and WebEx which allow individuals to perform duties remotely. Our website is also available in French and complies with current (AODA) *Accessibility Ontarians Disability Act* requirements. We continue to strive for a completely barrier free experience and will continue to improve our process in the next 3 years to better identify and remove any existing barriers.



## Employment

Further consultation will be required to identify barriers to employment within our organization. In the next year, we will be expanding our consultations with persons with disabilities to consider all barriers to employment. Currently, we have provided specific training to managers on unconscious bias through HR Downloads and HONE. Our HR team works one on one with hiring managers to ensure processes meet the highest standards. This said, we realize that the application process may be cumbersome to some and that opportunities to improve our evaluation tools must be explored and we are committed in doing so.

Action	Steps	Responsibility	Timeline
Provide training to HR staff on accessibility	Assign training via HR Downloads	CHRO	June 2023
Barrier identification	Review current hiring policies and procedure	CHRO	September 2023
Identify mitigation strategies	Make changes to policies and procedures	CHRO	December 2023

## The built environment

We currently have implemented various mitigating measures for employees and visitors with mobility or other impairments to address structural accessibility issues at our Head Office. Between 2015 to 2019 we performed renovations on our facility to comply with (AODA) *Accessibility Ontarians Disability Act* requirements and also limit barriers for our employees and visitors.

In efforts to ensure our facility continues to improve itself our Terminal Manager – Jason Rago and DEIB Committee will work together to evaluate opportunities.

Action	Steps	Responsibility	Timeline
Training on (IASR) Integrated Accessibility Standards Regulations – Public Spaces	Assign via HR Downloads	Terminal Manager, Operations, DEIB Committee	June 2023
Identify mitigation strategies	Ensure ongoing mitigation measures are adequate and periodically reviewed.	Terminal Manager, Operations, DEIB Committee	Ongoing



## Information and communication technologies (ICT)

Our IT division – NorthStar Digital Solutions (NDS) is responsible for development activities, efforts are made, often on a case by case basis, to ensure that information technology resources are accessible and can be used by individuals with a wide range of abilities and disabilities. As technology evolves, approaches aimed at ensuring accessibility must be reviewed and capitalize on advancements.

Action	Steps	Responsibility	Timeline
Provide users with assistive technologies as and when required	When a need for assistive technology is identified (e.g. text-to-speech, dictation, closed captioning, high contrast, and alternate input devices) research must be conducted and steps must be taken to acquire the required technology.	NDS	Ongoing

## Communication, other than ICT

We receive ongoing feedback through surveys and social media and use this feedback to improve access and services.

Our HR Team plan to gain more one on one feedback with employees with disabilities, to benefit from feedback on all of our accessibility tools. This will ensure we can mitigate any barriers that have not previously been identified.

Our DEIB committee will also meet regularly to identify opportunities to enhance our customer and partner experience online.

## Training

Although training in diversity and unconscious bias has been provided to managers and staff, we will create a specific organizational training plan for accessibility that will be provided internally to staff members, it will include **IASR** *Integrated Accessibility Standards Regulations* considerations. We will develop this training in 2023/2024 and roll it out to all staff in 2024/2025.