

The Accessible Canada Act

**Frontier Supply Chain Solutions Inc.
Accessibility Plan 2024**



General

Summary

Frontier Supply Chain Solutions Inc. (Frontier) is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the supply chain services industry. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and the public we serve have the best experience possible with our services, products, and facilities.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal, and prevention of barriers. Frontier will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture in the years to come.

To address gaps in these areas, it is important to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees who identify as having a disability via employee surveys. In addition, external organizations that serve people with disabilities were consulted in the development of this plan.

A summary of initial observation and opportunities include:

- Improving the attraction of persons with disabilities to career opportunities with Frontier.
- Providing options for accommodation, especially for drivers and warehouse personnel.
- Being prepared to provide information in accessible formats when requested.
- Reviewing application and technology design standards of current and future IT equipment and applications to ensure compatibility with accessibility features.
- Initiating a process where there is a “through an accessibility lens” approach to the design and assessment of facilities, procurement procedures, company programs, new initiatives, and on-going services.

Input and Feedback

Frontier welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. This feedback is valuable to help break down accessibility barriers and build on our commitment to accessibility. Inquiries or feedback can be made using one of the contact methods below. Feedback will be responded to in a timely manner. If support is required while providing feedback Frontier will do our best to accommodate your needs.

Contact: Corporate Human Resources

Mailing address: 310-555 Hervo Street, Winnipeg MB, R3T 3L6

Email: hr@frontierscs.com

Phone: 1-204-784-4800

Website: www.frontierscs.com



Feedback can be made anonymously and can remain confidential until consent is received to use your personal information. Frontier will review feedback in good faith and will take steps to address barriers noted in the feedback.

Statement of Commitment

Frontier is committed to ensuring our organization and the services we provide are accessible to all, including persons with disabilities. All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers. Our Accessibility journey will be developed by consultation with persons with disabilities.

Reporting 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 review and update our Accessibility Plan every three years.

Addressing Areas Identified in the Accessible Canada Act (ACA)

Employment / Talent Acquisition

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

Frontier has identified the following barriers that candidates and employees with disabilities may encounter:

Barrier #1: *Our organization continues to experience competition for employees and is currently not attracting a high volume of qualified candidates from underrepresented populations such as persons with disabilities.*

Actions:

- Increase number of job posting locations that reach persons with disabilities and affiliated communities.
- Ensure job posting documents follow accessibility best practices and readability and be prepared to provide information in assessable formats when requested.
- Develop a recruiting and employment procedure for applicants with disabilities.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.

Barrier #2: *Improve awareness opportunities for candidates to request reasonable accommodations during the recruitment process.*

Actions:

- Incorporate language in job postings that show accommodations are available for roles that do not have a bona fide occupational requirement for applicants with disabilities and establish process for receiving accommodation requests.
- Educate candidates and employees about the availability of accommodations for applicants with disabilities in recruitment and selection processes.

- Add accessibility commitments and offerings to Frontier’s careers page so candidates can envision themselves working in an environment with available accommodations.
-

Built Environment

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

Barrier #3: *Some spaces within the main office and shop locations may limit the mobility of employees and visitors with disabilities.*

Actions:

- Conduct built environment audit to assess all physical barriers that may be present and require correction.
- Identify mobility barriers in all building locations that can only be accessed by stairs and develop plan to correct or find alternate space in building that can accommodate a permanent or temporary restriction.
- Add illumination signage in less lit areas to support those with visual impairments to identify important safety signage.
- Facilities and Finance leadership will provision budget for modifications required to address accessibility deficiencies.

Barrier #4: *Cannot safely dispose of sharps or medical devices in office or yard locations leading to improper handling and transporting items home to dispose of.*

Actions:

- Install designated sharps containers in small number of washrooms with tamper resistant disposal units and educate employees on how to use appropriately.
-

Information and Communication Technologies (ICT)

“Information and Communication Technologies” are various technological tools used to send, store, create, share, or exchange information.

Barrier #5: *Some systems do not support accessibility features, and technology teams are not well versed with supporting accessibility technologies.*

Actions:

- Review current company website, intranet and applications and remediate accessibility deficiencies.
- Update and standardize technology style design guides to ensure compatibility with accessibility features and tools.
- Ensure training materials and support are available for person with disabilities on how to access and use accessibility features such as scaling text and images, enabling text to speech features, and closed captioning on Microsoft Teams.



Barrier #6: Tools and software used in the company which have accessibility capabilities are not being used in an accessible way.

Actions:

- Educate and communicate opportunities to utilize accessibility features already available to the broader workforce

Barrier #7: Technologies commonly used in meetings, online learning, and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Actions:

- Add closed captioning to online learning videos and ensure all other accessibility features are available as required.
-

Communication Other Than Information and Communication Technologies (ICT)

This area requires that organizations provide barrier free access for the public, clients, and employees to all the communications that the Company produces for this audience.

Barrier #8: Frontier does not have a consistent process to ensure alternate formats of communication are available.

Actions:

- Review external website social media video content and identify ways to improve accessibility through alt text and closed captioning.
 - Develop process to identify and create accessible options when developing web-based content.
 - When requested, Frontier will provide alternate formats within timeframes required by the Accessible Canada Regulation which will include print, large print, audio format, braille, or an electronic format that is compatible with adaptive technology.
-

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.

Barrier #9: Frontier’s procurement procedures and practices do not take into consideration accessibility requirements.

Actions:

- Review vendors accessibility capabilities to ensure they can deliver goods and/or services consistent with our current accessibility needs.
- Ensure accessibility needs are considered when purchasing software, equipment, and food items.



- Review digital accessibility needs when receiving Request for Proposals from external customers.
-

Design and Delivery of Programs and Services

When designing and delivering Frontier's internal and external programs and services, accessibility considerations must be part of the process.

Barrier #10: *Frontier does not currently have a standard approach for ensuring all programs, processes, and services have taken accessibility into consideration.*

Actions:

- Comply with mandatory requirement to 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.
 - Develop and promote guidelines on how to apply the accessibility lens when reviewing company policies, programs, and services.
 - Create accessibility checklists to help ensure key accessibility considerations are made.
-

Transportation

Transportation for this purpose refers to transportation of people, not goods.

Frontier does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the Accessible Canada Act and is not included in the scope of this plan.

Consultations

In our commitment to make our workplace environment accessible to all, we have developed our initial Accessibility Plan in consultation with leaders of key areas to support to development of identifying barriers, and employees with disabilities through an internal survey.

We will continue to survey employees and members of the general public as well as consult with external organizations to ensure we meet the commitments we set out to achieve.

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 anything 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.

