

# AODA MULTI-YEAR ACCESSIBILITY PLAN

## POWER PRECAST SOLUTIONS LTD.

(Last updated – September 2023)

### 1. Introduction

Power Precast Solutions Ltd. is committed to working towards full compliance with all standards under the Accessibility for Ontarians and Disabilities Act, 2005 (“AODA”) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity, culture, and independence of persons with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Power Precast Solutions has put in place to improve opportunities for people with disabilities. The current plan covers a five-year period (2023-2028).

### 2. About Power Precast Solutions Ltd.

Founded in 1974, Power Precast Solutions endeavors to honor the practices of quality and customer service while engaging in the advancements in engineering and design. Power Precast Solutions provides engineered solutions for box culvert, three sided flat tops, tanks for septic, holding, pump and fire suppression, utility structures, box manholes and traffic control solutions. In addition, Power Precast Solutions provides engineering designs for custom precast, heavy civil infrastructure and rail projects and is heavily involved with Active Transportation projects all across North America. For some of our recent projects, please visit: <https://powerprecast.com/projects/>.

### 3. Statement of Commitment

Power Precast Solutions 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, culture, 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 by meeting our accessibility requirements under Ontario’s accessibility laws.

To help maintain our commitment we have our Accessible Customer Service Policies and Procedures along with our Equal Opportunity, Disability and Accommodation Policies.

### 4. Customer Service Accessibility Standard & Policies

The Customer Service Standard was first implemented at Power Precast Solutions by Armttec in 2011. In 2017 when Power Precast Solutions Ltd. was set up all policies were reviewed and updated as necessary.

Power Precast Solution’s Customer Service Accessibility policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act,

2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. The policy is updated, and training provided as required.

### **The following measure have been implemented by Power Precast Solutions**

All goods and services provided by Power Precast Solutions shall follow the principles of dignity, independence, integration, and equal opportunity.

#### **Providing goods and services to people with disabilities**

Power Precast Solutions is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **Communication**

We will communicate with people with disabilities in ways that consider their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

##### **Telephone services**

We are committed to providing a fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by other means of communication that may apply, e.g., email, facsimile, if telephone communication is not suitable for their communication needs or is not available.

##### **Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

##### **Billing**

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

##### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Power Precast Solution's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

**Other measures that Power Precast Solutions has implemented include:**

- A member of management reviews all policies and procedures annually.
- Our Accessibility Information is published on our website.
- Notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities will be given. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- Notice of any temporary disruption of service will be placed at all public entrances and service counters on our premises. Annual statutory holiday schedules will also be posted for our employees on our information website and on our website.
- Power Precast Solutions provides training to all employees, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.
- Comments and feedback regarding our customer service are welcome. We provide various processes to provide that feedback including customer surveys and feedback forms, contact through our website and email and in addition to our internal contacts we have a Whistle Blower plan that provides a confidential method of providing feedback. Information on this plan has been provided through our company ADP system, training, and posters.
- All requests for accommodation and accessibility needed by the public are handled by our Sr. Sales team and all requests for accommodation from our employees are handled through Human Resources with assistance from our Health and Safety Manager.

## **5. Integrated Accessibility Standard Regulation**

### **a) Accessible Emergency Information**

In accordance with section 13 of the Ontario Regulation 191/11, Power Precast Solutions has developed emergency and safety procedures to follow in a given emergency situation (fire, bomb threat, earthquake, lockdown etc.) These procedures will be posted on Power Precast Solution's website that complies with Level AA of the Worldwide Consortium's Web Content Accessibility Guidelines. For further information regarding Power Precast Solution's emergency procedures and policies please email us at [hr@PowerPrecast.com](mailto:hr@PowerPrecast.com).

Power Precast Solutions recommends that all persons with disabilities or special needs become familiar with the emergency procedures and policies that our posted on our website if you intend to visit one of our sites.

During the onboarding process all new hires are informed of the availability of individual emergency response plans that would consider their disability. Information on how to obtain individual emergency response plans is in our Accommodation policy found on our internal company information site or through our Human Resource and Health and Safety offices.

Power Precast Solutions will continue to provide employees with disabilities with individualized emergency response information when necessary and as soon as possible. If an employee who receives individualized workplace emergency response information requires assistance, with that employee's consent this information would be shared with the designated employee providing the assistance.

All issues of accessibility and individualized accessible emergency response plans will be documented and all changes/updated are to be documented.

## **b) Training**

All employees and those providing services for Power Precast Solutions will be trained on Ontario's Accessibility laws upon hiring. This training will be given in a format that the individual is able to access and considers any disabilities upon request. This training will be recorded that it was completed and will be updated as needed.

## **c) Information and Communication**

Power Precast Solutions is committed to meeting the communication needs of people with disabilities. We will consult with each individual requiring accommodation to find the best methods for their communication and information needs. We have established processes to help that include a feedback process to provide information in alternate formats such as telephone, mail, email, and in-person. Our website is also designed to be more user friendly for those with a range of needs. Training has been provided to our staff.

### **Website Information**

In accordance with the IASR (Integrated Accessibility Standards Regulation), Power Precast Solutions will convert existing emergency and public safety information into a format that will allow it to be made available in accessible formats on request and in a timely manner.

Power Precast Solutions has complied with the IASR requirements and made its website and content compliant to conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Power Precast Solutions also does the following:

- Continues to assess accessibility of existing website organization and content.
- Consults with persons requesting alternative formats.
- Posts a notice that information is available in a variety of formats.
- Utilize external sources to help accommodate formatting alternatives that are not feasible to do in house.

## **d) Employment Standards**

Power Precast Solutions is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that when requested, Power Precast Solutions will accommodate people with disabilities wherever possible throughout all phases of the employment relationship.

### **i) Recruitment**

Power Precast Solutions is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and managers who are involved in hiring are aware and trained in our policies on accommodation, Equal Opportunity, and Human Rights. We also take the following steps:

- We ensure our recruitment material includes information about Power Precast Solutions being an Equal Opportunity employer and does not make hiring decisions based on protected groups or disabilities.
- When making offers, employees are made aware of our policies to accommodate whenever possible.
- We will provide employees with information on accommodation whenever they occur.

- We will consult with employees to determine a suitable format of support.

## ii) Documented Individual Accommodation Plans

Power Precast Solutions is committed to providing documented individual accommodation plans when required. They would include the following:

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be provided and how.
- Ensuring that privacy is maintained for the individual with the disability.
- Providing regular reviews, updates, and communication with the employee during the process.
- Providing the Individuals accommodation plan in a format that considers the needs of the employee.
- If required, provide an individual workplace emergency response plan.

## iii) Return to Work

Power Precast Solutions is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or injury. Such steps have been set up in our Disabilities and Return to Work Policy. Copies of which are available on our employee internal website for information or through our Human Resource Office.

## iv) Performance Management, Career Development and Redeployment

Power Precast Solutions is committed to ensuring the accessibility needs of employees with disability needs. These are taken into consideration with regards to performance management and career development. We will review the following and update all relevant accommodation policies to include the following:

- Policies that support addressing the accessibility needs of employees with disabilities, as well as considering individual accommodation plans when using performance management processes and when providing career development and advancement opportunities.

## 6. Accessibility Review

Power Precast Solutions discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at Joint Health and Safety meetings, and in policy reviews conducted by the senior management team all in partnership with our Human Resources department.

### Contact Details

For more information on this accessibility plan, please contact:

Human Resources

[hr@PowerPrecast.com](mailto:hr@PowerPrecast.com)

705-324-8265 ex 108