

Ontario Accessibility Policy Version 1.0

Procom Consultants Group Ltd and all parent, subsidiary, affiliated, related or associated companies (“Procom”) is committed to ensuring equal access and participation for people with disabilities in a way that allows them to maintain their dignity and independence.

PURPOSE

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the purpose of this policy is to outline responsibilities of employees on behalf of Procom in providing goods, services and opportunities to people with disabilities.

This Policy conforms to the standards and requirements set out in the AODA and applies to Procom’s Ontario based operations and employees.

POLICY

Procom is committed to excellence in serving all, including people with disabilities.

This commitment is demonstrated in the areas of:

Assistive Devices

Procom is committed to serving persons with disabilities who may use assistive devices to obtain, use, or benefit from goods and/or services.

Persons with disabilities will be permitted to obtain or use goods or services through the use of their own assistive devices. If an assistive device may pose a risk to health and safety of others on the premises, Procom will accommodate by providing an alternative where possible.

Communication and Information

Procom communicates with people with disabilities in ways that take into account their disability and will work with the person in a timely manner to determine what method of communication works for them, taking into account their needs due to disability.

If we determine that information or communications are not convertible, we will provide the requestor with an explanation and a summary of the unconvertible information or communications.

Procom notifies the public about the availability of accessible formats and communication supports in the Accessibility Statement (Appendix I) posted on our website(s). Procom’s website meets the requirements of WCAG 2.0 Level AA.

Use of Service Animals

Procom welcomes persons with disabilities and their service animals in the areas of our premises that are open to the public.

A service animal can be easily identified through visual indicators, such as a harness or vest, or when it helps the person perform certain tasks. When we cannot easily identify whether an animal is a service animal, our staff may ask if the animal is required because of a disability and what work or task the animal has been trained to perform.

We will ensure that all staff employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

If a service animal is prohibited by another law, we will ensure that people with disabilities can still access our goods and services by explaining why the animal is excluded and discussing other ways of providing goods or services to the impacted individual.

Support Persons

Procom is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Telephone Services

Procom will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly.

Billing

Procom is committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Facilities

Procom is committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to Procom offices or services usually used by persons with disabilities, we will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems, if available.

Notice will be given by posting the information in a visible place on premises and on our website, as appropriate

Employment

Procom is committed to accessible and inclusive recruitment, hiring and employment practices whereby we:

- notify employees, job applicants and the public that accommodations are available.
- notify candidates in a selection or assessment process that accommodations are available upon request and consult with them to provide or arrange suitable accommodation.
- include information about policies for accommodating employees with disabilities when making offers of employment to applicants.
- notify employees that supports are available for those with disabilities during onboarding and whenever there is a change to existing policies.
- consider our employees' accessibility needs throughout the performance management, career development and redeployment processes.

When accommodation is requested, we will consult with the affected party to arrange suitable accommodation in a way that considers their accessibility needs due to disability. We will consult with employees as needed to provide information that they need to do their job or that is generally available to employees in the workplace in an accessible format or with appropriate communication supports.

Where needed, we will develop and implement a customized emergency plan (Appendix II) to support an employee with a disability during an emergency as soon as practicable after we become aware of the need. Customized emergency information will be reviewed:

- a) when the employee moves to a different location in the organization,
- b) when the employee's overall accommodations needs or plans are reviewed, and
- c) when Procom reviews its general emergency response policies.

TRAINING

Procom employees, volunteers and anyone who deals with the public on behalf of Procom in Ontario must complete mandatory, on accessibility standards and human rights legislation as it applies to persons with disabilities, including but not limited to:

- the purpose and requirements of applicable accessibility legislation and standards – *Accessibility for Ontarians with Disabilities Act, 2005*
- Procom's Accessibility Standards for Customer Service
- How to interact and communicate with persons with various types of disabilities, including those who use an assistive device, a service animal or a support person
- What to do if persons with disabilities are having difficulty in accessing Procom's goods or services

Training is provided during onboarding and as required by legislative or other changes to accessibility standards or requirements. A record of training is maintained on Procom's SharePoint site.

CONTROLS

Notice of Availability of Documents

Procom will make this Policy and related documents, including our Accessibility Plan, available to any person upon request. We will provide documents in an accessible format or with communication support, on request and will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner at no additional cost.

Review and Evaluation

This Policy and associated artifacts will be reviewed annually and as required in accordance with the Policy and Procedure Framework.

COMMENTS AND COMPLAINTS

Procom welcomes comments and feedback about the delivery of services to persons with disabilities to help us identify barriers and respond to concerns. Please send comments and feedback to procomaccessibility@procomservices.com.

Feedback, including complaints, will be promptly addressed by People and Culture. Procom will work to promptly resolve concerns and issues.

ACKNOWLEDGEMENT

I have read and reviewed Procom's *Ontario Accessibility Policy* and understand my right to an accessible workplace as well as my obligation to respect that right for others. By signing below, I acknowledge that I have received, read, understood and will comply with the *Ontario Accessibility Policy*.

Employee Signature

Date

APPENDIX I: ACCESSIBILITY STATEMENT

Procom is committed to ensuring digital accessibility so that all users can easily navigate our website and services to gather the information required to meet their business needs.

We are actively taking steps and dedicating resources to improve the accessibility of our website and services in an ongoing effort to meet the needs of all our customers, clients, and employees.

If you have experienced or become aware of an accessibility issue or barrier while using any of our services or working with us, then we would like to hear from you. We will respond to your feedback immediately and will work together with you to find a solution and improve our accessibility practices.

Please contact Procom at procomaccessibility@procomservices.com if you have any suggestions that would help us enhance our accessibility options or to request a copy of our *Accessibility Policy* or *Accessibility Plan*.

APPENDIX II: INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE INFORMATION FORM

Name			
Department			
Emergency Contact Information			
Name			
Daytime Phone		Cell	
Email			
Relationship			
Work Location			
Branch		Branch Manager	
Address		Floor / Room	
Emergency Alerts			
<<NAME OF EMPLOYEE>> will be information of an emergency situation by: [check all that apply]			
<input type="checkbox"/> Existing alarm system <input type="checkbox"/> Pager device			
<input type="checkbox"/> Visual alarm system <input type="checkbox"/> Co-worker			
<input type="checkbox"/> Other (specify): _____			
Assistance Methods			
List types of assistance (e.g., staff assistance, transfer instructions, etc.):			
•			
Equipment Provided			
List any devices, where they are stored and how to use them (e.g., wheelchair, lifts, etc.):			
•			
Evacuation Route and/or Procedure			
Provide a step-by-step description, beginning from the first sign of an emergency:			
1.			
Alternate Evacuation Route			
[Describe]			
Emergency Support Staff			
The following people have been designated to help <<NAME OF EMPLOYEE>> in an emergency:			
Name / Contact		Type of Assistance	
Name / Contact		Type of Assistance	

Consent to Share

I <<NAME OF EMPLOYEE>> consent to Procom sharing this individualized emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Signature		Date	
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Sign-Off

	Name	Signature	Date
Form completed by:	<<Manager>>		
Form reviewed by:	<<Employee>>		

Next review date	
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