



Accessibility Policy

Ashland Construction Group Ltd. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We 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.

Ashland Construction Group Ltd. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Ashland Construction Group Ltd. is committed to meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) which includes accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Training
- Design of Public Spaces
- Transportation – *(not applicable)*

CUSTOMER SERVICE

Ashland Construction Group Ltd. is committed to providing services in accordance with the spirit and intent of all applicable legislation including the Accessibility of Ontarians with Disability Act (AODA).

Ashland Construction Group Ltd. and its employees will communicate with people with disabilities in ways that take into account each person's particular disability.

Our Accessible Customer Service Plan is our commitment to the provision of serving customers including people with disabilities in a manner consistent with the principles of dignity, independence, integration and equal opportunity.

This Policy is found on our website at: www.ashlandconstructionltd.com

INFORMATION AND COMMUNICATIONS

Ashland Construction Group Ltd. is committed to meeting the communication needs of people with disabilities. Upon request, Ashland Construction Group Ltd. will provide or will arrange to provide accessible formats and communication supports for persons with disabilities in a timely manner, that takes into account the person's information and communication needs. Ashland



Construction Group Ltd. will consult with the person making the request in determining the suitability of an accessible format or communication support.

Feedback

Ashland Construction Group Ltd. will conduct a review of all feedback processes across the organization, to ensure that processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request.

Ashland Construction Group Ltd. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request within five (5) business days.

We encourage feedback about our accessibility including customer service, website and employment practices.

Feedback may be made via the website at: www.ashlandconstructionltd.com

Feedback may also be in writing, by telephone, fax or email to:

Ashland Construction Group Ltd.
340 Bowes Road, Concord, ON L4K1K1
Tel: 905-660-3060 Fax: 905-660-4515
Email: accessibility@ashlandltd.com

EMPLOYMENT

Ashland Construction Group Ltd. aims to provide fair and accessible employment practices and meeting the requirements relating to preventing and removing barriers to accessibility in the workplace.

We are working towards taking the following steps in two major areas of employment standards: recruitment and accommodations for staff.

Ashland Construction Group Ltd. will notify the public and staff that when requested, Ashland Construction Group Ltd. will accommodate persons with disabilities during the recruitment and assessment processes.

Accommodations for Staff

Ashland Construction Group Ltd. is committed to providing an inclusive and barrier-free environment. The company will accommodate individuals who require accommodation as a result of a disability following an accommodation process and policy.

TRAINING

Ashland Construction Group Ltd. is committed to providing training to all staff in Accessible Customer Service in the requirements of Ontario's accessibility standards and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities.

Training of our employees on accessibility relates to their specific roles, and may include:



- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements for *Integrated Accessibility Standards Regulation (IASR)* including the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's services or facilities
- company Accessibility Policies

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

Ashland Construction Group Ltd. is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use to access our services.

Communication

Ashland Construction Group Ltd. and its employees will communicate with people with disabilities in ways that take into account each person's particular disability.

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals and Support Persons

We welcome people with disabilities and their service animals. Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- where services are provided at premises owned by **Ashland Construction Group Ltd.**;
and
- where the public or third parties have normally had access to such premises.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Where a support person accompanying a person with a disability may be required to pay an admission fee to enter our premises, notice of the amount of this fee will be provided in advance of their visit.



We will notify customers of this by posting a notice at the main entrance to Ashland Construction Group Ltd owned premises, or where the public or third parties normally have access to such premises.

Disruption in Service

In the event of a planned or unexpected disruption in services or facilities for customers or employees with disabilities, Ashland Construction Group Ltd. will post timely public notice. This notice will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services if available.

We will notify by posting notice:

- at the point of disruption
- at the main entrance and the nearest accessible entrance to the service disruption
- at the main entrance of the Ashland Construction Group Ltd. facilities
- by any other method that may be reasonable under the circumstances such as on the Ashland Construction Group Ltd. website or social media channels

Feedback Process

Ashland Construction Group Ltd. welcomes feedback on the manner in which it provides accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

In person: 340 Bowes Road, Concord, ON L4K 1K1

By telephone: 905-660-3060

By fax: 905-660-4615

By email: accessibility@ashlandltd.com

Feedback will be directed to the Human Resource Manager or a delegate to review and investigate to provide resolve. A response will be provided to the person providing the feedback within five (5) business days.

Notice of Availability of Documents

Ashland Construction Group Ltd. will notify the public that documents related to accessible customer service, are available upon request via the website at :

www.ashlandconstructionltd.com

DESIGN OF PUBLIC SPACES

Ashland Construction Group Ltd. shall incorporate/consider accessibility standards as outlined in the Design of Public Spaces standard of the *Integrated Accessibility Standards Regulation (IASR)* for any future new or redevelopment projects.



RESPONSIBILITIES

Ashland Construction Group Ltd. is responsible for reviewing this policy every five (5) years and/or recommended amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

Management personnel will ensure that they and the workers under their supervision are familiar with this policy, and will monitor current practices to ensure compliance.

For more information on this accessibility plan please contact the following:

Human Resources Manager
340 Bowes Road
Concord, ON L4K 1K1
905-660-3060
accessibility@ashlandconstructionltd.com