



<p>Title: Tokmakjian Group (“TOK”)</p> <p>Accessibility Policy</p>	<p>Policy Number: 002 Approved: September 25, 2023 Last Updated: September 25, 2023</p> <p>Signature on original</p> <hr/> <p>Corporate Safety & Training Manager - Date</p>
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Policy Statement

TOK Group divisions operating as TOK Transit, TOK Performance, TOK Coachlines, TOK Curbside, TOK Smartech, TOK Global, TOK Consulting, and TOK Tires and commonly referred to as (TOK) is committed to treating all individuals in a way that allows them to maintain their dignity and independence. TOK believes in integration, equal opportunity, access and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with Ontario’s accessibility laws and by identifying, preventing and removing barriers to accessibility and meeting our accessible requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

Purpose

This policy is to govern how TOK provides services with respect to the Integrated Accessibility Standards Ontario Regulation 191/11, Accessibility for Ontarians with Disabilities Act (AODA) and the Canadian Human Rights Code as it pertains to persons with disabilities. TOK is committed to ensuring that our products, services, and digital content are accessible to all individuals, including those with disabilities.

Scope

This policy applies to all TOK Group employees, contractors, vendors, and partners involved in the development and delivery of our products and services. It also encompasses all digital content, websites, applications, and other technology-related offerings provided by TOK Group.

Training

TOK is committed to training all staff on the AODA and aspects of the Ontario Human Rights Code that relate to persons with disabilities. TOK will ensure that training is provided on information and responsibilities as they relate to specific roles and duties of employees. TOK will maintain a training record for all staff.

TOK training will include but is not limited to the following:

- AODA Legislation;
- Complying with the Customer Service Standard;
- Physical Disability;
- Hearing Disability;
- Visual Disability;
- Speech or Language Disability;
- Learning Disability;
- Mental Health Disability;
- Intellectual / Developmental Disability;
- Integrated Accessibility Standard Regulation (IASR);
- Ontario Human Rights Code (OHRC);
- Individual Accommodation;
- Workplace Emergency Response Plans, and
- Assistive devices and securements (where applicable).

Labour Relations

TOK provides equal opportunities to all employees without regard to race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offenses with a pardon, marital status, family status, handicap or disability, or any other protected basis in accordance with the applicable Human Rights Legislation. Reasonable accommodation will be made for all persons with disabilities. This TOK Policy applies to all terms and conditions of employment, placement, promotion, termination, lay-off, leaves of absence, compensation and retraining.

TOK prides itself on having a productive and dependable workforce and the Executive Team are directly involved in continuing to build on this foundation of cooperation. Direct staff feedback is encouraged as is team problem solving. As part of this process, TOK has adopted an 'Open Door' Policy.

Service Animals

TOK welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Communication

Upon request, TOK will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities. TOK will consult with the person making the request when determining the suitability of an accessible format or communication support that meets their needs.

This will occur in a timely manner and will consider the person's accessibility needs and request. TOK will notify the public about the availability of accessible formats and communication supports.

Accessible Website and Web Content

TOK will ensure that its Internet websites, including web content, conform to the Web Content Accessibility Guidelines (WCAG) 2.1 level AA success criteria.

Feedback and Concerns

TOK encourage all users, including those with disabilities, to provide feedback for any of the following;

- Complaints or concerns about any TOK group services or staff;
- Suggestions for improvement of TOK services;
- Commendations for services provided by TOK staff or services; and
- Any other concerns not listed above.

TOK group will accept and respond to feedback on the way goods or services are provided to people with disabilities. Customers may forward their concerns to our appropriate division by any of the following methods:

- Through the "contact us" options listed on our website;
- General mailbox email at Info@tokgroup.com ;
- Fax 905.660.0474;

- Mail to:

TOK Group Feedback
221 Caldari Rd
Concord ON
L4K 3Z9

Response to Feedback

When feedback is received, it will be transferred to the department or staff member responsible for the issue.

Inquiries will be responded to as quickly as possible and typically within 24 hours. The response will come in the same method that the feedback was made.

Review and Revision

This Accessibility Policy will be reviewed and updated regularly to reflect changes in accessibility standards, technology, and legal requirements.

Related Documentation

- Accessibility for Ontarians with Disabilities Act at <https://www.ontario.ca/laws/statute/05a11>
- Ontario Human Rights Code at <https://www.ontario.ca/laws/statute/90h19>