

## Ontario Multi-Year Accessibility Plan for C.H. Robinson

This 2014 to 2021 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

### Statement of Commitment

C.H. Robinson is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

### General Requirements

#### Training

C.H. Robinson will provide training on the requirements of the accessibility standards referred to in the AODA and provide training on the Human Rights Code to all employees who interact with the public on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures by December 31<sup>st</sup>, 2015. To do this, C.H. Robinson will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws.

Planned Actions	Status
1. Create training in a format that is easy for employees to understand and apply to their employment at C.H. Robinson.	Complete
2. Deliver training to employees and track completion.	Complete
3. Deliver training to new hires as part of their onboarding process and track completion.	Complete

### Information and Communication Standards

C.H. Robinson is committed to meeting the communication needs of people with disabilities. Upon request, we will consult with people with disabilities to determine their information and communication needs.

#### Feedback

C.H. Robinson is committed to conducting a review of all feedback processes across the organization, both internally and externally, to ensure that processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request by January 1, 2015.

Planned Actions	Status
1. Feedback will be accepted by Human Resources at 1-877-692-4791 or via <a href="#">this form</a> .	Complete
2. C.H. Robinson will provide or arrange for accessible formats and communication supports upon request.	Complete

### Accessible Websites and Web Content

By June 30<sup>th</sup> 2016, all of C.H Robinson’s internet websites and web content on sites will conform to the WCAG 2.0 Level AA requirements.

Planned Actions	Status
1. Beginning January 2016, Marketing will perform quarterly audits on all websites and content to ensure they meet the WCAG 2.0 Level AA requirements.	Complete

### Employment Standards

C.H. Robinson aims to provide fair and accessible employment practices to all its prospective and current employees. As a result, we are committed to working towards meeting the legislative requirements as it relates to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees and representatives with disabilities access to the same opportunities.

### Recruitment

C.H. Robinson will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Planned Actions	Status
1. C.H. Robinson’s career website has the following notice: <i>“C.H. Robinson is committed to working with and providing reasonable accommodations to individuals with physical and mental disabilities. If you need a reasonable accommodation to complete the on-line application, please call us at 1-877-692-4791.”</i>	Complete
2. C.H. Robinson recruiters will be trained about how to recognize accommodation requests from applicants through the recruitment process.	Complete
3. C.H. Robinson recruiters will notify Employee Relations of any requests to accommodate a disability.	Complete
4. Upon request, Employee Relations will work directly with applicants to determine reasonable accommodations are made throughout the recruitment process.	Complete

### Return to Work Processes/Accommodations

C.H. Robinson will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Planned Actions	Status
1. C.H. Robinson already has a plan in place for employee requests for accommodations.	Complete
2. C.H. Robinson will periodically review procedures for efficiency and compliance with applicable laws.	Complete
3. C.H. Robinson will support managers on accommodation processes	Complete
4. Upon return from a medical leave of absence, engage in the accommodation discussion if needed.	Complete

### Performance Management, Career Development and Redeployment

C.H. Robinson will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees. Upon request, C.H. Robinson will make reasonable accommodations for employees with disabilities.

### Individualized Workplace Emergency Response Plans

Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if C.H. Robinson is aware of the need for accommodation due to the employee's disability. C.H. Robinson will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, C.H. Robinson will, with the consent of the employee, provide the workplace emergency response information to the person designated by C.H. Robinson to provide assistance to the employee.

C.H. Robinson will review the individualized workplace emergency response information when notified that the employee has moved to a different location in the organization or that the employee's overall accommodation needs have change.

### [Questions about this Plan](#)

This plan has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. For more information on this accessibility plan or to request for an accessible format of this document, please contact the following:

C.H. Robinson  
Human Resources  
14701 Charlson Road  
Suite 1600  
Eden Prairie, MN 55347

Telephone: 877-692-4791  
Fax: 952-975-6506