

# Teknion Multi-Year Accessibility Plan

## Statement of Commitment

Teknion 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 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.

## Accessible Emergency Information

Teknion is committed to providing our 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

Teknion has and will continue to provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and other staff members following the commencement of employment with the company.

Teknion has and will continue taking the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Provide appropriate training on the requirements of the Integrated Accessibility Standard and on the Ontario Human Rights Code as it pertains to persons with disabilities to applicable personnel who provide goods and/or services on behalf of Teknion.
- Training will be provided on an ongoing basis by the Human Resources department where there are any changes to legislation or practices.
- Maintain records of the training provided including the dates.

## Information and communications

Teknion 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.

Teknion has taken steps to ensure all websites and content on those sites conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. All future website launches, or existing website re-design, will at a minimum conform to WCAG 2.0 Level AA.

Teknion has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Provide, or arrange for the provision of, accessible formats and communications supports, upon request.
- Notify the public on our website about the availability of accessible formats and communication supports.
- Alternate formats of feedback forms will be made available upon request.
- Consult with those making requests or providing feedback as to the suitability of the accessible supports available.

Teknion has taken the following steps to make sure all publicly available information is made accessible upon request:

- Provide, or arrange for the provision of, accessible formats and communications supports, upon request. This will be provided in a timely manner and at a cost no more than the regular cost charged to other persons.
- Consult with the person making a request to determine the most appropriate format or communication support.

Teknion has made all websites and content conform with WCAG2.0 Level AA.

## Employment

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

- Review, and modify as necessary, existing recruitment policies, procedures and processes to ensure fair and accessible recruitment processes.
- Work with job candidates to accommodate individual needs.
- Notify successful candidates of Teknion policies for accommodating employees with disabilities.

Teknion will take the following steps to develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Review, and revise as required, current return to work processes.
- Develop, in conjunction with the employee, a documented individual accommodation plan.
- The return to work process will not replace or override any other return to work process created by or under any other statute (e.g., the Ontario Workplace Safety Insurance Act, 1997).

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes.

- Review, and revise as necessary, current processes relating to performance management, career development and redeployment.
- Ensure staff and management are aware of the need to accommodate when providing career development and advancement to employees.
- Ensure staff and management are aware of the need to accommodate when reassigning employees to other jobs or departments.

### **Design of Public Spaces**

Teknion will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. These public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs
- Outdoor sitting areas
- Waiting areas

Teknion has procedures in place to prevent services disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For More Information**

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available free upon request from the above noted contact.