



Accessibility Policies and Multi-Year Accessibility Plan

Updated January 2026

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Accessibility Policies and Multi-Year Accessibility Plan

GoCold Solutions is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

GoCold Solutions' Multi-Year Accessibility Plan outlines the policies, achievements, and initiatives that GoCold Solutions has taken and the work underway to improve opportunities for people with disabilities.

1. Statement of Commitment

GoCold Solutions is committed to ensuring equal access and participation for people with disabilities. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. We will strive to meet the needs of individuals with disabilities in a timely manner and in a way that allows them to maintain their dignity, independence, and integration.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

2. Multi-Year Accessibility Plan Overview

GoCold Solutions has developed a foundation of accessibility planning in order to remove barriers and ensure real and effective change for people with disabilities and is eager to carry this commitment forward with the implementation of our Multi-Year Accessibility Plan.

Our Multi-Year Accessibility Plan provides the opportunity to demonstrate our current achievements and establish an implementation framework and future priority initiatives. Objectives identified within the Plan are both long-term and short-term, many are ongoing actions or could require implementation over several years. The plan is available on the external website, and will be provided in an accessible format, upon request. Regular monitoring is necessary to ensure that initiatives are included in the Plan and that progress is identified. The Multi-Year Accessibility Plan's progress will be reviewed and reported every 3 years and a comprehensive review will be conducted every five years.

3. Accessible Emergency Information and Workplace Emergency Response

GoCold Solutions is committed to providing our customers and our employees with publicly available emergency information in accessible formats upon request.

Upon request, Human Resources/Management will work together with the employee to develop an individualized emergency response information/plan that will meet their needs in an emergency situation.

The individualized workplace emergency response information will be reviewed when:

- the employee moves to a different location within the Company;
- the employee's overall accommodation needs or plans are reviewed.

A standard template document will be used to develop individual workplace emergency response plan taking into consideration individual accommodation needs.

GoCold Solutions will review and revise general emergency response policies where applicable.

4. Training

GoCold Solutions will provide training to all Ontario employees/interns/consultants/volunteers on the Ontario's accessibility laws and on the Human Rights Code as it relates to persons with disabilities. Training will be provided in a way that best suits the duties, the format, and the needs of individuals. The training will also be provided to every employee who participates in developing GoCold Solutions' policies.

GoCold Solutions has taken the following steps to ensure employees/interns/consultants/volunteers are to be provided with the training needed to meet current standards and legislation:

- Provide education or training resources in an accessible format that takes into account the accessibility needs of a person with disability.
- Provide training to all new employees within 6 months of hire.
- Keep and maintain a database of the training participant's and dates of completion.

5. Kiosks

GoCold Solutions does not own self-service kiosks. If self-service kiosks are to be added in the future, we will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

6. Information and Communications

GoCold Solutions is committed to meeting the communication needs of persons with disabilities. We will consult with persons with disabilities to determine their information and communication needs and accommodate where possible.

GoCold Solutions has taken the following steps to ensure that all publicly available information in Ontario is made accessible upon request:

- AODA statement of commitment sign has been posted at the front lobby of GoCold Solutions' Corporate Office.
- AODA- Customer Service Standards Policy is made available in large font upon request from Management.
- Provide information and communications in accessible formats and with communication supports to people with disabilities upon request. This will be provided in a timely manner and at a cost that is no more than the regular cost charged to other people.
- Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform employees about issues related to persons with disabilities.

7. Accessible Websites and Web Content

GoCold Solutions is working closely with the Information Technology team and external vendors to ensure that our websites and content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Standards by June 30, 2021.

8. Feedback Process

GoCold Solutions has established a feedback process that is accessible. Alternative formats are also available such as the telephone, mail, and in-person upon request. We review opportunities to increase feedback and engagement with persons with disabilities.

We continue to respond in a timely manner to all accessibility related feedback and/or concerns in the requested format.

9. Employment

GoCold Solutions is committed to fair and accessible employment practices.

GoCold Solutions has taken the following steps to notify the public and our employees that we will accommodate people with disabilities during the recruitment and assessment process and when candidates are hired:

- Review and revise policy and work processes for recruitment, screening and selection process, to provide accommodations.
- Include a statement on our job posting that persons with disabilities will be accommodated throughout the recruitment and selection process and for the duration of their employment with GoCold Solutions.
- Successful candidates will be notified of our policies for accommodating employees with disability when the offer of employment is made.

10. Individual Employee Accommodation Plan and Return to Work Policy

GoCold Solutions has established and implemented a Return to Work Policy and a Procedure for developing individual accommodation plans for employees that have been absent due to a disability.

The following steps have been taken:

- Reviewed and revised Return to Work policy and process with related applicable accommodations in place.
- Developed a standard template for the development of Individual Accommodation Plan and Return to Work Plan.
- Training made available for HR staff on the changes to the policy and process.
- Communicate Return to Work Policy and procedures to employees on an as needed basis.

11. Performance Management, Career Development and Redeployment

The accessibility needs of our employees with disabilities are taken into account for our performance management, career development and redeployment processes.

An individual accommodation plan is made available for employees with disabilities upon request.

12. Other Accessibility Barriers

GoCold Solutions has taken the following steps to prevent and remove other accessibility barriers identified by taking the following measures:

- Installing an elevator in our corporate office to allow access to the second floor for individuals with disabilities.
- Continue to remove attitudinal barriers based on continued education and promotion of inclusive work environment.
- Address any instances where a barrier might exist and determine a course of action to remove the barrier in a timely manner.

13. Design of Public Spaces

GoCold Solutions does not design public spaces. If that is to change in the future, we will meet the Accessibility Standards when building or making major modifications to public spaces in Ontario.

In the event of a service disruption to the accessible parts of public spaces, we will notify the public of the service disruption and alternatives available.

14. Feedback Process and Request for Information

Any individual who requires additional information regarding GoCold Solutions' Accessibility Policies and/or our Multi-Year Accessibility Plan can do so in person, by e-mail, or in writing or by any other means, as required. Accessible formats of our Accessibility Policies and our Multi-Year Accessibility Plan will be made available free upon request. GoCold Solutions commits to responding to all requests for information in a timely manner.

Please direct any Accessibility related enquiries to:

Human Resources

Email: accessibility@gocold.ca

Phone: 905-595-4300

Mailing Address:

250 Summerlea Road
Brampton, ON
L6T 3V6

15. Definitions

Employee: employees of GoCold Solutions

Customer: a member of the public

Accessibility: The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier: Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability: Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- a. "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."