



Accessibility Plan

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This accessibility plan outlines the policies and actions that Victaulic undertakes to improve opportunities for people with disabilities and incorporates the company's Customer Service Plan.

Statement of Commitment

Victaulic 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. Victaulic is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Victaulic's Customer Service Plan

Providing Services to Persons with Disabilities

Victaulic is committed to excellence in goods and services to all clients of Victaulic and their representatives, including persons with disabilities.

Assistive devices

We ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Communication

We communicate with persons with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless the service animal is otherwise excluded from the area by law (e.g. kitchen areas in the firm) or where there are overriding health and safety considerations.



Support persons

A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her on our premises.

While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times.

Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

Notice of temporary disruption

In the event of a planned or unexpected disruption to our services or facilities for clients with disabilities, Victaulic will notify clients promptly. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be posted on our company's website and, where appropriate, will be posted in the reception area of the relevant office location.

Training for staff

Victaulic provides training to all partners, associates, employees and others who deal with the public or other third parties on our company's behalf. Training will also be provided to any person who helps develop the company's policies, practices and procedures governing the provision of services to clients or third parties.

Training is provided to new members of the company during their orientation period.

Training includes:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Victaulic's plan related to the customer service standard
- how to interact and communicate with persons with various types of disabilities
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person



- how to use equipment or devices, where provided, available on-site or otherwise that may help with providing goods or services to persons with disabilities
- what to do if a person with a disability is having difficulty in accessing Hicks Morley's services

Members of Victaulic will also be trained when changes are made to our customer service plan.

Training records are made and maintained in accordance with the requirements of the *Accessibility Standards for Customer Service* (O. Reg. 429/07).

Modifications to this or other policies

Any policy of Victaulic that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Availability of Documents

Victaulic has prepared the documentation required under the *Accessibility Standards for Customer Service* and will provide copies upon request.

Accessibility Policies and Plan under the Integrated Accessibility Standards

Accessible Emergency Information

Victaulic is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We provide employees with disabilities with individualized emergency response information, when necessary, based on their known accommodation needs.

Procurement

When procuring or acquiring goods or services or facilities, we will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria. Where we determine that it is not



possible to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, we will provide a written explanation upon request.

Training

In addition to the training we provide to our employees under the *Accessibility Standards for Customer Service*, Victaulic provides training to our employees, volunteers and other staff members on the requirements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and on the *Human Rights Code* as it relates to people with disabilities. Training is provided in a way that best suits the actual duties of our employees, volunteers, and other staff members.

Training is provided to new members of the company during their orientation period in conjunction with training outlined in the Customer Service Plan.

Training records are made and maintained in accordance with the requirements of the *Integrated Accessibility Standards*.

Information and Communications

Victaulic is committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

Victaulic will ensure that existing feedback processes are accessible to people with disabilities, upon request.

Victaulic ensures that all of its publicly available information is made accessible upon request. Where a request for an accessible format or for communication supports is received, Victaulic will:

- consult with individual making the request to determine their accessibility needs and what would be a suitable format or support.
- provide the requested information in a timely manner; and
- provide the information at regular cost (if any).



External-facing websites and web content controlled directly by Victaulic will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the IASR, as required under the *Integrated Accessibility Standard*;

- we will audit all websites and content for Level AA compliance.
- we will implement the necessary changes to bring the websites and web content into conformance with all applicable Level AA standards.

Employment

Victaulic is committed to fair and accessible employment practices.

Victaulic notifies the public and staff applying to job postings that accommodations are available for people with disabilities during the recruitment process. If an applicant is selected to participate in an assessment process, Victaulic notifies the applicant that accommodations are available upon request should the applicant have accessibility needs due to a disability. Victaulic will consult with the applicant to determine whether a suitable accommodation is available.

All postings to the public-facing careers website include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. All postings include the statement: Victaulic is an equal opportunity employer and accommodation is available under the Human Rights Code.

Victaulic notifies successful applicants of its policies for accommodating employees with disabilities. Victaulic notifies its employees and new hires of its policies to support people with disabilities and makes all such policies available on its intranet so that they are available to all members of the firm.

Where an employee requests, Victaulic will provide or arrange for the provision of accessible formats or communications supports for: (a) information needed to perform the employee's job; and (b) information generally available to other employees. Victaulic will consult with the employee making the request.



Return to Work

Victaulic will continue to develop and document a return-to-work process that outlines the steps that the company will take to facilitate the return to work of employees who have been absent due to a disability and require disability-related accommodations in order to return to work.

The goal is to provide the employee with a timely return to work that is safe, productive, meaningful, and consistent with the worker's functional abilities. This return-to-work process does not replace or override any other return to work process under any other statute.

When undertaking any performance management, career development and redeployment processes, Victaulic will ensure that the accessibility needs of its employees with disabilities needs are taken into account. This will include a review of any individual accommodation plans that are in place for individual employees.

Where an employee, client or other person identifies any accessibility barriers, Victaulic will take steps to remove the barriers identified.

Design of Public Spaces

Victaulic is committed to incorporate accessibility into the design of public spaces when building or making significant renovations to existing public spaces. This will be done in accordance with the criteria established in existing accessibility standards including but not limited to the following:

- Outdoor
- Outdoor public eating areas
- Outdoor paths of travel such as sidewalks, ramps, stairs, curb ramps and rest areas
- Accessible off-street parking
- Service-related elements such service counters, fixed queuing lines and waiting areas.

To reduce the risk of service disruptions, Victaulic will periodically inspect the accessible portions of its public spaces. When any deficiencies are noted that might impact on accessibility, we will take steps to correct the deficiency within a reasonable time frame.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.



For more information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact Victaulic by any of the following means:

By telephone: 905-884-7444

By e-mail: hr.canada@victaulic.com

By regular mail:

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Attention: Human Resources