

Martino Contractors Ltd.

Multi-Year Accessibility Plan

This multi-year plan was developed in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and its regulations and standards. The standards include Customer Service and Integrated Accessibility Standards Regulations (IASR). The accessibility standards currently applicable to the Company are Customer Service, Information and Communications, and Employment.

Action	Responsibility	Implementation Status
Develop Accessible Customer Service Standard policy.	General Administration Team	Complete
Review and update as required.	General Administration Team	Ongoing
Provide training on customer service to all members of the Company. (Note: 'Serve-Ability: Transforming Ontario's Customer Service' - Ontario Government on-line training module tool was used by the Company) Ensure that all new employees will undertake training as part of their orientation.	General Administration Team	Complete; Ongoing
Maintain and keep a log of the training, including who was trained, on what and when.	General Administration Team	Complete; Ongoing for new employees
Welcome feedback, and providing contact information on our website to facilitate feedback processes.	General Administration Team	Complete
Provide customers and employees with options to provide feedback on the accessibility of the Company's customer services, via telephone, in-person, email or by completing the Company's Accessibilities Feedback form. The Company will ensure that its feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request and to the extent practicable. Identify a process to ensure that all feedback collected is reviewed and ensure appropriate and necessary actions are taken.	General Administration Team	Complete
Ensure a person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, the Company may require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, the Company will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises. Fees will not be charged for support persons.	General Administration Team	Complete

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Action	Responsibility	Implementation Status
<p>Ensure people with disabilities with assistive devices will be welcome on the Company's premises open to customers, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards.</p>	<p>General Administration Team</p>	<p>Complete</p>
<p>Ensure people with disabilities who require the use of a service animal are permitted to access all areas of our premises open to the public, except where otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, we will work with people with disabilities to find ways to provide an alternative method of obtaining, using or benefitting from our goods and services. If we cannot easily identify that the animal is a service animal, we will ask customers with disabilities to provide documentation from a regulated health professional. The documentation must confirm that the customer needs the service animal for reasons relating to their disability.</p>	<p>General Administration Team</p>	<p>Complete</p>
<p>Ensure that accessible invoices are provided to all our customers.</p>	<p>General Administration/ Accounting Team</p>	<p>Complete</p>
<p>Ensure a copy of the Accessible Customer Service Standard policy is posted on the Company's website (www.martinohvac.com), in the 'Accessibility' section, and provide in an accessible format, upon request and to the extent practicable. Post on the Company's internal bulletin board.</p> <p>Ensure a person with disabilities who requests a copy of this policy will be provided it in a format that takes into account their disability.</p>	<p>General Administration Team</p>	<p>Complete</p>
<p>Ensure that in the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.</p>	<p>General Administration Team</p>	<p>Complete</p>
<p>Ensure on-line compliance reporting.</p>	<p>General Administration Team</p>	<p>December 31, 2013; December 31, 2014; December 31, 2017); Ongoing (2020); Ongoing (2023)</p>

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Action	Responsibility	Implementation Status
Part I – General		
a. Develop and maintain Accessibility Policies		
Develop and implement Integrated Accessibility Standard policy.	General Administration Team	Complete
Post Integrated Accessibility Standard policy on the Company's website (www.martinohvac.com), in the Accessibility section, and provide in an accessible format, upon request and to the extent practicable.	General Administration/IT Team	Complete
Review & update as required.	General Administration Team	Ongoing
b. Develop and maintain a Multi-Year Accessibility Plan		
Develop a Multi-Year Accessibility Plan.	General Administration Team	Complete
Post Multi-Year Accessibility Plan on the Company's website (www.martinohvac.com), in the Accessibility section, and provide in an accessible format, upon request and to the extent practicable. Post on the Company's internal bulletin board.	General Administration Team	Complete
Review and update the plan at least once every five years.	General Administration Team	January 1, 2019
c. Training		
Provide training on the IASR and Ontario Human Rights Code as it pertains to persons with disabilities to all current employees and third parties who provide goods and services on behalf of the Company, as well as those who are involved in the development of policies, procedures and practices pertaining to this regulation. (Note: 'Working Together - Ontario Human Rights Code and Accessibility Ontarians Disabilities Act' - Ontario Human Rights Code on-line training module tool was used by the Company). A copy of the Company's Integrated Accessibility Standard policy will be provided to all current employees and third parties who provide goods and services on behalf of the Company, as well as those who are involved in the development of policies, procedures and practices pertaining to this regulation.	General Administration Team	Complete
Provide training in a way that best suits the duties of employees and third parties who provide goods and services on the Company's behalf.	General Administration Team	Ongoing
Maintain and keep a log of the training, including who was trained, on what and when.	General Administration Team	Complete; Ongoing for new employees
Ensure that all new employees will undertake training as part of their orientation.	General Administration Team	Ongoing
Ensure that ongoing communication or training is provided when changes to policies, procedures and practices occur.	General Administration Team	Ongoing

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Part II – Information and Communications Standards		
a. Feedback processes		
Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing customers and employees with feedback options via telephone, in-person, email or by completing the Accessibilities Feedback form.	General Administration Team	Complete
b. Accessible formats and communication supports		
Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.	General Administration Team	Ongoing
Consult with people with disabilities to determine their information and communication needs.	General Administration Team	Ongoing
Incorporate language into the Integrated Accessibility Standard policy stating that when providing information to, or communicating with, a person with a disability, the Company will provide, upon request and to the extent practicable, the information and communication in an accessible format or with communication support at a cost no more than regular cost charged to other persons.	General Administration Team	Complete
c. Emergency procedures, plans or public safety information		
Incorporate language into the Integrated Accessibility Standard policy stating that the Company will provide emergency procedures, plans or safety information, that is publicly available, in an accessible format or with appropriate communication supports upon request and to the extent practicable. The Company will strive to enable persons with disabilities to be prepared in case of emergency situations.	General Administration Team	Complete
d. Accessible websites and web content		
<p>Ensure new or substantially refreshed Company website and web content will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0).*</p> <p>Ensure that all of its websites comply with WCAG 2.0 Level AA by 2021.*</p> <p>*to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</p>	Web Development Team (External); Marketing; General Administration Team	Ongoing
Ensure external web developers have necessary expertise to make the Company's website more accessible.	Web Development Team (External); Marketing; General Administration Team	Ongoing

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Action	Responsibility	Implementation Status
Part III – Employment		
a. Recruitment, Assessment, Selection		
Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;	General Administration Team	Complete
Specify that accommodation is available for applicants with disabilities on the website and on job postings.	General Administration Team	Complete
Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation.	General Administration Team	Ongoing
If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.	General Administration Team	Ongoing
Ensure that the offer letter contains a statement advising an employee with a disability of their entitlement to an individualized emergency plan and the process to follow when required.	General Administration Team	Complete
b. Informing employees of supports		
Inform current employees and new employees as soon as practical after they begin employment of policies supporting employees with disabilities.	General Administration Team	Complete; Ongoing
Keep employees up-to-date on changes to policies and procedures relating to accommodation.	General Administration Team	Ongoing
c. Accessible formats and communication supports for employees		
When requested by an employee with a disability, the Company will consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.	General Administration Team	Ongoing
d. Workplace emergency response information		
Communicate to all employees regarding workplace emergency response plans by including the following language in the Company's JHSC materials and Offer Letter templates: <u>Employees, who have a disability and require assistance during a workplace emergency evacuation, should contact a member of the JHSC so that an individualized workplace emergency plan can be addressed.</u>	General Administration Team	Complete
Provide employees with disabilities with individualized emergency response information when necessary.	General Administration Team	Ongoing
Identify employees with disabilities requiring individual emergency plans.	General Administration Team	Ongoing

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Action	Responsibility	Implementation Status
Develop individualized workplace emergency response information procedures for employees with disabilities, at their request.	General Administration Team	Ongoing
Where required, provide assistance to specific disabled individuals, with the disabled individual's prior consent, to help them evacuate the workplace in the case of an emergency or disaster.	General Administration Team	Ongoing
On an ongoing and regular basis, review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.	General Administration Team/H&S Committee	Ongoing
Communicate individualized emergency plans to the individuals' respective managers and Health and Safety Committee members on an as needed basis.	General Administration Team/H&S Committee	Ongoing
Review individualized emergency plans to ensure that they continue to be applicable in cases pertaining to changes in the disability, and employees joining and leaving the Company.	General Administration Team	Ongoing
e. Documented individual accommodation plans / Return to work Process		
Review, update and/or create policies and practices to ensure compliance with the provisions of the IASR.	General Administration Team	Complete
Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.	General Administration Team	Complete
f. Performance management, career development, advancement and redeployment		
Review and update existing policies and practices to ensure that the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, are taken into account as part of performance management processes, when assessing performance, providing career development & advancement opportunities and considering redeployment.	General Administration Team	Complete
Ensure Management training addresses the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans when assessing performance, providing career development & advancement opportunities and considering redeployment.	General Administration Team	Ongoing