



Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan outlines the policies and action that the Company has or will put in place to improve opportunities for persons with disabilities

Statement of Commitment

The Company is committed to ensuring equal access and participation for people with disabilities. The Company are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. The Company believes in integration and are committed to meeting the needs of people with disabilities in a timely manner. The Company will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Customer Service

The Company is committed to providing accessible customer service to people with disabilities. This means that the Company will provide services to people with disabilities with the same high quality and timeliness as others.

Training

The Company is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The Company will train employees on accessibility as it relates to their specific roles.

The Company will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- The Company shall keep a record of all training provided, including the dates on which the training was provided and the individuals to whom it was provided.

Information and Communications

The Company is committed to making information and communications accessible to people with disabilities. The Company will consult with persons with disabilities to determine their information and communication needs.

The Company will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- The Company will work with IT to ensure new or any major redesigns of their website conforms with WCAG 2.0, Level A by January 1, 2021.

The Company will take the following steps to ensure existing feedback processes are accessible to persons with disabilities upon request by **January 1, 2015**.

- The Company will, upon request, provide or arrange feedback process that is accessible to persons with disabilities and provides and arranges for the provision of accessible formats and communication supports upon request.
- The Company will notify the public about the availability of accessible formats and communication supports.

The Company will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- The Company will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities; in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.
- The Company will consult with the person making the request in determining the suitability of an alternative format or communication support.
- The Company will notify the public about the availability of accessible formats and communication supports.

The Company will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- The Company will work with IT to ensure their website conforms with WCAG 2.0, Level AA by January 1, 2021.

Employment

The Company is committed to fair and accessible employment practices.

The Company will provide workplace information in an accessible format if requested by the employee. The Company will consult with the person making the request in determining the suitability of an alternative format or communication support for:

- Information that is needed in order for the employee to perform their job
- Information that is generally available to all employees at work (e.g., company newsletters, bulletins about Company policies and health and safety information)

The Company will take the following steps to notify the public and staff that, when requested, the Company will accommodate persons with disabilities during the recruitment and assessment processes and when people are hired:

- The Company will notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process. If the applicant requests an accommodation, the Company will consult with him or her as to what a suitable accommodation would be.
- The Company informs individuals to whom it offers employment of its policies for accommodating employees with disabilities.

The Company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- The company shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the company shall take to facilitate the return to work.

The Company will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the Company is using performance management, career development and redeployment processes:

- The Company shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

Questions

For questions or to request an accessible format of this document, please contact Human Resources at:

- Phone: 1-800-663-6331 or 905 602 2700
- Email: hrcanada@radiantdelivers.com

Multi-Year Accessibility Plan

January 1, 2014	January 1, 2015	January 1, 2016 - January 1, 2017	2017 - 2018	2019-2020	2021-2023
<p>The Company will</p> <p>(a) develop and maintain an accessibility policy to meet the requirements of the Integrated Standards;</p> <p>(b) develop a multi-year plan for accessibility in accordance with the Integrated Standard;</p> <p>(c) ensure new internet websites and web content to conform to WCAG 2.0 Level A in accordance with the Integrated Standards.</p> <p>File Accessibility Compliance Report by December 31, 2014</p>	<p>The Company will</p> <p>(a) train all Ontario Employees and other persons as required under the Integrated Standards;</p> <p>(b) ensure feedback processes are accessible to persons with disabilities upon request as required under the Integrated Standards.</p>	<p>The Company will develop and implement human resources processes as required under the Integrated Standards including the following:</p> <p>(a) Inform Ontario Employees of policies to support employees with disabilities;</p> <p>(b) Notify the public and Ontario Employees about the availability of accommodation for job applicants with disabilities in the Company's recruitment process;</p> <p>(c) Notify selected individual applicants of the availability of accommodation during a recruitment assessment or selection process;</p> <p>(d) Notify successful applicants in their offers of employment of the Company's policies for accommodating employees with disabilities;</p> <p>(e) Provide Ontario Employees with disabilities, when requested, Accessible Formats and Communication Supports;</p> <p>(f) Ensure performance management, career development and redeployment processes take into account the needs of Ontario Employees with disabilities and any individual accommodation plans;</p> <p>(g) Develop individual accommodation plans for Ontario Employees with disabilities in accordance with the Integrated Standard;</p> <p>(h) Develop return to work plans for Ontario Employees who have been absent from work due to disabilities.</p> <p>The Company will ensure processes are in place to provide Accessible Formats and Communications Supports as required under the Integrated Standards.</p>	<p>File Accessibility Compliance Report by December 31, 2017.</p> <p>The Company will maintain the accessibility of our public spaces i.e., accessible parking spaces. If there is a temporary disruption to the use of our accessible parking spaces, the Company will post a sign to explain the disruption and set up temporary accessible parking spaces.</p>	<p>Review Multi-Year Accessibility Plan by January 1, 2019</p> <p>File Accessibility Compliance Report by December 31, 2020.</p>	<p>The Company will ensure internet websites and web content conform to WCAG 2.0 Level AA by January 1, 2021 as required under the Integrated Standards.</p> <p>File Accessibility Compliance Report by December 31, 2023.</p>