



Accessibility Plan Seven Star Express Line Ltd.

Effective Date: June 1, 2025

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General

Seven Star Express Line Ltd. is dedicated to fostering an inclusive, barrier-free environment for everyone who interacts with the company—including clients, employees, job candidates, suppliers, and visitors. Our commitment includes eliminating existing barriers and preventing new ones in areas such as employment, the built environment, information and communication technologies, communications, procurement, service design and delivery, and transportation.

Our approach focuses on:

- Proactively identifying and addressing accessibility needs in accordance with the **Accessible Canada Act (ACA)** and its associated regulations; and
- Promoting an inclusive culture guided by the ACA's core principles of dignity, independence, integration (unless alternate formats are required), and equal opportunity.

Feedback

Seven Star Express Line Ltd. welcomes feedback about accessibility from individuals with disabilities. Comments and concerns may be submitted anonymously if desired, through any of the following channels:

Contact:

Phone:

Toll-Free:

Mailing Address: 1180 South Service Rd, Stoney Creek, ON, L8E 5C4

Feedback can also be provided anonymously if needed. It will be accepted in the following ways:

- Telephone
- Email
- Mail
- Social media platforms (LinkedIn)

Employment

Seven Star Express Line Ltd. recognizes that enhancing workplace accessibility and ensuring an inclusive recruitment and selection process for individuals with disabilities contribute to a more diverse and welcoming work environment.

To identify, remove, and prevent both existing and potential employment-related barriers, the company has implemented the following policies, programs, practices, and services:

- Human Rights Policy
- Return to Work Policy
- Development and monitoring of Individual Accommodation Plans
- Provision of accommodations during recruitment and selection, where necessary
- Training and development programs that consider individual barriers and abilities, and are available in alternative formats upon request
- Communication of policies related to employees with disabilities, including timely updates when changes occur
- Provision of relevant information to new employees as soon as reasonably possible after hiring

Upon request, and in consultation with the employee, Seven Star Express Line Ltd. will provide or arrange for accessible formats and communication supports for:

- Information required to perform their job
- Information that is generally available to all employees in the workplace

The company will work with the employee to determine the most suitable method of providing accessible formats or communication supports, while reserving the right to decide the specific format or support offered.

Seven Star Express Line Ltd. remains committed to proactively addressing current barriers and preventing new ones to foster an inclusive workplace for all.

Built Environment

Seven Star Express Line Ltd. is committed to ensuring that elements of the built environment—including both interior and exterior spaces—are designed and maintained to support barrier-free access to goods and services.

While the company does not currently own, develop, or manage public spaces, it will fully comply with all applicable accessibility requirements should that change in the future.

Within its current facilities, Seven Star Express Line Ltd. is dedicated to identifying, removing or addressing, and preventing barriers that limit access for individuals with disabilities. The facility currently includes accessible parking and is actively working toward improvements such as:

- Wheelchair-accessible exterior paths of travel

- Accessible restrooms
- Office signage with Braille name tags
- Additional enhancements to support inclusive access

Seven Star Express Line Ltd. continues to make accessibility a priority in its workplace environment and infrastructure planning.

Information and Communication Technologies (ICT)

Seven Star Express Line Ltd. recognizes that clear and accessible communication is essential for individuals to effectively access the company's goods, services, policies, and information.

To support this commitment and ensure compliance with accessibility standards, the company has established the following policies, programs, practices, and services to identify, remove, and prevent both existing and potential barriers in information and communication technologies:

- Upon request, and unless the information is deemed unconvertible, the company will provide or arrange for accessible formats and communication supports for employees, job applicants, and individuals accessing its goods or services. These accessible formats are conversion-ready, provided in a timely manner, and offered at no additional cost.
- The company consults directly with the individual to understand the specific communication barrier and determine the most appropriate and effective support.

Seven Star Express Line Ltd. remains committed to inclusive communication practices that ensure equal access for all individuals.

Communication (Beyond ICT)

Seven Star Express Line Ltd. recognizes that communication can take many forms and must be adaptable to meet the diverse needs of all individuals. Providing multiple options for communication ensures inclusivity and accessibility for everyone.

Upon request, Seven Star Express Line Ltd. will provide or arrange for accessible formats and communication supports for individuals with disabilities—including employees—in a timely manner that takes into account each person's specific accessibility needs. These supports will be offered at no greater cost than the standard fee charged to others, if applicable.

The company will consult with the individual making the request to determine the most appropriate and suitable accessible format or communication support.

Seven Star Express Line Ltd. will also inform the public about the availability of accessible formats and communication supports for feedback processes through a notice on the company's website.

Emergency Procedures, Plans, or Public Safety Information

Seven Star Express Line Ltd will ensure that all publicly available emergency and safety information—such as evacuation procedures and floor plans—is made available in an accessible format or with appropriate communication supports upon request.

The company remains committed to identifying, addressing, and preventing barriers related to information and communication technologies.

Unconvertible Information or Communications

If, after consultation with the requesting individual, it is determined that certain information or communications are unconvertible, Seven Star Express Line Ltd will provide an explanation as to why the information cannot be converted and will offer a summary of the content in an accessible manner.

Procurement of Goods, Services, and Facilities

Seven Star Express Line Ltd is committed to ensuring that all individuals have equal access to the company's goods and services.

Where applicable, Seven Star Express Line Ltd will comply with the general obligations and specific requirements outlined in relevant accessibility legislation as it relates to the procurement of goods, services, and facilities.

The company remains dedicated to identifying, addressing, and preventing existing and future barriers in its procurement processes.

Services and Facilities

Seven Star Express Line Ltd is committed to ensuring that all of its services and facilities are accessible to everyone.

To address currently identified barriers, the company will implement the following short-term actions within one year of the publication of this plan:

- Expand designated accessible parking by adding a Type A parking space
- Construct a barrier-free access path to the front office

These actions reflect the company's ongoing commitment to creating an inclusive and accessible environment for all individuals.

Design and Delivery of Programs and Services

Our practices aim to ensure all customers receive equal value and quality. We uphold the ACA's principles by designing services that reflect dignity, independence, integration, and equal opportunity.

Transportation

Currently, this section is not applicable to Seven Star Express Line Ltd.

Training

All staff at Seven Star Express Line Ltd. receive ongoing training to stay current on accessibility standards, laws, and best practices. This ensures we consistently meet the needs of persons with disabilities.

Glossary

Barrier: Any physical, architectural, technological, or attitudinal obstacle, or any barrier related to information, communication, policies, or practices that hinders a person with an impairment from fully and equally participating in society. This includes impairments that are physical, mental, intellectual, cognitive, learning, communication, sensory, or functional in nature.

Disability: Any impairment—whether physical, mental, intellectual, cognitive, learning, communication, sensory, or functional—that may be permanent, temporary, or episodic. A disability may be visible or invisible and can interact with barriers to restrict a person’s full and equal participation in society.