



Multi-Year Plan

Last Reviewed: December 2023

Next Review: December 2028

Statement of Commitment

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.

This plan outlines the steps we are taking to meet those requirements in making Ontario an accessible province for all Ontarians and improve opportunities for people with disabilities.

Actions Taken

Ashland Construction Group Ltd. has completed the following accessibility initiatives:

- Implemented the AODA Customer Service Standard Requirements.
- The Multi-Year Accessibility Plan was created to identify, remove, and prevent barriers to accessibility.
- The multi-year accessibility plan communicates goals to improve workplace accessibility and actions to achieve those goals.
- Review and update the Multi-Year Accessibility Plan at least once every 5 years.
- The Accessibility Policy was created and posted on the Ashland Construction Group Ltd.'s website at www.ashlandconstructionltd.com



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 Communication
- Employment
- Design of Public Spaces

Customer Service

Ashland Construction Group Ltd. is committed to the provision of serving customers including people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity. Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the *Accessibility for Ontarians with Disability Act* (AODA).

Actions Taken

- Accessible Customer Service Policy
 - Created: **June 5, 2014**
 - Updated: **March 7, 2022**

Feedback

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

Actions Taken

- The process to submit feedback is available on company website.
- Feedback will be received through the following methods of communication:
 - Human Resources at 905-660-3060;
 - By mail at 340 Bowes Road, Concord, ON L4K 1K1; or
 - By email at accessibility@ashlandltd.com

Notice of Disruption

Actions Taken

Ashland Construction Group Ltd. will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative



facilities or services, if available.

Information and Communication

Ashland Construction Group Ltd. is committed to meeting the communication needs of people with disabilities.

Upon request, the company will provide or will arrange to provide accessible formats and communication supports for persons with disabilities in a timely manner, and that considers the person's information and communication needs.

Accessible Website

Ashland Construction Group Ltd. is committed to providing a fully accessible website experience for all users of all abilities. We will ensure that our website and web content will conform with WCAG 2.0 Level.

Actions Taken

- Updated the website to comply with WCAG 2.1 Level AA in July 2022.

Planned Actions

- Periodic testing of website accessibility to ensure features are compliant.
 - July 2024.
- Website accessibility feedback available via email on the website accessibility@ashlandltd.com

Employment

Ashland Construction Group Ltd. is committed to 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.

Recruitment

Ashland Construction Group Ltd. will notify the public and staff about the availability of accommodation for applicants with disabilities in its recruitment and assessment processes. The availability of accommodation is communicated in each job posting as well as at the beginning of the interview process.



Accommodations for Staff

Ashland Construction Group Ltd. will ensure we develop and follow steps for any staff member who requires accommodation based on the individual's disability.

Planned Actions

- Review and modify existing recruitment processes and procedures.
- Develop and provide recruitment processes and policies for accommodating employees who require accommodation due to a disability.
- Consult with the employee making the accommodation request to determine the suitability of an accessible format or communication support.
- Review, modify or develop policies or processes of individual accommodation plans.
- Develop and provide training to managers, supervisors and other colleagues responsible for supporting the individual accommodation plan.

Return to Work Process

Ashland Construction Group Ltd. maintains a return-to-work process for its employees. This return-to-work process will not replace or override any other return to work process created by or under any other legislation (i.e., Workplace Safety Insurance Act, etc.).

Training

Ashland Construction Group Ltd. is committed to providing training in the requirements of *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code* as it applies to people with disabilities.

We train every staff member as soon as practicable after being hired and provide training in respect to 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.

For more Information on this plan, please contact:

Human Resource Manager

Telephone: 905-660-3060

Email: georgep@ashlandltd.com

Our Accessibility Plan is publicly available at www.ashlandconstructionltd.com