

Tokmakjian Inc.

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TOK COACHLINES

2024 - 2027

Accessibility Plan

CONTENTS

| | |
|--|---|
| General | 2 |
| Your Input and Feedback | 2 |
| Executive Summary | 2 |
| TOK's Accessibility Statement | 2 |
| areas described under section 5 of the aca | 3 |
| Employment | 3 |
| Barrier #1 | 4 |
| Barrier #2 | 4 |
| The Built Environment | 4 |
| Barrier #3 | 5 |
| Information And Communication Technologies (ICT) | 5 |
| Barrier #4 | 5 |
| Communication, other than ICT | 6 |
| Barrier #5 | 6 |
| The procurement of good, services and facilities | 6 |
| Barrier #6 | 6 |
| The design and delivery of programs and services | 7 |
| Barrier # 7 | 7 |
| Transportation | 8 |
| Barrier # 8 | 8 |
| Consultations | 8 |
| Definitions: | 9 |

GENERAL

YOUR INPUT AND FEEDBACK

TOK Coachlines welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion. If you have any inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

By email: info@tokcoachlines.com

By mail: 221 Caldari Rd, Concord ON L4K 3Z9

By telephone: 905.738.290

If you need an alternate format of this accessibility plan, please email: info@tokcoachlines.com

EXECUTIVE SUMMARY

TOK Coachlines (TOK) employs over eighty individuals and operates luxury tour coaches of varying capacities, specializing in charter services. With a legacy dating back over 50 years, TOK Coachlines has been a cornerstone in the group travel market in the Toronto area.

TOK is a trusted partner for numerous wholesale tour operators within the Canadian inbound tourism industry, servicing tour groups from the Pacific Rim, German-speaking Europe, and the United Kingdom with airport transfers, local and regional sightseeing, and day tours.

In addition to charter services, TOK operates scheduled bus routes, aircrew transfers, conventions, educational tours, and services for senior citizen groups and government entities.

TOK Coachlines established reputation and strategic operations ensure continued success and growth in the travel and tourism market.

TOK'S ACCESSIBILITY STATEMENT

TOK Coachlines, 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 by ensuring compliance with Canada's accessibility laws. TOK is dedicated to identifying, preventing, and removing barriers to accessibility and meeting our accessible requirements under the Accessible Canada Act (ACA) and associated federal accessibility regulations.

This plan governs how TOK provides services in accordance with the Accessible Canada Act (ACA), the Accessible Canada Regulations (ACR), and the Canadian Human Rights Act (CHRA) as they pertain 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.

This plan applies to all TOK Coachlines employees 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 Coachlines and covered under federal authority.

AREAS DESCRIBED UNDER SECTION 5 OF THE ACA

EMPLOYMENT

TOK Coachlines is an equal opportunity employer. We fully support and abide by all applicable Human Rights Legislation. TOK does not discriminate on any grounds, including 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 grounds. Reasonable accommodation will be made for all persons with disabilities. The TOK Equal Employment Opportunity policy applies to all terms and conditions of employment, placement, promotion, termination, lay-off, leaves of absence, compensation, and retraining.

TOK expects its employees to act in a way which contributes to the Company's objectives. Specifically, all employees and sub-contractors should demonstrate sensitivity to and respect for social, cultural, sexual, and physical differences when working with others. Employees must report any violations of this Policy to their direct Supervisor or Human Resource Manager.

TOK Group commits to:

- Understanding and upholding the principles of the Human Rights Code which prohibits discrimination against a person with respect to employment or any term or condition of employment because of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, and record of offences, marital status, same-sex partnership status, family status or disability.

- Communicating its objective to create and maintain a discrimination and harassment free work environment.
- Not allowing, condoning, or ignoring workplace behavior contrary to this Policy.
- Responding appropriately to complaints of discrimination or harassment; and
- Taking all reasonable steps to prevent the development, escalation, or recurrence of any discrimination or harassment.

BARRIER #1

Transportation regulations and physical requirements may restrict applicants who cannot pass the required medical for some positions.

ACTIONS #1

Ensure all interview processes are fair, unbiased, and based solely on occupational requirements for the specific position.

Timeline: Immediate.

Roles & Responsibilities: Human Resources, Operations.

Tracking: Human Resources

BARRIER #2

TOK Coachlines operates on a 24 / 7 model. Relying on scheduled transit to reach work is not always an option.

ACTIONS #2

Provide clear descriptions of TOK's expectations and position requirements clarifying the decision-making process for candidate selection in an open and fair manner.

Timeline: Immediate.

Roles & Responsibilities: Human Resources, Operations.

Tracking: Human Resources

THE BUILT ENVIRONMENT

The built environment comprises human-made structures, features, and facilities—it is the physical environments where people live and work.

TOK Coachlines conducts business out of 221 Caldari Rd in Concord ON. Wherever possible TOK will ensure to comply with best practices to create a welcoming, accessible, and inclusive work environment.

Any future structural improvements will include the most up to date accessible improvements.

BARRIER #3

Offices on the second floor are not accessible.

ACTIONS #3

Any future structural improvements will need to rectify this requirement. If needed accommodation for meetings can be made by relocating them to the ground floor or conducted electronically for all participants.

Timeline: Immediate.

Roles & Responsibilities: Human Resources, Operations.

Tracking: Human Resources, Safety & Training Manager

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Information and Communication Technologies (ICT) refer to a broad range of technologies that provide access to information through telecommunications encompassing:

- Computers: Desktops, laptops, tablets
- Networks and Networking Components: Routers, modems, servers
- Telecommunication Services: Telephones, mobile phones, satellites, and broadcasting systems
- Software Applications: Operating systems, office suites, web browsers
- Internet Services: Email, social media, websites, cloud services
- Other Communication Channels: Audio and video conferencing, instant messaging, and other digital communication tools

ICT is crucial for enabling communication, accessing information, and conducting various tasks in a digital world, making its accessibility essential for inclusivity.

TOK has already undergone improvements to update current websites to Accessibility Guidelines (WCAG) 2.1 level AA. This exceeds most current requirements.

BARRIER #4

Rapidly changing technology can make even recent upgrades obsolete quickly.

ACTIONS #4

Work closely with our IT providers and stakeholders to ensure TOK Coachlines is current with updates on the latest information and communication technologies. Make technology as self-serve and accessible as possible.

Timeline: Completed and ongoing monitoring

Roles & Responsibilities: Operations.

Tracking: Operations

COMMUNICATION, OTHER THAN ICT

Upon request, TOK Coachlines will provide, or arrange for the provision of, accessible formats and communication support 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 support.

BARRIER #5

TOK has no standardized process for alternate formats.

ACTIONS #5

TOK will catalogue and store documents and materials requested in alternative formats. Provide key accessibility resources in alternative formats within a reasonable time when requested.

Timeline: Immediate.

Roles & Responsibilities: Operations.

Tracking: Operations

THE PROCUREMENT OF GOOD, SERVICES AND FACILITIES

TOK Coachlines pledges to ensure that the procurement of goods, services, and facilities will incorporate accessibility criteria whenever possible.

BARRIER #6

No barrier identified for the Procurement of Goods, Services and Facilities.

ACTIONS #6

Incorporating accessibility criteria into decisions regarding all future procurements will be made mandatory where warranted.

Timeline: Immediate.

Roles & Responsibilities: Operations.

Tracking: Operations

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

TOK is committed to training all federally regulated staff on the ACA and aspects of the Human Rights Code that relate to persons with disabilities. TOK will ensure that training is provided in 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:

- ACA 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).
- Human Rights Code (HRC).
- Individual Accommodation.
- Workplace Emergency Response Plans, and
- Assistive devices and securements (where applicable).

BARRIER # 7

Current Training programs are reflective of the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC).

ACTIONS #7

Programs for Federally Regulated Staff will be updated to reflect and reference the ACA and note any differences between the two regulations.

Timeline: Immediate.

Roles & Responsibilities: Safety & Training

Tracking: Safety & Training

TRANSPORTATION

TOK Coachlines is committed to ensuring our transportation services are accessible to all individuals. While we currently do not have a significant demand for accessible transportation from our customers, we recognize the importance of being proactive in identifying and removing potential barriers.

Our Operators will continue to be trained to accommodate and support customers with mobility issues as well as sensitivity training.

BARRIER # 8

Inaccessible vehicles in the highway coach fleet.

ACTIONS #8

Consideration will be given to purchases of accessible coaches when new orders are placed. Sourcing alternate carriers to accommodate in the meantime will be communicated to our operations team.

Timeline: Sourcing is immediate, new equipment will be considered at time of selection.

Roles & Responsibilities: Operations, Safety & Training.

Tracking: Operations.

CONSULTATIONS

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

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

TOK Coachlines 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:

By email: info@tokcoachlines.com

By mail: 221 Caldari Rd, Concord ON L4K 3Z9

By telephone: 905.738.290

If you need an alternate format of this accessibility plan, please email: info@tokcoachlines.com

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 of 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.