Statement of Policy and Procedure			
Chapter:	Human Resources	SPP No:	HR – Employment 17
Section:	Health & Safety	Issued:	December 12, 2011
Subject:	Accessibility for Ontarians with Disabilities Act – (AODA) Policy	Effective:	December 12, 2011
Issue to:	All Employees	Page	1 of 1
Issued by:	Human Resources	Revised:	

POLICY

United Van Lines (Canada) Ltd. (UVL) strives at all times to provide equal treatment and equitable services in a manner that respects the dignity and independence of people with disabilities.

PURPOSE

The purpose of this Statement of Policy and Procedure establishes guidelines, which support the goals of the *Accessibility for Ontarians with Disabilities Act (AODA*). United Van Lines (Canada) Ltd. (UVL) has developed policies, practices, and procedures, in order to comply with the five areas identified in the AODA as follows:

1. *The Accessibility Standards for Customer Service (ASCS), O. Reg. 429/07,* which addresses business practices and training needed to provide better customer service to people with disabilities. Compliance by January 1, 2012.

2. The *Integrated Accessibility Standards, O. Reg. 101/11,* addresses standards for the following areas:
   a. *Information and Communication Standard* addresses the removal of barriers in access to information and communications.
   b. *Employment Standard* addresses paid employment practices relating to employee-employer relationships, which may include recruitment, hiring, retention policies and practices. Requirements to be phased in between January 1, 2012, and January 1, 2025.
   c. *Transportation Standard* addresses access to public transportation needed for aspects of daily living.

3. *The Built Environment Standard* addresses access into and within buildings and outdoor spaces.

SCOPE

This Statement of Policy and Procedures applies to all employees.