



Accessibility Policy

Drive Star Shuttle Systems is firmly dedicated to promoting equitable access and participation for individuals with disabilities. Our company is devoted to treating persons with disabilities in ways that respect their dignity and independence, and we firmly believe in fostering an inclusive environment. We are committed to addressing the challenges of accessibility barriers and ensuring that the needs of all individuals are met. To achieve this, we pledge to comply with the guidelines established in the *Accessible Canada Act* (the Act).

Policy Statement

Drive Star is dedicated to ensuring equal access in all aspects of our organization for individuals with disabilities and fulfilling the requirements outlined in Part 3 of the Act. To achieve this, we will implement the following measures:

- The formation of an accessibility committee,
- The development of an accessibility plan, and
- The establishment of a comprehensive feedback mechanism.

Drive Star also commits to:

- A comprehensive review of all programs, services, and new initiatives, ensuring they are fully accessible to all individuals; and
- Ensuring effective communication with persons with disabilities by providing accessible information and communication support tailored to the unique needs and circumstances of each individual.

As a private sector organization with 10-99 employees, Drive Star will ensure that this accessibility plan is published on or before June 1, 2024. Subsequently, Drive Star will publish and update this policy every three years.

Upon request, Drive Star will provide this policy in alternate formats, with the exception of braille and audio formats, within 20 days of the request. A request for this policy in either Braille or an audio format must be fulfilled within 45 days of the request.

Accessibility Committee

Drive Star recognizes the importance of ensuring that accessibility committees represent the diversity of Canadians, including persons with disabilities and Indigenous representation, as outlined in the Act.

Where feasible,

- at least 50% of committee members will comprise
 - persons with disabilities or
 - represent disability-serving organizations.
- membership may also include individuals from both within and outside the organization to provide a range of perspectives and expertise.

Accessibility Plan

The implementation of Drive Star's accessibility plan will adhere to the following guiding principles:

- Every individual must be treated with dignity, respect, and equality.



- Every individual must have the same opportunity to lead the life they desire and are capable of.
- Every individual must be able to fully and equally participate in the company.
- Every individual must have meaningful choices and the freedom to make their own decisions, with appropriate support if necessary.
- All policies must consider and address the various barriers and forms of discrimination that exist.
- Persons with disabilities must be actively involved in the development and design of policies, programs, services, and structures.
- Accessibility standards and regulations must be created to achieve the highest level of accessibility for all individuals.

To fulfill its commitment to accessibility, Drive Star will undertake the following actions:

1. **Prepare and publish accessibility plans:** The company and the accessibility committee will create accessibility plans that identify, remove, and prevent barriers in our policies, programs, practices, and services, with priority given to the most critical areas. These plans will be updated every three years or as necessary, and persons with disabilities will be consulted during the creation and update process. This plan will also cover key areas of accessibility, employment, built environment, technology, service, and culture.
2. **Set up a feedback process:** The company will establish a mechanism to receive and address feedback on accessibility to ensure that individuals with disabilities can voice their concerns or suggestions.
3. **Prepare and publish progress reports:** The company will regularly prepare and publish progress reports describing the actions taken to implement their accessibility plans. These reports will include information on feedback received and how it was taken into consideration. People with disabilities will also be consulted during the preparation of these reports.

The Accessibility Commissioner must be notified within 48 hours of the publication of these plans, processes, and reports.

Employment

Drive Star acknowledges that persons with disabilities represent a significant portion of the Canadian workforce. In support of this, Drive Star is committed to enhancing the recruitment, retention, and promotion of employees with disabilities. The following initiatives have been identified to create a workplace that is inclusive and welcoming to job seekers with disabilities:

All job advertisements will include a declaration that states Drive Star will make reasonable arrangements to accommodate applicants with disabilities. When inviting an applicant for an interview, the hiring manager shall ask if the applicant requires any special accommodations in order to attend.

The hiring manager shall consider the following items when preparing for an interview:

- Location of the interview
- Format of any skills assessment tests
- Room set-up for in-person interviews
- Interviewing timelines
- Support persons



- Completing Paperwork / Documentation

All offers of employment will include an accommodation clause and contact information should the successful candidate require accommodations.

Medium-Term Actions:

- Evaluate staffing options to address underrepresentation
- Analyze and benchmark hiring, promotion, and retention rates for employees with disabilities
- Educate and train hiring managers
- Collaborate with community groups and agencies to recruit persons with disabilities
- Create an onboarding program for persons with disabilities

Built Environment

Drive Star strives to make their work locations barrier-free for the full participation of employees with disabilities. The organization will ensure that all buildings meet the accessibility codes and standards.

Medium-Term Actions:

- Review and amend policies and procedures to accommodate guests and visitors with disabilities.
- Ensure boardrooms and meeting rooms are accessible for persons with mobility issues

Culture, Education, and Awareness

Drive Star recognizes the importance of a positive workplace culture and its impact on employee performance, job satisfaction, and engagement. The company is committed to creating a healthy and equitable workplace environment where employees are valued and have access to equitable employment opportunities and will establish a safe space where employees can freely express and advocate for themselves. To foster an inclusive and accessible workplace, the company will focus on addressing awareness and attitudinal barriers through the following:

- Post Accessibility Policy and Procedure in a conspicuous location within the workplace
- Conduct a thorough review of company policy and procedures upon hire

Medium-Term Actions:

- Ensure meetings and events are accessible for persons with disabilities
- Prepare guidelines for accessible events/meetings
- Provide guidelines and documents in accessible formats

Technologies

Making information and communication technologies accessible is crucial to enable everyone to interact with technology effectively. To achieve this, we must ensure accessibility for users with disabilities, injuries, or ergonomic needs. This will ensure equal participation and contributions to fulfilling the organization's mission. The following initiatives are proposed to achieve this within Drive Star:

- Ensure new systems meet accessibility and security standards
- Integrate accessibility into the review process
- Make software accessible
- Utilize AI to assist with accommodating the needs of persons with disabilities

**Medium-Term Actions:**

- Ensure all software is WCAG 2.0 compliant and compatible with assistive technologies
- Include accessible document creation in onboarding and improve templates for briefing notes, presentations, agendas and other documents

Communication

Clear and direct communication benefits all audiences, and to achieve this, it's important to consider that people communicate in different ways, such as speech, writing, sign language, and pictures. To remove communication barriers and create a more inclusive environment, the following initiatives have been identified:

- Use plain language in communications
- Make all communication accessible upon request both internal and external

Medium-Term Actions:

- Make intranet and internal sites accessible for all information posted

Services

Drive Star is committed to ensuring barrier-free procurement by identifying and removing accessibility barriers in procurement requirements. To ensure inclusive and accessible products and services, accessibility criteria must be included in procurement requirements, and deliverables must incorporate accessibility features. The Company presently:

- Consider accessibility needs at the start of procurement processes
- Ensure accessibility needs are addressed in the supply chain when selecting and purchasing goods and services

Medium-Term Actions:

- Mandate accessibility training for procurement personnel
- Promote awareness and provide resources for accessible procurement

Feedback Mechanism

Drive Star aims to create a barrier-free workplace for all employees by implementing the plan developed by the company and the accessibility committee under the guidance of this policy and the Act.

Any employee who has concerns or requests regarding accessibility should contact Dana Stevenson by phone at 289.2865.3016 or via email at stevensond@drivestardelivers.com.

Requests for accessibility accommodation will be discussed between Drive Star and the accessibility committee. Depending on the outcome of the discussion, the accessibility plan will be updated accordingly, and changes shall be communicated to every employee via email and a posting on the bulletin board.

Planning and Reporting Requirements

As a federally regulated organization with 10 or more employees, Drive Star has begun a planning and reporting cycle. Documents will be posted and filed with the government as per requirements.

Training



Drive Star is committed to providing regular accessibility training and education to all employees, ensuring that the training is accessible to everyone and that employees have the necessary tools to become accessibility-confident.

The initiatives include the following:

- Providing mandatory training on unconscious bias, accessibility, barriers, and inclusion to all managers, supervisors, team leaders, executives, and HR professionals,
- Offering training to reduce attitudinal barriers,
- Educating and providing support to managers on employees' performance evaluations,
- Providing training to all employees to improve the work environment for individuals with a disability, and making sign language training available to employees, and

Review of Policy and Plans

The accessibility policy and any associated accessibility plans shall be reviewed as per regulations, or when deemed necessary by Drive Star and the accessibility committee.

Posted

Our commitment to accessibility will be posted and available on the bulletin board.