

# Richards-Wilcox Canada Multi-Year Accessibility Plan

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## MULTI-YEAR ACCESSIBILITY PLAN

| Task                                                                                                                                                                                                                                                                                                                                          | Due Date          | Actions Taken                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a multi-year accessibility plan that outlines what R-W will do to remove and prevent accessibility barriers in our organization <ul style="list-style-type: none"><li>• Develop – Outline steps to be taken with regards to implementing IASR requirements</li><li>• Implement</li><li>• Share with employees</li><li>• Post</li></ul> | 2014              | <ul style="list-style-type: none"><li>• Completed 2014</li><li>• Updated January 2016</li><li>• Updated August 2016</li><li>• Updated December 2017</li><li>• Updated December 2019</li><li>• Updated June 2021</li><li>• Updated November 2023</li></ul> |
| Report accessibility achievements every 3 years or before if required by the Ministry of Economic Development, Employment and Infrastructure                                                                                                                                                                                                  | December 31- 2014 | <ul style="list-style-type: none"><li>• Completed on December 15, 2014</li><li>• As required</li><li>• Completed on December 12, 2017</li><li>• Completed on June 23, 2021</li><li>• Completed December 2023</li></ul>                                    |
| Review Plan every 5 years                                                                                                                                                                                                                                                                                                                     | 2019              | <ul style="list-style-type: none"><li>• As required or in 2019</li><li>• Reviewed December 2019</li><li>• As required or in 2024</li><li>• Reviewed on November 2023</li></ul>                                                                            |

Created: November 2014

Revised: January 2016

Revised: August 2016

Revised: December 2019

Revised: June 2021

Revised: November 2023

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| Multi-year Accessibility Plan -<br>Continue to implement<br>requirements of multi-year<br>accessibility plan | On going | <ul style="list-style-type: none"> <li>• On going</li> </ul> |
| Update Plan as progress takes<br>place                                                                       | On going | <ul style="list-style-type: none"> <li>• On going</li> </ul> |

Created: November 2014

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Revised: November 2023

## STATEMENT OF COMMITMENT

| Task                                                                                                  | Due Date | Actions Taken                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop a statement of organizational commitment on how to meet the integrated standards requirements | 2014     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Updated August 2016</li> <li>• Updated November 2017</li> <li>• Updated March 2019</li> <li>• Updated June 2021</li> <li>• Updated November 2023</li> </ul>                                                                |
| Get President's approval and signature                                                                | 2014     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Updated August 2016</li> <li>• Updated November 2017</li> <li>• Updated March 2019</li> <li>• Updated June 2021</li> <li>• Updated November 2023</li> </ul>                                                                |
| Make Statement available to the public (Post on boards, intranet and at reception)                    | 2014     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Repost August 2016</li> <li>• Repost November 2017</li> <li>• Reposted <b>full AODA Program</b> on December 2017</li> <li>• Reposted March 2019</li> <li>• Reposted June 2021</li> <li>• Reposted December 2023</li> </ul> |
| Provide Statement in an accessible format, upon request.                                              | On going | <ul style="list-style-type: none"> <li>• As requested</li> </ul>                                                                                                                                                                                                                         |
| Review and update as required (at least every 5 years)                                                | On going | <ul style="list-style-type: none"> <li>• On a yearly basis</li> </ul>                                                                                                                                                                                                                    |

Created: November 2014

Revised: January 2016

Revised: August 2016

Revised: December 2019

Revised: June 2021

Revised: November 2023

## CUSTOMER SERVICE STANDARD POLICY

| Task                                                                                                                                                                                                                                                                                                                                                                                                                        | Due Date | Actions Taken                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop Standards Policy that includes: <ul style="list-style-type: none"> <li>• Information on Providing Goods and Services to People with Disabilities</li> <li>• Communications</li> <li>• Telephone Services</li> <li>• Assistive Devices</li> <li>• Billing</li> <li>• Use of Animal and Support Persons</li> <li>• Notice of Temporary Disruption</li> <li>• Training of Staff</li> <li>• Feedback Process</li> </ul> | 2012     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Updated August 2016 as per amendments which came into effect July 1, 2016</li> <li>• Updated December 2019. Minor changes made.</li> <li>• Reviewed in June 2021 – No changes made</li> <li>• Updated November 2023. Minor grammatical changes made. Removed the section which relates to the showroom, as we no longer have this available to the public.</li> </ul> |
| Make Policy available to the public (Post on boards, intranet and at reception)                                                                                                                                                                                                                                                                                                                                             | 2012     | <ul style="list-style-type: none"> <li>• Posted on Boards and noted at reception</li> <li>• Posted on intranet</li> <li>• Reposted with updates on August 2016</li> <li>• Reposted on the intranet December 2019</li> <li>• Reposted on June 2021</li> <li>• Reposted on November 2023</li> </ul>                                                                                                                                   |
| Provide Policy in an accessible format, upon request.                                                                                                                                                                                                                                                                                                                                                                       | On going | <ul style="list-style-type: none"> <li>• As requested</li> </ul>                                                                                                                                                                                                                                                                                                                                                                    |

Created: November 2014

Revised: January 2016

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Revised: June 2021

Revised: November 2023

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| Review and update as required (at least every 5 years) | On going | <ul style="list-style-type: none"> <li>• As required or in 2019</li> <li>• As required or in 2024</li> <li>• Reviewed on November 2023</li> </ul> |
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Revised: November 2023

## EMPLOYMENT STANDARD POLICY

| Task                                                                                                                                                                                                                                                                                                                                                           | Due Date | Actions Taken                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop Standards Policy that includes: <ul style="list-style-type: none"> <li>• Employment Standards Overview</li> <li>• Recruitment, Assessment and Selection</li> <li>• Accessible Formats and Communication Support for Employees</li> <li>• Documented Individual Accommodation Plans</li> <li>• Plans and Processes</li> <li>• Return to Work</li> </ul> | 2014     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Updated December 2019. Minor changes made.</li> <li>• Reviewed in June 2021 - No changes made</li> <li>• Updated November 2023. Minor grammatical changes made.</li> </ul> |
| Create "Individual Job Accommodation Questionnaire"<br>Post form on the intranet                                                                                                                                                                                                                                                                               |          | <ul style="list-style-type: none"> <li>• Completed</li> <li>• None required by November 2023</li> </ul>                                                                                                                                  |
| Create "Individual Emergency Response Questionnaire"<br>Post on the intranet                                                                                                                                                                                                                                                                                   |          | <ul style="list-style-type: none"> <li>• Completed</li> <li>• None required by November 2023</li> </ul>                                                                                                                                  |
| Make Policy available to the public (Post on boards, intranet and at reception)                                                                                                                                                                                                                                                                                | 2014     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Reposted on Dec 2023</li> </ul>                                                                                                                                            |
| Provide Policy in an accessible format, upon request.                                                                                                                                                                                                                                                                                                          | On Going | <ul style="list-style-type: none"> <li>• As requested</li> </ul>                                                                                                                                                                         |
| Review and update as required (at least every 5 years)                                                                                                                                                                                                                                                                                                         | On Going | <ul style="list-style-type: none"> <li>• Reviewed December 2019</li> <li>• As required or in 2024</li> </ul>                                                                                                                             |

Created: November 2014

Revised: January 2016

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Revised: November 2023

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|  |  | <ul style="list-style-type: none"><li>• Reviewed on<br/>November 2023</li></ul> |
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Revised: November 2023

## INFORMATION AND COMMUNICATION STANDARD POLICY

| Task                                                                                                                                                                                                                                                                                                                                                                                             | Due Date | Actions Taken                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop Standards Policy that includes: <ul style="list-style-type: none"> <li>• Accessible Formats and Communication Supports</li> <li>• Accessible Websites and Web Content (WCAG 2.0)</li> <li>• Education and Training Resources</li> <li>• Emergency Procedures and Individual Plans</li> <li>• Exceptions</li> <li>• Feedback Process</li> <li>• Publicly Available Information</li> </ul> | 2014     | <ul style="list-style-type: none"> <li>• Completed</li> <li>• IT team working on Accessible Format and Web Content (WCAG 2.0)</li> <li>• Reviewed December 2019. No changes made.</li> <li>• Reviewed in June 2021 - No changes made</li> <li>• Dec 2023: Website Contractor confirmed that our website is compliant</li> </ul> |
| Make Policy available to the public (Post on boards, intranet and at reception)                                                                                                                                                                                                                                                                                                                  |          | <ul style="list-style-type: none"> <li>• Completed</li> <li>• Reposted December 2023</li> </ul>                                                                                                                                                                                                                                 |
| Provide Policy in an accessible format, upon request.                                                                                                                                                                                                                                                                                                                                            |          | <ul style="list-style-type: none"> <li>• As requested</li> </ul>                                                                                                                                                                                                                                                                |
| Review and update as required (at least every 5 years)                                                                                                                                                                                                                                                                                                                                           | On Going | <ul style="list-style-type: none"> <li>• Reviewed December 2019</li> <li>• As required or in 2024</li> <li>• Reviewed on November 2023</li> </ul>                                                                                                                                                                               |

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## HEALTH & SAFETY - EMERGENCY PROCEDURE, PLANS & PUBLIC SAFETY INFORMATION

| Task                                                                   | Due Date | Actions Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Update Emergency Plans for both locations                              | 2014     | <ul style="list-style-type: none"> <li>• Review Completed</li> <li>• Passed changes for JHSC Approval (Jan 2015)</li> <li>• Emergency Plan's 2017 review has now been completed. Just pending JHSC review and approval. Down to 1 location.</li> <li>• Emergency Plan's 2019 review has now been completed</li> <li>• Emergency Response plan has been updated on June 2021 – The only change made was the replacement of Alex Murphy's name to that of Lawrence Seepersad as the new Night Shift Supervisor</li> <li>• Updated Feb 2022</li> </ul> |
| Create individual evacuation plans for employees in need of assistance | 2014     | <ul style="list-style-type: none"> <li>• Employees with disabilities or in need of support</li> <li>• To be reviewed once a year</li> <li>• Last review was completed at the beginning of 2017</li> </ul>                                                                                                                                                                                                                                                                                                                                           |

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|                                                                                                                                      |      | <ul style="list-style-type: none"> <li>• Updated December 2019</li> <li>• 2021 – N/A</li> <li>• 2023 – N/A</li> </ul>                                                                                            |
| Alternative Format (AODA) - Provide organizations emergency plan in an accessible format or with communication support, upon request | 2014 | <ul style="list-style-type: none"> <li>• Procedure included on Emergency Response Plans</li> <li>• To be provided to employee as requested</li> </ul>                                                            |
| Individualized Emergency Response Plans                                                                                              |      | <ul style="list-style-type: none"> <li>• Procedure included on “Emergency Response Plan”</li> <li>• To be provided to employee as requested</li> </ul>                                                           |
| Present changes made to the Emergency Plan for JHSC’s approval                                                                       |      | <ul style="list-style-type: none"> <li>• Presented to JHSC review and approval (Jan.-15)</li> <li>• Emergency Plan’s 2017 review has now been completed.</li> <li>• Emergency plan has been reviewed.</li> </ul> |
| Review and update as required                                                                                                        |      | <ul style="list-style-type: none"> <li>• Reviewed December 2019.</li> <li>• Reviewed in June 2021</li> </ul>                                                                                                     |

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## RECRUITMENT & SELECTION PROCESS

| Task                                                                                                                                                                                                                             | Due Date                    | Actions Taken               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------|
| Incorporate accommodation language into recruitment and selection processes. – Notify job applicants that accommodations are available in relation to materials and processes used during the recruitment process, upon request. | As job postings are created | As job postings are created |
| Update HR Manual to reflect Accommodation Policy as per IASR requirements                                                                                                                                                        | 2014                        | Completed                   |
| Ensure ongoing compliance                                                                                                                                                                                                        | On going                    | On going                    |
| Review and update as required                                                                                                                                                                                                    | On going                    | On going                    |

## UPDATE EXISTING DOCUMENTS

| Task                                                                                                                                                                    | Due Date | Actions Taken |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------|
| Include information on accessibility on the following documents: <ul style="list-style-type: none"><li>• Employee Handbook</li><li>• Health and Safety Manual</li></ul> | 2014     | Completed     |
| Review and update as required                                                                                                                                           | On going | On going      |

## ACCESSIBLE FORMATS

| Task                                          | Due Date | Actions Taken                                                  |
|-----------------------------------------------|----------|----------------------------------------------------------------|
| Upon request, provide documents in accessible | On going | <ul style="list-style-type: none"><li>• As requested</li></ul> |

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|                                         |  |  |
|-----------------------------------------|--|--|
| format or with<br>communication support |  |  |
|-----------------------------------------|--|--|

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## TRAINING

| Task                                                                                                                                                                                                                                                                                                                                                                                             | Due Date | Actions Taken                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provide training to all employees, including temporary and contract staff and others who deal with the public or other third parties on Company's behalf, and all those who are involved in the development and approvals of CS policies, practices and procedures: <ul style="list-style-type: none"> <li>• CSR</li> <li>• Managers and Supervisors</li> <li>• Sales Representatives</li> </ul> | On going | <ul style="list-style-type: none"> <li>• As new employees join R-W</li> <li>• As of July 1, 2016 all employees, volunteers, policy developers and any other person who provides goods, services and work on company premises will be trained on how to provide accessible customer service.</li> <li>• Ongoing training as employees join the Company</li> </ul> |
| Provide training to employees on Ontario's Accessibility Laws and on Human Rights Code as it relates to people with disabilities                                                                                                                                                                                                                                                                 | On going | <ul style="list-style-type: none"> <li>• As new employees join R-W</li> </ul>                                                                                                                                                                                                                                                                                    |
| Provide any upcoming training as required                                                                                                                                                                                                                                                                                                                                                        | On going | <ul style="list-style-type: none"> <li>• As new training requirements become available</li> </ul>                                                                                                                                                                                                                                                                |

Created: November 2014

Revised: January 2016

Revised: August 2016

Revised: December 2019

Revised: June 2021

Revised: November 2023

## PUBLIC SPACES

| Task                                                                                                                                                                                                                                                                                         | Due Date | Actions Taken                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop a program relating to Public Spaces that includes AODA approach to any redeveloped: <ul style="list-style-type: none"> <li>- Outdoor Eating Areas</li> <li>- Exterior Paths of Travel</li> <li>- Accessible Parking Spaces</li> <li>- Waiting Area</li> <li>- Maintenance</li> </ul> |          | <ul style="list-style-type: none"> <li>• Completed December 2017</li> <li>• Updated December 2019. Minor change made</li> <li>• Reviewed in June 2021 – No changes made</li> <li>• Reviewed Nov 2023 – No changes made</li> </ul>                                                                                 |
| Maintenance procedures relating to the accessible elements in public spaces                                                                                                                                                                                                                  |          | <ul style="list-style-type: none"> <li>• Signs will be posted to inform employees and the public of any disruption to accessible elements.</li> <li>• Priority will be given to taking actions relating to correcting any disruption to accessible elements</li> </ul>                                            |
| Preventive or emergency maintenance procedures for accessible maintenance                                                                                                                                                                                                                    |          | <ul style="list-style-type: none"> <li>• Each Spring, parking lines and floor signs are to be repainted, ensuring that handicap spaces remain clearly identified at all times</li> <li>• On snow days, handicap parking spots will be cleared first</li> <li>• Handicap space are to be clearly marked</li> </ul> |

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|  |  |                                                                                                                                                                                                                     |
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|  |  | <p>at all times and clear from all obstruction</p> <ul style="list-style-type: none"><li>• Waiting area must be kept clear from all obstruction and easily accessible for any visitor using mobility aids</li></ul> |
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