

## Accessibility Plan

### 1. Purpose

This Accessibility Plan outlines the strategy and measures Supply Ontario shall take to prevent and remove barriers and meet its requirements under the AODA.

### 2. Definitions and Acronyms

This Accessibility Plan shall use the words and acronyms outlined in the “Definitions and Acronyms” section of Supply Ontario’s Accessibility for Ontarians with Disabilities Policy (the “Policy”).

### 3. Compliance Status and Timelines

#### Accessibility Policies

Supply Ontario shall develop, implement and maintain policies governing how it will achieve accessibility through meeting its requirements under the IASR (including the customer service standards). These policies shall comply with the requirements set out in the IASR.

**Status:** Supply Ontario has developed, implemented and maintained a number of policies which promote accessibility, including the Policy, its Recruitment Policy, its Disability Accommodation Policy, its Conflict of Interest Policy and Code of Conduct and its Respectful Workplace Policy (collectively the “Policies”). Compliance shall be maintained.

Supply Ontario shall make its accessibility policies publicly available and, upon request, shall provide these policies in an accessible format or with communication supports.

**Status:** Supply Ontario has posted the Policies on its internal and external websites, it shall provide these policies in an accessible format or with communication support upon request, and compliance shall be maintained.

#### Accessibility Plan

Supply Ontario shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the IASR.

**Status:** Supply Ontario has established, implemented and shall maintain this documented Accessibility Plan, and compliance shall be maintained.

Supply Ontario shall establish, review and update this Accessibility Plan (as required) in consultation with persons with disabilities.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall post this Accessibility Plan on its website and shall provide this plan in an accessible format upon request.

**Status:** Supply Ontario has posted this Accessibility Plan on its internal and external websites, it shall provide it in an accessible format or with communication support upon request, and compliance shall be maintained.

Supply Ontario shall review and update this Accessibility Plan at least once every five (5) years.

**Status:** Supply Ontario shall review and update (as required) this Accessibility Plan at least once before December 31, 2029, and at least once in every five (5) year period thereafter as per the requirements of the AODA.

## **Compliance Reporting**

### ***Annual Status Report***

Supply Ontario shall prepare an annual status report on the progress of measures taken to implement this Accessibility Plan (or within such other time that the Director under the AODA may require), it shall make this report available to the public, and it shall provide the report in an accessible format upon request.

**Status:** Supply Ontario shall prepare and post the annual status report as required on its internal and external websites, the organization shall ensure that it is provided in an accessible format or with communication support upon request, and compliance shall be maintained.

### ***Other Compliance Reporting***

Supply Ontario shall provide any other compliance reporting that may be required by the Director under the AODA.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

## **Training**

Supply Ontario shall ensure that appropriate training is provided to all employees, members of its Board of Directors, and any volunteers that it may retain in the future, on the requirements of the accessibility standards set out in the IASR (including the customer service accessibility standards) and on the Ontario *Human Rights Code* (the Code) as it pertains to persons with disabilities, and shall ensure that the training satisfies the requirements set out in the IASR.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall provide this training to every employee, Board member, and volunteer that it may retain in the future, as soon as practicable after being hired or retained.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall provide training in respect of any changes to its accessibility policies as required.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall maintain a record of the training provided, including:

- (a) the dates on which training is provided, and
- (b) the number of individuals to whom it was provided.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall require this training for all other persons who provide goods, services or facilities on behalf of Supply Ontario, as soon as practicable, and shall maintain a record of this training as required by the IASR.

**Status:** Supply Ontario's corporate procurement documentation requires vendors to comply with all applicable laws, including the AODA and the Code. More specifically, requirements for providing training required by the AODA, maintaining records of such training, and providing such records to Supply Ontario upon request, are included in procurement vehicles and contract documentation with organizations that assign persons to perform services on behalf of Supply Ontario. Compliance shall be maintained.

## **Procuring or acquiring goods, services and facilities**

Supply Ontario shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

**Status:** Supply Ontario’s corporate procurement documentation requires vendors to comply with all applicable laws, including the AODA and the Code. In addition, Supply Ontario’s corporate procurement utilizes procurement vehicles that contain a number of accessibility provisions, information and guidance material. Compliance shall be maintained.

If Supply Ontario determines that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### **Customer Service Standards**

#### ***Notice of Temporary Disruption***

Supply Ontario shall have a documented process outlining the steps that will be taken in the event of a temporary service disruption as outlined in the IASR, including providing notice of the disruption to the public and ensuring that any such notice shall include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

#### ***Customer Service Accessibility Training Document***

Supply Ontario shall prepare a document that describes its customer service accessibility training policy, summarizes the content of the training, and specifies when the training is to be provided.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

#### ***Feedback Process***

Supply Ontario shall establish a process for receiving and responding to feedback about the manner in which it provides its goods, services or facilities to persons with disabilities, and feedback about whether that feedback process meets the requirements set out in the IASR. The feedback process must specify the actions that Supply Ontario will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall ensure that the feedback process is accessible to persons with disabilities by providing for, or arranging for the provision of, accessible formats and communication supports on request.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall prepare a document describing the feedback process.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### ***Notifying the Public***

Supply Ontario shall use its external website to notify the public that its customer service accessibility policy, its feedback process, its notice of temporary service disruption process, and its customer service accessibility training document, all as required by and outlined in the IASR, are available including in an accessible format or with communication support upon request, and it shall post these documents and any notices required by same on its external website.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Supply Ontario shall provide the documentation and information outlined above upon request, including in an accessible format or with communication support if so requested. If Supply Ontario receives a request for such information in an accessible format or with communication support, it shall provide it in consultation with the requesting person, in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost that is charged to other persons.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### **Information and Communications Standards**

#### ***Accessible Formats and Communication Supports***

Supply Ontario shall use its external website to notify the public about the availability of accessible formats and communication supports for persons with disabilities.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

Upon request, Supply Ontario shall, in a timely manner and at a cost that is no more than the regular cost charged to other persons, provide or arrange for the provision of accessible formats and communication supports that take into account the person's accessibility needs due to a disability, unless such information is unconvertible or is not subject to this requirement as per the IASR. Supply Ontario shall consult with the requestor to determine the suitability of an accessible format or communication support.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

If Supply Ontario determines that the requested information or communications are unconvertible, Supply Ontario shall provide the requester with:

- (a) an explanation as to why the information or communications are unconvertible, and
- (b) a summary of the unconvertible information or communications in a format that is accessible to the requester.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### ***Accessible Website and Web Content***

Supply Ontario is committed to ensuring ease of access to its external website and web content, including web-based applications, that Supply Ontario controls as described in the IASR. Supply Ontario has met internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements subject to and in accordance with the IASR, except where Supply Ontario has determined that meeting such requirements is not practicable as per the requirements set out in the IASR.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### ***Emergency Procedures, Plans, or Public Safety Information***

Should Supply Ontario prepare emergency procedures, plans or public safety information and make such information available to the public, it shall, upon request and as soon as practicable, provide this information in an accessible format or with appropriate communication supports.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### **Employment Standards**

#### ***Recruitment, Assessment or Selection Process***

Supply Ontario shall notify its employees and the public that accommodations are available for applicants with disabilities during the recruitment process.

**Status:** Supply Ontario provides notice in its job postings, Recruitment Policy, Disability Accommodation Policy, and on its external website that reasonable accommodation may be provided throughout the recruitment process. Compliance shall be maintained.

Supply Ontario shall 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.

**Status:** Supply Ontario provides this notice in correspondence that it sends to applicants who have been selected to participate further in the recruitment process. Compliance shall be maintained.

If a selected applicant requests accommodation, Supply Ontario shall consult with the applicant and provide or arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### ***Notice to Successful Applicants***

When making offers of employment, Supply Ontario shall notify the successful applicant of its policies for accommodating employees with disabilities.

**Status:** Supply Ontario provides notice to newly hired employees that the organization has an accommodation policy and process in place and provides contact information for accommodation requests. Compliance shall be maintained.

### ***Informing Employees of Supports***

Supply Ontario shall inform its employees of its policies to support employees with disabilities including but not limited to its policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Supply Ontario shall provide this information to new employees as soon as practicable after they begin their employment.

**Status:** Supply Ontario provides notice to newly hired employees in their hiring letters that the organization has an accommodation policy and process in place, that it provides accommodations for employees with disabilities, and provides contact information for accommodation requests. Supply Ontario also requires employee review of the Policy, its Respectful Workplace Policy, Conflict of Interest Policy and Code of Conduct and Disability Accommodation Policy in mandatory employee onboarding. Compliance shall be maintained.

Supply Ontario shall provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

### ***Accessible Formats and Communication Supports for Employees***

When an employee with a disability so requests it, Supply Ontario shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to employees in the workplace. Supply Ontario shall consult with the requesting employee in determining the suitability of an accessible format or communication support.

**Status:** Supply Ontario's Disability Accommodation Policy provides guidance on workplace accommodation and accessibility. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance with the IASR, on or before December 31, 2025.

### ***Workplace Emergency Response Information***

Supply Ontario shall provide individualized workplace emergency response information to employees with a disability, if the disability is such that the individualized information is necessary and Supply Ontario is aware of the need for accommodation due to an employee's disability.

**Status:** Supply Ontario is compliant and compliance shall be maintained.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Supply Ontario shall provide the workplace emergency response information to the person designated by Supply Ontario to provide assistance to the employee.

**Status:** Supply Ontario's Disability Accommodation Policy provides guidance on workplace emergency response information. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance with the IASR, on or before December 31, 2025.

Supply Ontario shall provide workplace emergency response information as soon as practicable after becoming aware of the employee's need for accommodation due to disability.

**Status:** Supply Ontario's Disability Accommodation Policy provides guidance on workplace emergency response information. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance with the IASR, on or before December 31, 2025.



Supply Ontario shall review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when Supply Ontario reviews its general emergency response policies.

**Status:** Supply Ontario's Disability Accommodation Policy provides guidance on workplace emergency response information. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance with the IASR, on or before December 31, 2025.

### ***Individual Accommodation Plans***

Supply Ontario shall develop and have in place a written process to develop, IEAPs for Employees with Disabilities. The process for the development of IEAPs shall include the elements set out in the IASR, and IAEPs shall satisfy the requirements set out in the IASR.

**Status:** Supply Ontario's Disability Accommodation Policy requires IEAPs. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance on or before December 31, 2025.

### ***Return to Work Process***

Supply Ontario shall develop and maintain 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 to return-to-work. This return-to-work process shall outline the steps that Supply Ontario will take to facilitate the return to work of such employees and will include documented IEAPs as part of the process. Finally, Supply Ontario shall ensure that an employee's individual return-to-work process is accurately recorded.

**Status:** Supply Ontario's Disability Accommodation Policy provides guidance on the return-to-work process. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance on or before December 31, 2025.

Supply Ontario shall ensure that its return-to-work process does not replace or override any other return-to-work process created by or under any other statute.

**Status:** Supply Ontario is compliant and compliance shall be maintained

### ***Performance Management, Career Development, Advancement and Redeployment Processes***

Supply Ontario's performance management, career development, advancement and redeployment processes shall take into account the accessibility needs of employees with disabilities as well as IEAPs, when using such processes in respect of such employees.

**Status:** Supply Ontario's Disability Accommodation Policy provides guidance on workplace accommodation and accessibility. Human Resources shall review this policy and, if required, shall ensure that any amendments are made to further enhance compliance with the IASR, on or before December 31, 2025.