

ACCESSIBILITY PLAN AND POLICIES FOR INNOCEAN WORLDWIDE CANADA

This Policy and Multi-Year Accessibility Plan outlines the policies and actions that INNOCEAN Canada (“ICA”) will put in place in Ontario to improve opportunities for people with disabilities. This Policy and Plan will be updated on an ongoing basis where appropriate, and at least once every five years

OUR COMMITMENT

ICA is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

ACCESSIBLE EMERGENCY INFORMATION

ICA is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

TRAINING

ICA will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws, on the requirements of the *Integrated Accessibility Standards Regulation*, and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Innocean Worldwide Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015:

- Train all new employees during orientation;
- Train all current employees;
- Train all persons who provide goods, services or facilities on behalf of the Company;
- Seek out best practices in order to deliver the most effective ongoing training;
- Maintain records of the training provided, including dates of delivery and the number of individuals to whom training is provided; and,
- Provide training when changes are made to the Accessibility Policy.

INFORMATION AND COMMUNICATION

Innocean Worldwide Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

- i) ICA will take proactive steps to ensure that by **January 1, 2015**, its feedback processes are accessible to people with disabilities, upon request.
- ii) ICA will take appropriate steps to ensure that, by **January 1, 2016**, it offers accessible formats and communication supports to people with disabilities upon request, and in a timely manner. ICA will notify the public of the availability of such formats and supports and provide guidelines on how formats and supports may be requested.
- iii) All new or substantially refreshed websites and content on those sites will conform with WCAG 2.0 Level A. All websites and content will conform with Level AA by **January 1, 2021**.

EMPLOYMENT STANDARDS

ICA is committed to fair and accessible employment practices. ICA will take the following steps to notify the public and employees that, when requested, ICA will accommodate people with disabilities during the recruitment and assessment processes, and when people are hired.

RECRUITMENT

- ICA will notify its employees and the public, on all job postings, about the availability of accommodation for applicants with disabilities during the recruitment process;
- ICA will notify job applicants when they are selected to participate in the assessment portion of selection process that accommodations are available, upon request; and,
- When presenting offers of employment, ICA will notify successful applicants of the Company's accessibility policies for accommodating employees with disabilities.

EMPLOYMENT

- ICA will take appropriate steps to develop and put in place a process for creating individual performance management plans, career development plans, and accommodation plans for employees with disabilities, as well as return-to-work policies for employees that have been absent due to a disability.

ICA will provide accessible formats and communication supports to employees with disabilities, with information required in order to perform the employee's job and for information that is generally available to employees in the workplace.

DESIGN OF PUBLIC SPACES

ICA will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. ICA will meet these requirements by **January 1, 2017**.

In the event of a service disruption, ICA will notify the public of the service disruption and alternatives available.

FOR MORE INFORMATION

For more information on this Accessibility Policy and Multi-Year Plan, or to request accessible formats of this document or communication supports, please contact our Human Resources Department:

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