Multi-Year Accessibility Plan

2012 Accessibility Plan

Compliance Date: January 1, 2012

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Emergency Procedure, Plans or Public Safety Information Integrated Accessibility Standards (IAS), *Ontario Reg. 191/11, s. 13 (1), (2)*	• Provide information on emergency procedures, plans, and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	• Training conducted annually for all employees on emergency procedures & plans • Emergency procedures & plans are also posted for public safety • Upon request, information on emergency procedures & plans in an alternative format will be provided Status: **Achieved - Compliant**
Workplace Emergency Response Information *O. Reg. 191/11, s. 27*	• Provide individualized workplace emergency response information to employees who have a disability, as soon as practicable after the employer is aware of the need for accommodation; • Provide the individualized workplace emergency response information to the person designated to assist the employee, with the employee's consent; • Review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization; b) when the employee's accommodation needs are reviewed; c) when general emergency response plans are reviewed.	• Upon request, or upon becoming aware for the need for accommodation by an employee who has a disability, Human Resources will work with the employee to develop an Individualized Emergency Response Plan that outlines what is required in an emergency situation, and who is going to do it. • Document HR-090-C *Individual Emergency Response Plan* approved in October 2016. • Employees are reminded annually to inform Human Resources of any need for individual accommodation Status: **Achieved - Compliant**
Development and implementation of customer service accessibility standards Customer Service Accessibility Standards (CSAS), *Ontario Reg. 429/07, s. 3. (1), (2)*	• Develop polices to meet needs of persons with disabilities including: Provision of goods and services, Personal assistive devices, Guide dogs/ service animals, Support persons, Training and Feedback	• PRO-28 *Accessibility Policy for Customer Service* approved August 2014 • Commitment statement (HR-101-C *Accessibility for Individuals with Disabilities*) approved September 2014. Statement posted at

Integrated Accessibility Standards (IAS), *O. Reg. 191/11, Part IV.2, s. 80.46* *Amendment effective July 1, 2016 consolidated the CSAS *(O. Reg. 429/07)* and IAS *(O. Reg. 191/11)* regulations into a single accessibility standard		Reception Desks and available on company website and intranet. • Notification document (HR-102-C *Disruption of Service*) approved September 2014, to be posted in the event of a temporary disruption of service(s). Document is available in an editable template format on the company intranet. Status: **Achieved - Compliant**

Training for staff
 	
O. Reg. 429/07, s. 6. (1), (2); O. Reg. 191/11, s. 7
 	
Amendment effective July 1, 2016
	• Design and provide education to all staff, volunteers, and contractors and any other people on the following:
	  ○ Purpose of AODA
	  ○ Policy and Procedures on AODA
	• *Effective July 1, 2016* – Every employee, volunteer, policy developer , and any other person who provides goods, services and facilities on behalf of the organization must be trained on how to provide accessible customer service
		• Training re: purpose of AODA, and company AODA policies and procedures, provided to all new employees during New Hire Orientation
		• Annual AODA refresher training provided to all employees during Employee Communication Meetings
		• Annual training re: AODA Customer Service requirement provided to all staff during Employee Communication Meetings – *Aligned with new requirements as of July 1, 2016*
		
		Status: **Achieved - Compliant**

Feedback process for providers of goods or services *O. Reg. 429/07, s. 7; O. Reg. 191/11, Part IV.2, s. 80.50* Amendment effective July 1, 2016	• Implement a process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities • Information about the process must be made readily available to the public • *Effective July 1, 2016* – Under the new consolidated structure, the accessibility requirements of the Customer Service Standards apply to the provision of goods, services and facilities	• PRO-28 *Accessibility Policy for Customer Service* approved August 2014 • HR-099-C *AODA Accessibility Feedback Form* approved September 2014 • Aligned with new requirements as of July 1, 2016 Status: **Achieved - Compliant**

Multi-Year Accessibility Plan

2014 Accessibility Plan

Compliance Date: January 1, 2014

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Establishment of Accessibility Policies *O. Reg. 191/11, s. 3. (1)*	• Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility • Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner	• Commitment statement (HR-101-C *Accessibility for Individuals with Disabilities*) approved September 2014. Statement posted at Reception Desks and available on company website and intranet. • PRO-28 *Accessibility Policy for Customer Service* approved August 2014 • POL-014 *Accessibility Policy for Employment* approved May 2016 Status: **Achieved - Compliant**
Accessibility Plans *O. Reg. 191/11, s. 4. (1)*	• Establish, implement and maintain a multi-year accessibility plan • Post multi-year plan on website • Review and update plan every 5 years • Documents to be available in an accessible format upon request	• Multi-year plan developed March 2014 • Multi-year plan available on company website, and accessible formats available upon request • Multi Year Plan updated 2019 Status: **Ongoing**
Self-Service Kiosks *O. Reg. 191/11, s. 6*	• Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	• Ultra Manufacturing Ltd. has considered accessibility features when designing both visitor and employee self-service kiosks. Status: **Achieved - Compliant**
Accessible Websites and Web Content *O. Reg. 191/11, s. 14*	• New public websites, significantly refreshed websites and any web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A	• Ultra Manufacturing Ltd. will ensure that all web content posted after January 1, 2012 conforms to WCAG 2.0 Level A criteria. Status: **Ongoing**

2015 Accessibility Plan

Compliance Date: January 1, 2015

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Feedback *O. Reg. 191/11, s. 11*	• Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the	• HR-099-C *AODA Accessibility Feedback Form* approved September 2014

	provision of accessible formats and communication supports	• Alternate formats and methods of providing feedback are available upon request Status: **Achieved - Compliant**
Training *O. Reg. 191/11, s. 7 (1), (2) & (5)*	• Ensure that training is provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities • Training shall be appropriate to the duties of employees, volunteers and other persons • A record must be maintained of the training provided, including the training dates and the number of people who participated	• Training re: purpose of AODA, and company AODA policies and procedures, provided to all new employees during New Hire Orientation • Annual AODA refresher training provided to all employees during Employee Communication Meetings • Annual training re: AODA Customer Service requirement provided to all staff during Employee Communication Meetings • Training records are maintained electronically for all training provided Status: **Achieved** - Compliant

2016 Accessibility Plan

Compliance Date: January 1, 2016

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Accessible Formats and Communication Supports *O. Reg. 191/11, s. 12*	• Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request	• Alternate formats and communication supports are available upon request whenever possible Status: **Achieved - Compliant**
Employment Standards relating to Recruitment, Informing Employees, Accessible Formats, Individual Accommodation Plans, Return to Work Process, Performance Management, Career Development/ Advancement and Redeployment *O. Reg. 191/11, s. 22-26, 28-32*	• As per Act and Regulation	• POL-014 *Accessibility Policy for Employment* approved May 2016 Status: **Achieved - Compliant**
	Recruitment – *s. 22-24* • Notify internal and external job applicants that accommodation for disabilities will be provided	• Applicants are informed that accommodations are available on request • Applicants selected for an interview are asked about their

	to support their participation in the recruitment process • Notify selected applicants that accommodations are available on request • Advise successful applicants of the organization's policies for accommodating employees with disabilities	accommodation needs for the interview process • New and existing employees are advised of the organization's polices for supporting employees with disabilities • Letters of employment for both hourly and salaried employees were revised to include the AODA statement Status: **Achieved - Compliant**
	Informing Employees – *s. 25* • Inform new and existing employees of their policies for supporting employees with disabilities, including employment-related accommodation for disabilities	• Employees are informed re: company policies during New Hire Orientation, as well as during annual refresher training Status: **Achieved - Compliant**
	Accessible Formats – *s. 26* • Consult with employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace	• Accessible formats and communication supports are available upon request Status: **Achieved - Compliant**
	Individual Accommodation Plans – *s. 28* • Develop written individual accommodation plans for employees with disabilities	• WI-27.1-C *Documented Individual Accommodation Plans* approved May 2016 Status: **Achieved - Compliant**
	Return to Work Process – *s. 29* • Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability	• A documented process is in place for supporting employees returning to work after an absence due to a disability, or who require accommodation in order to return to work Status: **Achieved - Compliant**
	Performance Management – *s. 30* • Use performance management processes that take into account	• The accessibility and accommodation needs of employees are taken into account

	the accessibility needs of employees with disabilities	during the performance management process Status: **Achieved - Compliant**
	Career Development – *s. 31* • Take into account the accessibility needs of employees who have disabilities • Provide employees with disabilities with the opportunities to advance within the organization	• Both internal job postings and external advertisements for jobs were updated to include the AODA statement Status: **Achieved - Compliant**
	Redeployment – *s. 32* • Consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met	• The accessibility and accommodation needs of employees would be considered in accordance with established procedures Status: **Achieved - Compliant**

2017 Accessibility Plan

Compliance Date: January 1, 2017

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Design of Public Spaces Standards relating to Parking, Service Counters and Waiting Areas, Outdoor Eating Areas, Outdoor Paths, and Maintaining Areas *O. Reg. 191/11, s. 80.16-80.17, 80.21-80.44*	• As per Act and Regulation • Applicable to public spaces that are newly constructed or redeveloped on and after January 1, 2017.	• Ultra Manufacturing Ltd. will ensure that accessibility considerations are kept in mind when redeveloping existing public spaces, or when constructing new public spaces Status: **Ongoing**

2021 Accessibility Plan

Compliance Date: January 1, 2021

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Accessible Websites and Web Content *O. Reg. 191/11, s. 14*	• All public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA, other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)	• Ultra Manufacturing Ltd. will ensure that its website and web content conforms to the WCAG 2.0 Level AA criteria Status: **Ongoing**

Multi-Year Accessibility Plan

2022 Accessibility Plan

Compliance Date: January 1, 2022

AODA Standard and Requirements	Action Required	Action Taken and Compliance Status
Accessible Websites and Web Content *O. Reg. 191/11, s. 14*	• All public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA, other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)	• Ultra Manufacturing Ltd. will ensure that its website and web content conforms to the WCAG 2.0 Level AA criteria Status: **Achieved - Compliant**
Design of Public Spaces Standards relating to Parking, Service Counters and Waiting Areas, Outdoor Eating Areas, Outdoor Paths, and Maintaining Areas *O. Reg. 191/11, s. 80.16-80.17, 80.21-80.44*	• As per Act and Regulation • Applicable to public spaces that are newly constructed or redeveloped on and after January 1, 2017.	• Ultra Manufacturing Ltd. will ensure that accessibility considerations are kept in mind when redeveloping existing public spaces, or when constructing new public spaces Status: **Ongoing**