



MULTI-YEAR ACCESSIBILITY PLAN (UPDATED JUNE 2021)

Soil Engineers Ltd. is committed to meeting the objectives of the *Accessibility for Ontarians with Disabilities Act 2005 (AODA)*. Toward this end, Soil Engineers Ltd. hereby establishes, and shall implement and maintain a Multi-Year Accessibility Plan that outlines steps it will undertake to remove and prevent barriers to accessibility and meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

This Multi-Year Accessibility Plan shall be posted on the Company website and be made available to the public in accessible format upon request. It shall be reviewed and updated at least once every 5 years to ensure that all requirements are met in a timely manner.

PLAN

I. Customer Service Standards

The Company shall establish a written policy to take into consideration and meet the needs of persons with disabilities in accessing the Company's services in a timely manner. In accordance with the Customer Service Standards, the Company and/or its staff shall:

1. Communicate with a person with a disability in a manner that respects his/her dignity, provide reasonable efforts to make Company contact information available for persons with disabilities to access, and to ensure that the information is conveyed, received and understood accurately by the customer
2. Accommodate persons with disabilities who use assistive devices, service animals or support persons in accessing the Company's services in its premises,
3. Make reasonable effort to provide notice when Company services are temporarily disrupted,
4. Establish a process for receiving feedback on how services to persons with disabilities were rendered, respond to any feedback and take action on any complaints, and,
5. Train employees who interact with customers on the topics outlined in this policy.

Copies of the policy shall be made available to the public at the company premises or may be provided to individuals in accessible format as requested.

Status: The Accessible Customer Service Policy has been written and communicated to all employees, and employees have been provided with training as of December 2011. Training for new employees will be an ongoing program.

II. Information and Communication Standards

1. Feedback

The Company shall ensure that the processes for receiving and responding to feedback pertaining to accessibility of the company's services are accessible to persons with disabilities.

Feedback may be received:

- a. by phone through the receptionist(s) at (416) 754-8515 or by any employee who shall transfer the call to the receptionist(s),
- b. by voicemail which will be attended to daily by the receptionist(s),
- c. by mail through the receptionist(s), or,
- d. by email to info@soilengineersltd.com which will be attended to by the Office Manager.

Messages received shall be forwarded promptly to the Vice-President for resolution. The Human Resources Department shall be responsible for maintaining documentation.

To inform the public as to how the company shall receive and respond to feedback, a notice regarding these processes shall be integrated into the Company's website, invoices and/or letters as appropriate.

Status: Procedures in place.

2. Accessible Formats and Communication Support

The Company shall, upon request, arrange for the provision of accessible formats and communication supports that takes into account the recipient's disability needs, whenever possible and practical. This support shall apply to reports, records, invoices, letters and other documents that the Company sends to its customers and the public in general. The Company, through the staff directly dealing with the person or customer making such request shall consult with the latter for suitability of an accessible format or communication support.

Information regarding the availability of accessible formats and communication support shall be made available to the public through copies of the accessible customer service policy posted on company premises (or upon request, a printed copy of the policy), on the Company website as well as on letters and/or proposals for customers.

Status: Completed/ongoing.

3. Accessible Website and Web Content

The Company's internet website and web content shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at level A and finally at Level AA by January 1, 2021.

- a) The IT Department shall review the existing website for conformance to Level A requirements and improve/upgrade the website to Level A if needed.

Status: Completed.

b) The IT Department shall upgrade the Website to Level AA per the regulation.

Status: Completed.

III. Employment Standards

1. Notice of Availability of Accommodation

As part of the hiring procedure, job applicants who are selected for an assessment or interview on Company premises shall be notified by the Human Resources Department and/or department or branch office representative making the arrangements that accommodations are available, upon request, for needs required to facilitate the recruitment process or procedures to be used. This shall be communicated either verbally or in writing before the applicant is to attend the interview.

If the selected applicant requests for an accommodation, the Company representative shall consult with the applicant and provide or arrange a provision for a suitable accommodation (use of assistive device, guide, interpreter, etc.) in a manner that takes into account his/her accessibility needs.

Status: Compliance ongoing.

2. Informing Employees of Supports

New employees shall be provided with information on Company policy regarding support to employees with disabilities prior to accepting the job offer.

If requested, the Company shall consult with the employee who has a disability for a suitable provision of accessible formats and communication supports for information that are made available to all employees as well as specific information that the employee needs in order to perform his/her job.

A copy of the policy shall be integrated in the Employee Reference Manual issued to all employees, and discussed during an orientation meeting with new employees prior to commencing work.

Status: Compliance ongoing.

3. Workplace Emergency Response Information

The Company, through the Human Resources Department, shall provide individualized emergency response information for an employee who has a disability, if necessary and with respect to the nature of the disability, or whenever the Company is made aware of the need for such accommodation.

The information shall be shared with the person who is designated to assist the employee and shall be reviewed whenever there is a change in the employee's work location, when the employee's overall accommodation needs are reviewed or when the general emergency response plan is reviewed.

For this purpose, a written emergency response document/record that details

courses of actions in response to an emergency situation shall be developed specifically for the employee.

Status: Compliance ongoing.

4. **Documented Individual Accommodation Plans**

The Company shall establish a written process for the documentation of individual accommodation plans for employees with disabilities. The process shall allow the employee to participate in developing his/her accommodation plan and in assessing his/her disability needs, including obtaining evaluation by outside medical or other experts if needed, in order to help the Company determine how accommodation can be best achieved. Care shall be taken to protect the personal privacy of the employee.

Status: Compliance ongoing.

5. **Return to Work Process**

Regulation requires the Company to develop and implement a return-to-work process for employees who are returning from absence due to disability and require disability-related accommodations. The current Return To Work policy and template under the Health and Safety Policy may be used for this purpose. The form shall be reviewed and enhanced to ensure that information required under this regulation are complete.

Status: Completed.

6. **Performance and Career Advancement**

The Company promotes the professional development and advancement of its employees' career in the Company. Employees are rewarded based on individual performance and contributions; disability accommodation shall be taken into account and shall not be used to the prejudice of an employee who has a disability when assessing job performance and career advancement opportunities.

Accommodation needs shall also be considered when promoting, transferring or redeploying employees to other positions or locations.

Status: Compliance ongoing.