	Date of Issues: 2017-12-01	Document Number: CGOC-HSE-PRO-003.1
	Revision: 2022-01-01	Issued By: HR Department
Subject: AODA Multi-Year Accessibility Plan	Distribution: Customers and Employee	Page: Page 1 5

Contents

THE PLAN	1
TRAINING	2
INFORMATION AND COMMUNICATION STANDARDS ACCESSIBLE WEBSITES AND WEB CONTENT	2
EMERGENCY PROCEDURES AND PUBLIC SAFETY INFORMATION	3
WORKPLACE EMERGENCY RESPONSE INFORMATION	3
EMPLOYMENT STANDARDS	3
ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES.....	3
DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS	4
PLANS AND PROCESSES	4
RETURN TO WORK.....	4
BUILT ENVIRONMENT STANDARDS.....	5
FEEDBACK AND QUESTIONS.....	5

The Plan

Consbec is committed to meeting the accessibility needs of persons with disabilities in a timely way, in a manner that respects their dignity and that is equal in relation to the general public.


This commitment extends to those with visible and non-visible disabilities.

This Multi-year Accessibility Plan outlines strategies and actions that will identify, remove and prevent accessibility barriers for people with disabilities, thereby increasing accessibility to Consbec goods and services. This Plan also details the company strategy for complying with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005 c.11 (the "AODA").

This Multi-year Accessibility Plan was developed in accordance with the requirements of the AODA and the Integrated Accessibility Standards, O. Reg. 191/11. In compliance with these standards, Consbec will review and update this Plan at least once every 5 years.

This Multi-year Accessibility Plan will be posted on Consbec premises and will be made available in an accessible format with communication supports, upon request.

The AODA sets various standards and deadlines to increase accessibility by 2025. Consbec has implemented an Accessible Customer Service Policy and an Integrated Accessibility Standards Policy. As the standards and deadlines in the AODA come into effect, Consbec will review its practices to ensure compliance. Additional policies may be developed to include more detailed information on specific practices

	Date of Issues: 2017-12-01	Document Number: CGOC-HSE-PRO-003.1
	Revision: 2022-01-01	Issued By: HR Department
Subject: AODA Multi-Year Accessibility Plan	Distribution: Customers and Employee	Page: Page 2 5

and processes. Consbec is committed to meeting all applicable requirements and deadlines and will incorporate changes as required by the AODA and its regulations.

Training

Consbec provides ongoing training to its employees and company representatives as per the requirements of its Accessible Customer Service Policy. Consbec also provides ongoing training to address:

- the customer service standards set out its Accessible Customer Service Policy;
- the accessibility standards set out in this Multi-year Accessibility Plan; and
- the requirements of the applicable Human Rights Code as it pertains to persons with disabilities.

Consbec will record such training and the date(s) on which such training takes place.

Information and Communication Standards Accessible Websites and Web Content

Internet websites and web content controlled directly by Consbec will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A. Ultimately, such websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, in accordance with the schedule set out in the Integrated Accessibility Standards, O. Reg. 191/11.


Implementation Timeframe: Level A Complete, Level AA by January 1, 2021

Implementation Deadline: Level AA January 1, 2021

Accessible Formats and Communication Supports

If a person with a disability so requests, Consbec will provide or arrange for the provision of accessible formats and communication supports:

- for providing feedback to or making inquiries from Consbec and to receive responses from Consbec; and
- for providing and obtaining information that is available to other persons who communicate with Consbec.

	Date of Issues: 2017-12-01	Document Number: CGOC-HSE-PRO-003.1
	Revision: 2022-01-01	Issued By: HR Department
Subject: AODA Multi-Year Accessibility Plan	Distribution: Customers and Employee	Page: Page 3 5

Consbec has implemented a procedure to process such requests. Any person who wishes to provide feedback or make inquiries is able to do so by telephone, fax or email and Consbec will consult with the person making the request to determine the best way to provide the accessible format or communication supports.

Emergency Procedures and Public Safety Information

If a person with a disability so requests, Consbec will provide information regarding emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports.

Workplace Emergency Response Information

When Consbec is aware that an employee has a disability for which accommodation may be required, Consbec will provide individualized emergency response information to that employee as soon as practicable and as appropriate based on the nature of the disability, and Consbec will work with the employee to develop a tailored emergency response plan.

Employment Standards Recruitment, Assessment and Selection


Consbec will post information about the availability of accommodations for applicants with disabilities in its public recruitment process. Job applicants who are individually selected for interview and/or testing will be notified that accommodations for material to be used in the process are available upon request. Consbec will consult with any applicant who requests an accommodation in a manner that takes into account that applicant's disability.

Accessible Formats and Communication Supports for Employees

If an employee with a disability so requests, Consbec will provide or arrange for the provision of accessible formats and communication supports, as practicable, for the following:

information needed in order to perform the employee's job; and information that is generally available to employees in the workplace.

Consbec will consult with the employee to determine the best way to provide the accessible format or communication support.

	Date of Issues: 2017-12-01	Document Number: CGOC-HSE-PRO-003.1
	Revision: 2022-01-01	Issued By: HR Department
Subject: AODA Multi-Year Accessibility Plan	Distribution: Customers and Employee	Page: Page 4 5

Documented Individual Accommodation Plans

Consbec will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include, without limitation, the following:

- the company will give the employee the choice of internal or external bargaining rights on his or her behalf for the individual accommodation plan;
- the individual accommodation plan can also be done internally through the Joint Health and Safety Committee;
- the ways in which the employee can participate in the development of the individual accommodation plan;
- the means by which the employee is assessed on an individual basis;
- the ways an employee can request an evaluation by an outside medical expert or other experts to determine if accommodation can be achieved and how it can be achieved;
- the steps taken to protect the privacy of the employee's personal information;
- the frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and
- the means of providing the individual accommodation plan in an accessible format, based on the employee's accessibility needs.


Plans and Processes

Each department within Consbec that utilizes performance management tools, or that provides career development and advancement to its employees, will respect the accessibility needs of employees with disabilities when developing these processes.

Return to Work

Consbec will develop return to work processes for employees who are absent from work due to a disability and who require disability-related accommodations in order to return to work.

Individualized return to work accommodation plans will be documented and will include an outline of the steps Consbec will take to facilitate the employee's return to work.

	Date of Issues: 2017-12-01	Document Number: CGOC-HSE-PRO-003.1
	Revision: 2022-01-01	Issued By: HR Department
Subject: AODA Multi-Year Accessibility Plan	Distribution: Customers and Employee	Page: Page 5 5

If Consbec redeploys an employee who has a disability, the company will take into account the accessibility needs of that employee. Redeployment may mean the reassignment of the employee to another department within the company as an alternative to "layoff" when a particular job or department has been eliminated.

Built Environment Standards

Consbec will comply with the Design of Public Spaces Standard of the Integrated Accessibility Standards, O. Reg. 191/11, when undertaking new construction or redevelopment of exterior paths of travel, accessible parking and service counters in respect of Consbec premises that are accessible to the public. Consbec will also comply with the provisions of the applicable building code when undertaking new construction on or renovations to existing Consbec premises.

Feedback and Questions

Consbec welcomes any comments or questions that its employees or the public may have regarding its accessibility policies and plans. Please direct all comments or questions to the Human Resources Manager: by telephone to 705- 897-4971 ext. 120 or by email to: safety@consbec.com. A Policy Feedback Survey may be requested in order to convey any experiences requiring attention.