

Accessibility for Ontarians with Disabilities Act Multi-Year Plan

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Mammoet Canada Eastern Ltd. is committed to working towards being compliant with all the standards under the AODA (Accessibility for Ontarians with Disability Act)

Our commitment in fulfilling our mission is to strive at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services, in the same place and in a similar way as other customers.

Mammoet 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, Information and Communications.

This section includes a summary of the initiatives Mammoet is implementing and will continue to implement into 2019.

1. Standard for Customer Service

Action	Project Status
Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these in the reception area at each Branch/Office and on the Sharepoint.	Completed
Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities of behalf of the Mammoet or are involved in the creation and implementation of policies, practices and procedures for the company.	Completed
Reviewing customer service feedback forms in print and online and providing alternate formats in large print and text formats.	Completed
Working with the Building and Fleet Manager to develop a notification service disruption protocol, and communicated the customer service policy to staff so that support persons and service animals are permitted onto Mammoet premises.	Completed
Information on the accessible online feedback form has been added to the corporate website and Sharepoint. Have this information available at front reception in all Ontario branches.	Completed

1. Standard for Customer Service (Continued)

Action	Project Status
Adding an "Accessibility" section to the Mammoet website to communicate the AODA policy.	Completed
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.	Completed June 2016
Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario's ONE-Source for Business website.	Completed Dec 2017
Tracking completion of accessibility training e-Learning courses.	Completed March 2018
Communicating through policies and other forms of communications about the best ways to plan accessible events for customers.	Completed March 2018

2. Emergency response and evacuation plans under the Standards for Information and Communications and Employment

Action	Project Status
Instructions will be provided to employees regarding evacuation in times of emergency to gather at locations that are accessible.	Completed
Persons with various disabilities will be consulted to ensure we are meeting the needs of all persons with disabilities in our emergency response plan, and that public safety information and instructions will be provided in a timely manner if an emergency or disaster occurs.	Ongoing
SHE-Q will be instructed 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.	Completed/ Ongoing

2. Emergency response and evacuation plans under the Standards for Information and Communications and Employment (Continued)

Action	Project Status
The emergency preparedness plan and instructions will be reviewed and modified to take the needs of persons with various disabilities into consideration.	Completed
The emergency preparedness plan will be posted in both French and English on Sharepoint.	Completed
The emergency preparedness plan will be available to the public in an accessible format or with appropriate communication supports upon request.	Completed
In cooperation with our SHE-Q team, the emergency procedures will be updated to ensure they can be followed by customers or employees with disabilities.	Completed
Individualized workplace emergency response information will be made available to employees who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans will be communicated to their managers and recorded in their personnel files.	Completed Upon Request
Employees will be 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.	Completed Upon Request
<ul style="list-style-type: none"> • Individualized emergency response information is reviewed when: <ul style="list-style-type: none"> a. An employee moves to a different location in the organization b. An employee's overall needs or plans are reviewed; and c. When reviewing general emergency response policies 	Completed Upon Request

3. Standards for Customer Service

Mammoet is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 2018. This means they will receive goods and services with the same high quality and timeliness as others as per the customer service policy issued in January 2018

3.1. Accessibility policy and statement of commitment to IASR (*Integrated Accessibility Standards Regulations*) **Commitment**

Action	Project Status
Draft a policy that addresses how Mammoet will achieve or has achieved accessibility through meeting the IASR's requirements.	Completed June 2016
Mammoet's Accessibility for Ontarians with Disabilities policy and statement of commitment will be made available to the public on the premises and on the Mammoet website.	Completed
Mammoet's Accessibility for Ontarians with Disabilities 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.	Completed Upon Request

3.2. Accessibility plan maintenance

Action	Project Status
Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.	Completed June 2018
Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.	Completed
Review and update the accessibility plan at least once every five years.	Not Started TBD 2023

3.3 Training

Action	Project Status
Develop multiple learning formats as per the Integrated Accessibility Standards Regulations	Completed Upon Request
Provide training on the requirements of the Customer Service Standard as it pertains to persons with disabilities to all employees, students, contractors, and other third parties who interact persons with disabilities on behalf of Mammoet and persons involved in the creation of policies	Completed
Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided	Completed
Ensure training is provided on the requirements of the accessibility standards	Completed
Provide training in respect to any changes to policies on an ongoing basis	Ongoing

4. Standards for Information and Communications

Mammoet 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. Mammoet will endeavour to provide necessary communication supports in a timely manner.

Action	Project Status
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	Completed Upon Request
Post the accessibility plan on the company's website and SharePoint	Completed
Post a statement on the website about accessibility and the availability of accessible formats and communication supports	Completed
Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities	Completed Upon Request
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)	Not Started (2021)

4.1 Standards for Information and Communications (feedback)

Action	Project Status
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	Completed
Consult the person making the request to determine suitability of format	Upon Request
Notify the public about the availability of accessible formats and communication supports	Upon Request

5.0 Standards of Employment

Mammoet 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.

5.1 Recruitment

Action	Project Status
On the Mammoet 's website and in job advertisements, specify that accommodation is available for applicants with disabilities	Completed
Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities	Completed
Inform candidates about the availability of accommodations: <ul style="list-style-type: none"> ○ when called for an interview ○ during the selection process ○ at the time of job offer ○ at orientation 	Completed
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	Completed Upon Request
When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities	Completed

5.2 Support information for employees

Action	Project Status
Inform current employees and new hires soon after they begin employment of Mammoet'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	Completed
Keep employees up to date on changes to policies	Ongoing
Provide accessible formats and communication supports to any employees who request them. If requested, the Mammoet will consult with the employee to provide or arrange for provision of accessible formats and communication supports for: <ul style="list-style-type: none"> ○ information that is needed in order to perform the employee's job ○ information that is generally available to employees in the workplace 	Completed Upon Request

5.3 Documented individualized plans

Action	Project Status
Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan	Completed Upon Request
Provide an individualized accommodation plan in writing to any employee with a disability	Completed Upon Request
Include in the process the manner in which Mammoet can request an evaluation by an outside medical or other expert, at Mammoet's expense, to assist us in determining if and how accommodation can be achieved	Completed Upon Request
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	Completed Upon Request

<p>Include in the process the manner in which the employee can request participation of a representative from his or her bargaining agent</p>	<p>Completed Upon Request</p>
<p>Take steps to protect the privacy of the employee's personal information</p> <ul style="list-style-type: none"> ○ Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done 	<p>Completed Ongoing</p>
<p>Provide the employee with the reasons for the denial if the individual accommodation plan is denied</p>	<p>Completed Upon Request</p>
<p>Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs</p>	<p>Completed Upon Request</p>
<p>Include any individualized workplace emergency response information</p>	<p>Completed Upon Request</p>