



RAF EXPRESS INC. ACCESSIBILITY PLAN

2024 - 2027

General

RAF Express Inc. (RAFX) is committed to treating all people in a way that allows them to maintain their dignity and independence. We support integration and equal opportunity for all people. We are committed to meeting the needs of people with disabilities promptly and will do so by preventing and removing barriers to accessibility.

If you have feedback, please reach out to our team at:

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Consultations

The **Accessible Canada Act (ACA)** was enacted in 2019 with the aim of realizing a barrier-free Canada by 2040 by identifying, removing and preventing accessibility barriers within the federal government's jurisdiction.

The ACA identifies the priority areas to pursue barrier-free accessibility; this Plan aligns with the ACA priority areas that are applicable to our business.

- Employment
- Built environment
- Information and communication technologies
- Communication other than information and communication technologies
- Design and delivery of programs and services
- Procurement of goods, services and facilities

RAFX has built this Plan in consultation with Persons with Disabilities to help ensure we understand and reflect the needs of our clients and employees who have visible or invisible disabilities. This plan has been informed by and developed with:

- Accessibility Standards Canada's "nothing without us" principle in mind
- Feedback from our employees on our disability and accommodation policies and procedures
- Information from accessibility experts to identify barriers and opportunities for improvement, as well as best practice

Accessibility Plan

The purpose of this Plan is to outline how RAFX will identify, remove and prevent barriers for Persons with Disabilities and meet relevant ACA requirements. We've developed action plans to remove these barriers and prevent new ones from occurring in the priority areas applicable to RAFX. In some instances, a more thorough assessment is required to identify an effective long-term solution and implementation. We will provide more detail in future progress updates to this Plan. This Plan will continue to evolve as we progress toward our accessibility goals and with the release of future accessibility standards/requirements.

Employment

At RAFX, we are committed to building a diverse and inclusive workplace where every individual is enabled to reach their full potential and provided equal opportunity in the workplace.

Accommodation

RAFX is committed to providing employees and job applicants with reasonable accommodations.

We will gather relevant information and assess the individual needs, with the employee/candidate actively participating in this process. Information will be provided through Functional Abilities Forms (FAF), medical notes, as well as directly from the employee/candidate.

It has been identified that there is a perceived stigma around disability disclosure, particularly those that are mental health-related, resulting in some employees not self-identifying or requesting accommodations or feeling that disclosure will limit their career growth or employment prospects.

RAFX will actively seek to reduce the stigma around disclosing a disability and any negative perception of its impact on career growth. We will continue to enable managers to support employees with disabilities to reach their full potential.

To achieve this goal, we will provide relevant information and resources in a timely manner to individuals following the formal disclosure of a disability. We will also improve leadership awareness and understanding of disability through ongoing discussions and formal training programs.

Recruitment

RAFX currently supports Persons with Disabilities by striving to ensure job descriptions are clear, specific and skills-based and by offering accommodations to all candidates during the application and interview processes.

RAFX also offers flexible working arrangements as appropriate and uses skills-based assessments and structured interviews when applicable.

It has been identified that some job descriptions lack clearly defined functional descriptions that outline the specific physical, mental and social requirements for the role and possible accommodations. These roles are currently being catalogued and functional descriptions will be completed by the end of 2025.

Training

RAFX will continue to support and train employees to help them deepen their awareness of accessibility and leading with disability inclusion in mind.

Training is provided to new hires as part of their orientation as soon as practicable after they are hired or assigned to a role that requires additional information. The training focuses on policies and procedures relating to employment accessibility, as well as customer service

Training at this time is conducted in print upon hire and as needed, for example, if there are changes to policies and procedures or requirements. Additional formats are in the process of being developed and will be launched by year end 2025.

Built Environment

Accessibility of RAFX's work sites is governed by regional/municipal building codes and standards.

Beginning in 2024, we will conduct annual reviews of our work sites to better understand each space and develop action plans to address any gaps in our built environment.

During our inspections, it was identified that not all locations are wheelchair or mobility-aid friendly. Issues include:

- No automatic door openers on exterior doors
- No automatic door openers on interior doors

We will work towards making office locations accessible by making recommendations for improvement and where necessary, make temporary accommodations as needed.

Information and Communication Technologies (ICT)

Accessibility to our corporate website is governed by digital accessibility requirements consisting of WCAG (Web Content Accessibility Guidelines) 2.1 Level AA.

While RAFX does not have a separate website, major content changes to the corporate website will conform to these guidelines. A thorough analysis of our website is being conducted, and we will continue to update current content to meet digital accessibility standards.

Communication, other than ICT

RAFX is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We will continue to communicate in a manner that maintains flexibility and includes different communication modes to suit a broad range of needs.

Procurement of Goods, Services and Facilities

Through our preliminary assessment, no specific barriers for Persons with Disabilities were identified in our Procurement practice. We will continue to review our practices and ensure that no new barriers are created when procuring goods, service and facilities.

Design and Delivery of Programs and Services

Farrow is committed to providing customers and clients with information that is inclusive and accessible.

RAFX currently takes a reactive approach to accessibility rather than a proactive approach. This can make programs and services unavailable to persons with disabilities and employees experiencing barriers.

To address this, we will establish a cross-functional team to explore and assess how accessibility principles can be better embedded in the design and delivery of our programs and services. We will also continue consultations with employees and clients with disabilities and update or enhance programs and services based on the feedback received.

We will also increase awareness of accessibility and the Universal Design Principles by providing access to training and learning resources for all employees involved in the procurement process by developing Requests for Proposal (RFP) criteria that reflect our evolving accessibility requirements, as applicable

Transportation

While transportation is the seventh pillar of accessibility importance in the Accessible Canada Act, RAFX does not operate or provide public transportation services and, therefore, is not within the purview of this plan.

Glossary

ACA: Accessible Canada Act

Barrier: According to the ACA, anything physical, architectural, technological or attitudinal based on information or communications 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: According to the ACA, 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.

Types of disabilities include, but are not limited to:

- Seeing or vision
- Mobility
- Speech
- Hearing
- Flexibility
- Mental-health related
- Dexterity
- Pain-related
- Learning
- Cognitive
- Developmental
- Memory

Functional Abilities Form (FAF): A Functional Abilities Form (FAF) is a document completed by a medical professional that outlines a worker's ability to perform work and their physical, mental and social tolerances to a variety work activities. It is a comprehensive assessment of the job tasks and includes quantification (weights, frequency, and duration) of all work tasks.

Universal Design: Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability. An environment (or any building, product or service in that environment) should be designed to meet the needs of all people who wish to use it.

WCAG 2.0/2.1: Web Content Accessibility Guidelines (WCAG) covers a wide range of recommendations for making web content more accessible. Following these guidelines will make content more accessible to a wider range of Persons with Disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these; and some accommodation for learning disabilities and cognitive limitations.

Workplace accommodation: Refers to an adjustment in a standard or practice, or the removal of a barrier, that enables employees to successfully achieve the goals and expectations of their roles. Examples include, but are not limited to, physical modifications to a workstation or premises, providing adaptive technology, flexibility of scheduling to meet personal needs or accommodation for religious and cultural observances.