



OI Group of Companies

Accessibility Plan and Progress Report

1. Accessibility Policy

Our policy has been established as per the requirement under the Accessibility for Ontarians with Disabilities Act, 2005. OI Group is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005.

Our goal is to meet the accessibility needs of persons with disabilities by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can participate in the programs, services, facilities, public spaces, information and communication, and employment of OI Group of Companies.

2. Statement of Commitment

OI Group is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

This accessibility plan contains details of the companies' policies, practices, and services in relation to the identification and removal of barriers. This plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company.

This accessibility plan is offered in any of the following formats upon request:

- Print.
- Large print.
- Audio; and
- Electronic.

The company welcomes any feedback from the public. Any feedback or questions regarding this plan or requests for copies of the accessibility plan in an alternative format can be addressed to the following designated company representative:

HR Team: Monica Thomson, Sharon Tracey

Phone number: 1-800-668-9852

Mailing address: PO Box 4669, Brantford, ON, N3T 0A0

E-mail address: mthomson@oigroup.ca, tracey@oigroup.ca

Feedback can be provided anonymously if desired. Feedback can be received in the following formats:

- Telephone.
- E-mail.
- Mail.

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2.5. Definitions

This plan uses these definitions:

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

3. Employment

All employment services provided by OI Group of Companies follow the principles of dignity, independence, integration, and equal opportunity.

OI Group of Companies understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

Initiatives:

- OI Group of Companies will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- OI Group of Companies 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, OI Group will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant's accessibility needs.
- The OI Group of Companies will develop processes that consider the accessibility needs of employees with disabilities and their individual accommodation plans.
- The OI Group of Companies will review an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve his or her performance on the job.
- OI Group of Companies will adjust the accommodation supports or update an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed.

The company remains committed to addressing existing barriers and preventing new barriers in employment.

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Outcomes:

- Equitable, clear and consistent employment and accommodation policies and procedures with the goal of removing systemic barriers for people with disabilities.
- Increased employment, engagement and advancement of employees with disabilities

4. The Built Environment

OI Group of Companies will work to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access to goods or services.

Initiatives:

- Entrance ramp located at the front of the building.
- Continue to maintain accessible elements of OI Group of Companies head office through regular maintenance.
- Notifying the public and prioritizing re-opening accessible spaces when there are temporary disruptions.

The company remains committed to addressing existing barriers and preventing new barriers in the built environment.

Outcomes:

- Prevention and removal of accessibility barriers at the OI Group of Companies head office.

Information and Communication Technologies (ICT)

The OI Group of Companies understands that communication is vital to an individual's access to the company's goods or services.

Initiatives:

- Upon request, the company provides or arranges accessible formats and communication support for employees, applicants, or persons accessing the company's goods or services. Such accessible formats and communication support are conversion-ready and are provided in a timely manner and at no additional cost.
- Accessible formats include print, large print, audio, and electronic.
- The company consults with the individual to determine the specific barrier and the best way to provide support.

Outcomes:

- Ensure all OI Group of Companies employees have the tools and resources to develop and provide information in accessible formats.

5. Communication Other Than ICT

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This area is not currently relevant to the OI Group of companies. Should this become relevant in the future, OI Group of companies is committed to providing a variety of communication options to be inclusive of all individuals.

6. The Procurement of Goods

This area is not currently relevant to the OI Group of companies. Should this become relevant in the future, the OI Group of companies is committed to ensuring that all individuals would be able to obtain the company's goods and services.

7. The Design and Delivery of Programs and Services

OI Group of Companies is committed to ensuring that all its programs and services are designed in a manner accessible to all individuals.

Initiatives:

- Develop, maintain, and monitor accessibility guidelines and tools to support implementation and AODA compliance assurance.
- Continue to seek advice on how to improve accessibility from employees and the public.
- Continue to train staff and employees to improve awareness and knowledge of the needs of persons with disabilities.

The company remains committed to addressing existing barriers and preventing new barriers in relation to the design and delivery of the company's programs and services.

Outcomes:

- An organization which fosters a culture of equity and inclusion, that values and includes employees, residents and visitors with disabilities.
- OI Group of Companies employees and applicants are aware of accommodation resources.
- OI Group of Companies employees have the support and tools needed to actively identify, prevent and remove accessibility barriers.

Transportation

This area is not currently relevant to the OI Group of companies. Should this become relevant in the future, the OI Group of companies is committed to ensuring accessible transportation services are available for persons with a disability.

8. Training

OI Group of Companies understands the importance of ensuring all staff are trained to understand, protect, and deliver access to the company's goods and services to persons with disabilities.

Initiatives:

- OI Group will continue to provide and record training related to the AODA.
- Training will be provided to all people who are involved in the development of the OI Group of Companies' policies.

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- OI Group of Companies will maintain records of the dates when training is completed and the individuals who completed the training.

The company remains committed to continually addressing existing barriers and preventing new barriers.

Outcomes:

- OI Group of Companies employees will understand their responsibilities to provide accessible goods, services and facilities that consider the needs of individuals with disabilities.
- Employees with disabilities have equitable access to learning, development, and career growth opportunities.

9. Workplace Emergency Response Information

OI Group of Companies understands the importance of providing emergency response information in a manner that is accessible to all individuals.

Initiatives:

- OI Group of Companies will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if OI Group of Companies is aware of the need for accommodation due to the employee's disability.
- OI Group of Companies will provide this information as soon as practicable after becoming aware of the need for accommodation.
- OI Group of Companies will 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.

Outcomes:

- Employees with disabilities have equitable access to emergency response plans.

Accessibility plan completed by: HR Team

Date: December 2023

Reviewed and Updated January 2025

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