



MULTI-YEAR ACCESSIBILITY PLAN PURSUANT TO THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

This Accessibility Plan for Peter Mielzynski Agencies Ltd. (the “Company”) outlines the policies, practices and actions that the Company will implement in its Ontario operations over a multi-year period (the “Plan”) to improve accessibility for individuals with disabilities. The Plan also incorporates and references the Company’s existing accessibility policies and practices in an effort to streamline the Company’s efforts in achieving its accessibility goals, and to comply with all applicable laws.

Our Commitment

The Company is committed to serving our customers, partnering with our suppliers and interacting with staff members in a way that respects the dignity and independence of people with disabilities. The Company’s commitment to ensuring accessible service is part of our overall objectives of providing excellent client service and promoting diversity. We are committed to meeting the needs of all individuals with disabilities in a timely manner and will identify and remove barriers to accessibility in the Company’s operations and services. We believe in integration and equal opportunity. We are committed to ensuring compliance with the accessibility requirements contained in the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations (“AODA”).

GENERAL REQUIREMENTS

Accessibility Policy and Multi-Year Accessibility Plan

- The Company’s Accessibility Policy was implemented in October 2011 and reviewed in December 2015
- The Company’s Multi-Year Accessibility Plan was created to identify, remove and prevent barriers to accessibility.
- The Accessibility Policy and Plan are posted on the company’s website at www.pmacanada.com. Upon request, the company will provide a copy of the Accessibility Policy and Plan in an accessible format.
- The Multi-Year Accessibility Plan will continue to be reviewed and updated at least once every five years. The Accessibility Plan was last reviewed in July 2019.

Training

The company has implemented training on the requirements of the accessibility standards referred to in the Regulation and training on the Human Rights Code to all employees, volunteers and others who interact with the public on our behalf.

- All employees of Peter Mielzynski Agencies and third-party representatives are trained on the requirements of Accessibility Standards and the Human Rights Code as soon as possible after commencement of employment.

Kiosks

Following a review of our operations, it has been determined that the Company does not maintain kiosks. However, to the extent that kiosks are acquired or operated in the future, the Company will consider accessibility issues at that time.

INFORMATION AND COMMUNICATION STANDARDS

The Company is committed to meeting the communication needs of individuals with disabilities. In consultation with such individuals, we will provide information and communications in an accessible format in a timely manner. The Company has developed practices to ensure that it can make information accessible to individuals with disabilities upon request, and shall update its practices on an ongoing basis as required.

Feedback

The Company is committed to ensuring all feedback processes across the organization, both internally and externally are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request. The following steps have been taken to ensure compliance effective as of January 1, 2015.

- The Company has completed a review of all existing feedback processes and considered the manner in which those processes can be made accessible upon request by individuals with disabilities.
- The Company will provide or arrange for accessible formats and communication supports upon request.
- Accessible formats and communications supports can be requested by contacting Human Resources by phone at (905) 257-2116 or email at info@pmacanada.com

Accessible Websites and Web Content

The Company will monitor the creation of any new Internet websites and content, including those Internet websites undergoing a significant refresh and as applicable, will make those websites conform to required standards.

- As of January 1, 2014, the Company's internet websites and web content on sites have confirmed with WCAG 2.0 Level A.
- The Company will ensure that all internet websites and web content will conform with WCAG 2.0 Level AA by January 1, 2021.

Customer Service

The Company maintains an accessibility policy in respect of customer service, along with appropriate feedback mechanisms with respect to that policy. We remain committed to complying with this policy and will review it on an ongoing basis for any required changes in order to promote accessibility within our client service operations.

- The Company has procedures in place to notify the public of service disruptions to the accessible parts of our offices and to prevent such disruptions to the extent reasonably possible.

Employment Standards

The Company aims to provide fair and accessible employment practices to all its prospective and current employees. As a result, we are committed to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees and representatives with disabilities access to the same opportunities.

The Company has ensured that all employment standards have met accessibility requirements by January 1, 2016. We have taken steps to ensure that accessibility is provided in three major areas of employment: Recruitment, Accommodations for Staff and Performance Management, Career Development and Redeployment.

Recruitment

- Recruitment, assessment and selection processes and procedures have been reviewed and modified to notify employees and the public on the availability of accommodation.
- The Human Resources team will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, the Company will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- When making offers of employment, the Company will notify the successful applicant of its policies for accommodating employees with disabilities.

Accommodations for Staff

The company will ensure that we are creating and following measures for any staff member who requires accommodation as a result of a disability.

Informing Employees of Supports

The Company has implemented a Providing Accommodation for Employees with Disabilities policy. The Company will continue to inform its staff of any update to this policy or those used to support employees with disabilities, including policies on the provision of job accommodations that take into account a staff member's accessibility needs due to disability. This information will be provided to new employees soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Staff

- Upon the request of an employee with a disability, the Company will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees, including information as it relates to conducting performance management, providing career development and advancement to employees, or when redeploying employees.
- In determining the suitability of an accessible format or communication support, the Company will consult with the employee making the request.

Accessible Emergency Information

The Company is committed to providing clients and other third parties with any publicly available emergency information in an accessible manner, upon request.

Workplace Emergency Response Information

- New employees can request for accommodation in an event of a workplace emergency when they begin their employment with the company. The Company has implemented a form for the employee to complete, soliciting the required information needed to design the individualized emergency response plan.
- Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if the company is aware of the need for accommodation due to the employee's disability. The Company will provide this information as soon as practicable after becoming aware of the need for accommodation.
- Where the employee requires assistance, the company will, with the consent of the employee, provide the workplace emergency response information to the person designated by the company to provide assistance to the employee.
- The company will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

For those employees who require individual accommodation due to a disability, the Company is committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans. Individual accommodation plans will include individualized workplace emergency response information (where required), and will identify any other accommodation including accessible formats and communications supports provided.

Return to Work Process

The Company maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps the company will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997).

- The Company's return to work process has been reviewed to ensure accommodation is incorporated in the process and a policy has been implemented to support this process.

Performance Management, Career Development and Redeployment

- Existing performance management, career development and redeployment processes have been reviewed to ensure that accessibility needs of employees are met.
- Further training to managers and other colleagues who are involved in performance management, career development and redeployment processes is being developed to ensure compliance with processes.

Design of Public and Client Spaces

The Company is committed to meeting the accessibility standards for the Design of Public Spaces regarding the design of public and client spaces when building or making major modifications to these spaces, including meeting rooms, reception and waiting areas.

- In order to ensure that accessibility issues are taken into account in the context of new builds and major modifications on or before January 1, 2017, the Company will ensure that our leadership and facilities teams are fully aware of the AODA requirements and will work with relevant designers, engineers, builders, and other experts and third parties involved in the builds or modifications to ensure that all necessary requirements are met.
- Outdoor paths of travel; sidewalks, ramps, stairs, curb ramps, rest areas and parking spaces have been made accessible

Modification of the Plan

This Plan will be reviewed and updated by the Company at least every five years. At the time of revision, information regarding accessibility policies and practices adopted by the Company in accordance with the Plan or otherwise will be included in the revised Plan.

For more information on this accessibility plan or to request for an accessible format of this document, please contact the following:

SVP/General Manager or Human Resources Manager at info@pmacanada.com

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