



Policy: KFI-722 Revision 1

Title: AODA - Accessibility Policy and Multi-year Accessibility Plan

Date: June 25, 2021

This 2014 - 2025 accessibility plan outlines the policies and actions that Krug will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Krug is committed to providing an environment in which people with disabilities are treated in a fair and respectful manner which allows them to maintain their dignity, individuality and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Accessible Emergency Information

Krug is committed to providing employees with disabilities with individualized emergency response information as required.

Training

Krug has and will continue to provide training to all employees on the requirements of the Ontario accessibility standards and on the Human Rights Code as it relates to people with disabilities. Training will be provided in the form which is best suited for the various roles within the organization.

Krug has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility standards by **January 1, 2015**:

- ◆ Develop and provide training to all employees including information about achieving accessibility in Ontario by 2025, and highlighting the requirements of the three standards – information and communication, employment and transportation – as they apply to the organization.
- ◆ Incorporate AODA training into our orientation program.
- ◆ Maintain and record dates training is provided.
- ◆ This policy is posted on the employee bulletin boards, intranet and on our company website.

Information and Communications

Krug will consult and work with people with disabilities to determine their information and communication needs, as soon as practical, to identify solutions that take their needs into consideration. Alternative options include, but are not limited to:

- ◆ Enlarged text
- ◆ Braille format
- ◆ Communication support either in person or over the phone
- ◆ Documents provided via email
- ◆ Kiosks

Krug took the following steps to make all new websites and content on those sites conform to WSAG2.0, Level A by **January 1, 2014**:

- ◆ Requirements were provided to IT department to ensure compliance.

Krug took the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- ◆ Company contact information is included on our website, intranet, orientation and training on how to obtain feedback/information as to how the company provides goods and services to persons with disabilities.

Krug took the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- ◆ Company contact information is included on our website, intranet as to how to obtain information in an accessible format, in a timely manner, upon request.
- ◆ Customers may also request information in an accessible format by asking in person at Reception or contacting Human Resources. The company will respond to requests in a timely fashion.

Krug took the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**:

- ◆ Requirements were provided to IT department to ensure compliance.

Employment

Krug is an Equal Opportunity Employer and is committed to fair and accessible employment practices.

We took the following steps to notify the public and staff that, when requested, Krug will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- ◆ Add information to website, job postings and recruitment policy.

Krug will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- ◆ Develop process for documenting individual accommodation plans.
- ◆ Identify employees with known disabilities and document individual accommodation plans.
- ◆ Review RTW policy and procedure to ensure compliance with employment standard.

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

- ◆ Take barriers into consideration for performance management and developmental opportunities.
- ◆ Review and update our short and long term transfer policies.

Krug will review individual circumstances on a case by case basis to prevent and remove other accessibility barriers identified.

For More Information

For more information on this accessibility plan, please contact Human Resources or solutions@krug.ca. Accessible formats of this document are available upon request.

AODA Compliance Timeline

January 1, 2012	All requirements under the Customer Service Standard
	Employment – Workplace Emergency Response
January 1, 2014	General – Accessibility Policy and Multi-year Accessibility Plan
January 1, 2015	General – Training
	Information and Communication – Feedback Process
January, 2016	Employment - Recruitment
	Employment – Information for Employees
	Employment – Process to Accommodate Employees/RTW
	Employment – Performance management, career development and redeployment
	Information and Communication – Accessible formats and supports
June 25, 2021	Information and Communication – Accessible websites and content
June 2021	Training – ongoing
July 2021	Modifications to an existing building, new to Krug ensuring building guidelines in accordance with AODA are met



Len Ruby, President



Jennifer Horne, Human Resources Manager