

MULTI-YEAR ACCESSIBILITY PLAN

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

For

Caldic Canada Inc.
6980 Creditview Road
Mississauga, ON.
L5N 8E2

Revision date 13 December 2017

INTRODUCTION AND STATEMENT OF COMMITMENT

The **Integrated Accessibility Standards Regulation** (IASR) under the **Accessibility for Ontarians with Disabilities Act** (AODA) requires Caldic Canada Inc. to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Through its multi-year accessibility plan, Caldic Canada Inc. aims to become barrier-free by 2025.

This plan includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- The Built Environment

The 2012–2017 accessibility plans will help to identify planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the **Accessibility for Ontarians with Disabilities Act** (AODA). The AODA requires Caldic Canada Inc. to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

The multi-year accessibility plan outlines the specific steps Caldic Canada Inc. is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

Caldic Canada Inc. remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan has been developed by our People & Performance Department in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

In accordance with the requirements, Caldic Canada Inc. will:

- Provide all information relating to the plan in alternative formats upon request
- Review and update the plan at least once every five years

The People & Performance Department will follow up on the progress of the plan and, if necessary, remind the responsible parties of their roles in implementing the plan. The People & Performance Department will meet as required to review implementation to remove and prevent barriers and achieve accessibility under the AODA.

The People & Performance Department is involved in the preparation of the Accessibility Plan in respect of the **Accessibility for Ontarians with Disabilities Act, 2005**, Regulations and Standards.

SECTION ONE: MEASURES ALREADY IMPLEMENTED TO IDENTIFY, REMOVE AND PREVENT BARRIERS IN 2012–2017

From 2012-2017, Caldic Canada Inc. will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation-Standards for Employment, and Information and Communications. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives Caldic Canada Inc. implemented on or before January 1, 2012 and will continue to implement from 2012-2017.

STANDARDS FOR CUSTOMER SERVICE

Caldic Canada Inc. met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these in the reception area and on the corporate website.
- Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities on behalf of the company or are involved in the creation and implementation of policies, practices and procedures for the company.
- Reviewing customer service feedback forms in print and online and providing alternate formats in large print and text formats.
- Communicated the customer service policy to staff so that support persons and service animals are permitted onto Caldic Canada Inc. premises.
- Creating a customer service policy that highlights information about accessibility requirements under the AODA including policies, guidelines and mandatory and recommended training requirements for staff and management.
- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario's ONE-Source for Business website.
- Tracking attendance for accessibility training courses.

Required legislative compliance

January 2012

SECTION TWO: PLANNED MEASURES TO IDENTIFY REMOVE AND PREVENT BARRIERS IN 2012–2017

This year, Caldic Canada Inc.'s accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas—information and communications, employment, transportation, and the built environment.

1 STANDARDS FOR CUSTOMER SERVICE

Caldic Canada Inc. is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012. This means they will receive goods and services with the same high quality and timeliness as others as per the customer service policy issued January 1, 2012.

Commitment

Caldic Canada Inc. has adopted the accessible customer service policy and procedures.

Identification of barriers

People with disabilities face a range of physical and attitudinal barriers including stereotyping and prejudice. Inadequate resources and the lack of common objectives with regards to accessibility and equity seriously curb efforts to remove barriers.

Caldic Canada Inc. will look at improving interaction and communication with persons who are deaf or hard of hearing upon request.

A few areas of the organization do not have appropriate signage for wayfinding.

Planned action(s)

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, Caldic Canada Inc. will:

- Continue to highlight the CS Policy in education, training and activities.
- Review the company's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility-related feedback.
- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- Review training requirements for staff who have high interaction with the public; retrain on the customer service policy and procedures, the law and any general or existing accessibility matters.
- Continue to track and report on training compliance on an annual basis.
- Use visual or tactile signs to identify branding and to display posters, signage and brochures for all locations within the premises.
- Develop and implement emergency evacuation procedures that take individuals with disabilities into consideration.
- Provide appropriate accessible wayfinding signage and instruction to clients and visitors.

- Update customer service policy on providing services to people with disabilities in regards to accessible formats under the Integrated Regulation.

Required legislative compliance

None

Implementation timeframe

January 2012 to January 1, 2015

Completion date

January 2015

2 EMERGENCY RESPONSE AND EVACUATION PLANS UNDER THE IASR STANDARDS FOR INFORMATION AND COMMUNICATIONS AND EMPLOYMENT**Commitment**

Caldic Canada Inc. will develop and implement an emergency response and evacuation plan and will incorporate accessibility considerations to ensure that individuals identified as having a disability are provided instruction and support in the case of an emergency situation.

Identification of barriers

Caldic Canada Inc. will assess physical and communication barriers across the company to ensure we remove and prevent barriers to access for persons with disabilities in our organization.

Planned action(s)

Caldic Canada Inc. will incorporate accessibility considerations into its emergency response and evacuation plan and procedures. The following measures will be taken:

- Instructions were provided to staff regarding evacuation in times of emergency to gather at locations that are accessible.
- Notify Fire and disaster wardens to identify persons in need of assistance in advance of an emergency to discuss the location of the designated waiting areas and how identified persons will be escorted out.
- The emergency response plan and public safety information and instructions will be reviewed on an individual basis to take the needs of persons with disabilities into consideration.
- The emergency response plan and public safety information is available to the public in an accessible format with appropriate communication supports upon request.
- Employees have been trained on the emergency response plan and/or public safety information and instructions to ensure that they know how to interact with persons with disabilities (employees and customers) during an emergency, incident or dangerous situation.
- Individualized emergency response information is reviewed when:
 - a) An employee joins the organization and identifies themselves as having a disability
 - b) An employee moves to a different location in the organization
 - c) An employee's overall needs or plans are reviewed; and
 - d) When reviewing general emergency response policies
- Caldic Canada will adhere to Ontario Regulation 191/11 made under the ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005, Part II, Section 13. Link to Ontario Regulation:

http://www.elaws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.hm#BK14

Required legislative compliance

As soon as practicable

Implementation timeframe

November 2013 to January 1, 2015

Completion date

January 2015

3 STANDARDS FOR INTEGRATED ACCESSIBILITY GENERAL REQUIREMENTS

3.1 Accessibility policy and statement of commitment to IASR Commitment

Commitment

To implement a statement of commitment and policy on how Caldic Canada Inc. will achieve accessibility through meeting the IASR's requirements.

Identification of barriers

Caldic Canada Inc. will assess physical, attitudinal and communication barriers across the company to ensure we remove and prevent barriers to access for persons with disabilities in our organization.

Planned action(s)

- Draft a policy that addresses how Caldic Canada Inc. will achieve accessibility through meeting the IASR's requirements.
- Caldic Canada Inc.'s Integrated Accessibility Standards Regulation policy and statement of commitment will be made available to the public on the premises and on the corporate website.
- Caldic Canada Inc.'s Integrated Accessibility Standards Regulation policy and statement of commitment will be available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.

Required legislative compliance

January 1, 2014

Implementation timeframe

January 2012 to January 1, 2014

Completion date

December 2013

3.2 Accessibility plan maintenance

Commitment

Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Planned action(s):

- Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.
- Review and update the accessibility plan at least once every five years.

Required legislative compliance

January 1, 2014

Implementation timeframe

January 2012 to January 1, 2014

Completion date

December 2013

3.3 Procurement or acquisition of goods, services, or facilities

This standard does not apply to Caldic Canada Inc..

3.4 Self-service kiosks**Commitment**

To implement a process for making features of the self-service kiosks accessible through meeting the IASR's requirements.

Identification of barriers

Caldic Canada Inc. does not employ self-service kiosk at this time; unable to identify barriers.

Planned action(s)

If and when Caldic Canada Inc. employs self-service kiosks, put a process in place to:

- Use accessibility criteria and features when acquiring and using self-service kiosks, except where it is not practical to do so
- Upon request, provide an explanation when it is not practical to do so

Required legislative compliance

January 1, 2014

Implementation timeframe

to be determined when applicable

Completion date

N/A

3.5 Training**Commitment**

To implement a process for ensuring that all employees, volunteers, persons who deal with customers and the public on the company's behalf, and persons participating in the development

and approval of the company's policies, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

Identification of barriers

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

Planned action(s)

Caldic Canada Inc. will:

- Provide training on the requirements of the Integrated Regulation and on the **Human Rights Code** as it pertains to persons with disabilities to all employees , volunteers, contractors, other third parties who interact persons with disabilities on behalf of the company and persons involved in the creation of policies
- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided
- Ensure training is provided on the requirements of the accessibility standards
- Provide training in respect to any changes to policies on an ongoing basis

Required legislative compliance

January 1, 2015

Implementation timeframe

January 2012 to January 1, 2015

Completion date

December 2015, Ongoing as needed

4 STANDARDS FOR INFORMATION AND COMMUNICATIONS

Commitment

Caldic Canada Inc. will incorporate new accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. Caldic Canada Inc. will endeavour to provide necessary communication supports in a timely manner.

Identification of barriers

Caldic Canada Inc. will assess its communication methods and attitudes to identify and remove barriers to information and communications with people with disabilities. Potential barriers include:

- Lack of website accessibility standards for the organization's website
- Lack of a method to obtain user feedback on accessibility
- Lack of awareness among the organization's IT department regarding website accessibility barriers
- Information overload and conflicting recommendations for website accessibility standards
- Inaccessible PDF documents and forms
- Inaccessible HTML forms

Planned action(s)

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, Caldic Canada Inc. will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs.
Completion date: Ongoing as requested
- With the People and Performance department, identify problems and provide recommendations for PDF documents and forms.
Completion date: Ongoing as requested
- Provide specific instructions to webmasters on how to best create HTML forms
Completion date: Ongoing as needed
- Post the accessibility plan on the company's new website as November 2017
Completion date: December 2017
- Post a statement on the new website about accessibility and the availability of accessible formats and communication supports
Completion date: Ongoing as requested
- With the IT Department, review a wide range of materials and identify key tools and resources appropriate for the organization
Completion date: Ongoing as requested
- Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities
- With the IT department, develop web accessibility guidelines-provided guidelines to Caldic BV
Completion date: August 2017
- Remove barriers through implementation of the website accessibility guidelines and the generation of reports identifying accessibility barriers - website evaluation completed, Caldic BV is actively working through identified accessibility gaps
Completion date: December 2017
- Recode and deploy coding changes to enhance accessibility - website evaluation completed, Caldic BV is actively working through identified accessibility gaps
Completion date: December 2017
- Ensure all websites and web content conform to WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021

Feedback

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request
- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

Required legislative compliance

January 1, 2015

Implementation timeframe

January 2012 to January 1, 2016

Completion date

June 2015

5 STANDARDS FOR EMPLOYMENT

Caldic Canada Inc. is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

5.1 Recruitment

Commitment

Caldic Canada Inc. will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

Identification of barriers

Caldic Canada Inc. will assess recruitment policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, Caldic Canada Inc. will:

- On the Caldic Canada Inc.'s website and in job advertisements, specify that accommodation is available for applicants with disabilities.
- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities
- Inform candidates about the availability of accommodations:
 - Job Posting
 - During People and Performance orientation
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs
- When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities

Required legislative compliance

January 1, 2016

Implementation timeframe

January 2014 to January 1, 2016

Completion date

December 2015

5.2 Support information for employees

Commitment

Caldic Canada Inc. will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

Identification of barriers

Caldic Canada Inc. will assess its supporting documents, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, Caldic Canada Inc. will:

- Inform current employees and new hires soon after they begin employment of Caldic Canada Inc.'s policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Provide information under this section to new employees as soon as practicable after they begin their employment
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee's job
 - information that is generally available to employees in the workplace

Required legislative compliance

January 1, 2016

Implementation timeframe

January 2014 to January 1, 2016

Completion date

December 2015

5.3 Documented individualized plans (i.e. return to work plan, accommodation plan)**Commitment**

Caldic Canada Inc. will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and corporate policies are followed where applicable.

Identification of barriers

Caldic Canada Inc. will assess its return-to-work and accommodation plans, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, Caldic Canada Inc. will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis

- Provide an individualized accommodation plan in writing to any employee with a disability
- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved
- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work
- Include in the process the manner in which the employee can request participation of a support person
- Take steps to protect the privacy of the employee's personal information
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
- Include any individualized workplace emergency response information
- Identify any other accommodation that is to be provided to the employee

Required legislative compliance

January 1, 2016

Implementation timeframe

January 2014 to January 1, 2016

Completion date

November 2015

5.4 Performance assessment, career development and advancement, and redeployment**Commitment**

Caldic Canada Inc. will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

Identification of barriers

Caldic Canada Inc. will assess its performance reviews, career development and advancement, redeployment programs, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, Caldic Canada Inc. will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
 - when assessing their performance
 - in managing their career development and advancement

- when redeploying them
- Review and revise its performance review policy
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities
- Take into account the accessibility needs of employees with disabilities when redeploying employees

Required legislative compliance

January 1, 2016

Implementation timeframe

January 2014 to January 1, 2016

Completion date

November 2016

6 STANDARDS FOR TRANSPORTATION

This standard does not apply to Caldic Canada Inc..

7 STANDARDS FOR THE BUILT ENVIRONMENT

This standard is not yet law; however Caldic Canada Inc. is committed to greater accessibility in, out of, and around the buildings we use when the standard comes into force or when possible before that happens.

Commitment

Caldic Canada Inc. will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

Identification of barriers

The Main entrance and interior doors on the ground floor do not have accessibility.

Tactile signage is not present in or around the building for an individual that may have a disability.

The main customer washroom does not have complete accessibility or suitable signage.

Planned action(s)**Employee Accessibility:**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, Caldic Canada Inc., upon request or as implemented, will:

- Provide accessible doors – completed 2014
- Provide accessible work space on the ground floor– completed 2014
- Ensure suitable meeting and social spaces are accessible on the ground floor – completed 2014
- Provide an accessible lunch room on the ground floor – completed 2014
- Increase signage and incorporate tactile signage within the facility

Public Accessibility:

To meet compliance with the Accessibility Standards for Customers/Public under the Integrated Regulation requirements and remove barriers to persons with disabilities, Caldic Canada Inc., upon request or as implemented, will:

- Provide accessible Main entrance doors – completed 2014
- Ensure suitable meeting spaces are accessible on the ground floor – completed 2014
- Increase signage on the building exterior to provide direction to an accessible entrance (I.e. Shipping entrance sign to direct to the Main entrance at front)
- Bathroom renovations to meet accessibility standards – completed 2014

Required legislative compliance

TBD

Implementation timeframe

January 2014 to January 1, 2019

Completion date

TBD