

2157330 Ontario Limited

100 Huron Avenue
Komoka, ON N0L 1R0

Multi-Year Accessibility Plan

Introduction

This Multi-Year Accessibility Plan outlines the actions that 2157330 Ontario Limited will implement to improve opportunities for persons with disabilities. 2157330 Ontario Limited is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); its purpose is to ensure greater accessibility for Ontarians with disabilities. The AODA is Ontario's roadmap to becoming barrier-free by 2025. Under the AODA, Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) - establishes accessibility standards for:

- Customer service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

This Multi-Year Accessibility Plan outlines 2157330 Ontario Limited's compliance with the AODA, outlines current achievements with regards to accessibility, sets out 2157330 Ontario Limited's upcoming obligations pursuant to the AODA, and identifies how 2157330 Ontario Limited will meet those obligations. 2157330 Ontario Limited 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 and are committed to meeting the needs of people with disabilities in a timely manner.

In accordance with the IASR, 2157330 Ontario Limited will:

- provide all information relating to our Plan in an alternative format upon request;
- post the Multi-Year Accessibility Plan on the 2157330 Ontario Limited website;
- review and update our Plan at least once every five years;
- review and update the Plan in consultation with persons with disabilities;
- train every person as soon as practicable after being hired and provide training in respect of any changes to policies;
- maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Customer Service

2157330 Ontario Limited's goal is to deliver exceptional customer service that meets and exceeds customer expectations. We endeavor to service our customers in a manner that reflects the principles of dignity, independence, integration, and equal opportunity. Our commitment is to provide all customers, including those living with disabilities, with the same opportunity to access our goods and services and benefit from those goods and services in the same place and in a similar way.

Guiding Principles

The following guiding principles clarify expected attitudes and behaviours in daily work life with customers and each other:

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- **Respect:** Each of us will demonstrate honesty, integrity and belief in people.
- **Ownership:** Each of us is accountable for creating an environment that contributes to the success of our customers and each other.
- **Collaboration:** Each of us has an important role in working together for a common purpose.
- **Continuous Improvement:** Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

Past Actions

2157330 Ontario Limited has made and will continue to make improvements to our services and processes in an effort to make it faster, easier, and more efficient to do business with us. All current employees, managers, and any other individuals required by legislation have been trained in interacting with customers of all abilities and records of the training provided have been maintained. Assistive devices and service animals are permitted on all 2157330 Ontario Limited premises locations in areas where customers have access. Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served. 2157330 Ontario Limited informs when accessible services are temporarily unavailable. 2157330 Ontario Limited has developed Emergency procedures to ensure customers with varying abilities are assisted in building emergencies. 2157330 Ontario Limited has implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email, and TTY.

Planned Actions

As part of its ongoing commitment to ensuring accessible customer service, 2157330 Ontario Limited will continue to:

- train incoming employees on accessible customer service as required;
- enable customers to use assistive devices, service animals, and support persons;
- communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances;
- review emergency procedures to ensure customers with varying abilities are assisted in building emergencies;
- work to ensure all online forms are accessible.
- Continue to use the accessible feedback mechanisms established as a means for improving services to persons with different abilities.
- Provide accessible invoices to all of our customers and will provide invoices in the following formats upon request: hard copy, large print, or email.

Information and Communications

2157330 Ontario Limited is committed to making our information and communications accessible to people with disabilities. 2157330 Ontario Limited will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a reasonable cost.

There are situations where accessible formats and communication support may not be provided. These situations include when:

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- it is not technically possible to convert a document to an accessible format; in this case, we will explain why and provide a short summary;
- the information comes from another organization;
- we do not control the information;
- the information is found on products or product labels.

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible;
- a summary of the unconvertible information or communications.

Past Actions

2157330 Ontario Limited has implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email, and TTY. Beginning January 1, 2021: all public websites and web content posted after January 1, 2012, met WCAG 2.0 Level AA criteria. Jobsite and workplace-related emergency procedures, plans, or public safety information have been developed and this information is available upon request in an accessible format or with appropriate communication support.

Planned Actions

2157330 Ontario Limited will continue to monitor and improve inclusion by conducting web accessibility audits on all existing websites and web content in order to determine if AODA requirements are met and develop remediation plans if content does not conform to the current Web Consortium Web Content Accessibility Guidelines. Where communication is concerned, assistive devices will be provided as required. 2157330 Ontario Limited will continue to support our employees with disabilities by providing information in a clear and accessible way in order to effectively perform their jobs. 2157330 Ontario Limited will ensure that third party facilities managers (on our job sites) are able to provide building related emergency and public safety information in an accessible format or with appropriate communication supports, as soon as practical, upon request.

Employment

2157330 Ontario Limited is committed to fair and accessible employment practices. Our policies promote the recruitment, retention, and development of talented employees through equitable and barrier-free practices. We uphold the rights of all employees to be treated with dignity, respect, and equality. Every staff member is expected to contribute to creating and sustaining a workplace that is respectful and inclusive of individual needs and differences.

Past Actions

All external job advertisements include an AODA statement. The job advertisements notify applicants that should they require accommodation at any point in the recruitment or assessment process, they are to notify Human Resources so that reasonable efforts can be made to do so. 2157330 Ontario Limited's Accessibility Policy is available for all employees in an accessible format on request. The policy is available to all new hires as part of their orientation package and upon request. Human Resources provides mandatory training on Accessibility for Ontarians with Disabilities Act (AODA) to all new hires via online training modules as required as part of the onboarding program;

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additionally, training on the Ontario Human Rights Codes as it applies to the Integrated Accessibility Standards of the AODA is provided.

2157330 Ontario Limited is committed to documenting individual accommodation plans for employees with disabilities. An accommodation plan and form have been developed - if requested, the accommodation plan will include information regarding accessible format and communication supports provided, individualized emergency response information, if required, and any other accommodation that is to be provided.

2157330 Ontario Limited provides assistive technology including various keyboards, specialty mice, and ergonomically designed workstations and components when required. Office design standards have considered accessibility and automatic door openers have been installed where required by people with mobility impairments.

Planned Actions

2157330 Ontario Limited will continue to comply with documented processes and procedures regarding recruitment, accommodation plans, and provision of assistive devices, technology, and support. Review and revision of individualized workplace emergency plans, training policies, and accommodation policies will be undertaken as needed and practicable.

Training

2157330 Ontario Limited is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Training will cover the following:

- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any of 2157330 Ontario Limited assistive devices.
- What to do if a person with a disability is having difficulty accessing 2157330 Ontario Limited goods and services.
- 2157330 Ontario Limited policy, practice and procedures relating to the Customer Service Policy.
- Those involved in policy development will receive additional training about providing goods or services to the public or third parties.

Past Actions

All actively working employees of 2157330 Ontario Limited have taken the required AODA and Ontario Human Rights Code Training – this includes staff and others who deal with the public, those who are involved in the development of corporate policies, practices and procedures, and the staff of any third parties acting on their behalf. Training for new staff members occurs within the first month of employment as part of 2157330 Ontario Limited's orientation training. Training is provided to all those previously mentioned where changes to 2157330 Ontario Limited policies, practices, and procedures have occurred. Human Resources monitors and tracks all training for compliance purposes.

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Planned Actions

2157330 Ontario Limited will continue to provide for, monitor, and track training completion for all parties list previously. Any required changes or updates to training modules or content will be introduced as soon as practicable.

Design of Public Spaces

2157330 Ontario Limited will meet accessibility laws when building or making major changes to public spaces, including:

- Sidewalks, ramps, stairs, curb ramps, etc.;
- Accessible off-street parking; and
- Service counters and waiting areas.

Past Actions

2157330 Ontario Limited adheres to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility.

Planned Actions

2157330 Ontario Limited will incorporate accessibility design, criteria, and features when procuring or redesigning any space owned or leased by the organization. 2157330 Ontario Limited will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. 2157330 Ontario Limited will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

For More Information

For More Information on this accessibility plan, please contact Human Resources at info@A-1Restoration.com or 519-659-3809. Our accessibility plan is publicly posted at www.a-1restoration.com/accessibility. Standard and accessible formats of this document are from on request from Human Resources at info@A-1Restoration.com or 519-659-3809.