



INTEGRATED ACCESSIBILITY (AODA) MULTI YEAR PLAN

OBJECTIVE:

The RESTORERS Group Inc. multi-year plan outlines the process to remove and prevent accessibility barriers in the organization and comply with requirements under AODA.

Integrated Accessibility Standard

The RESTORERS Group Inc. is committed to providing quality building restoration services that are accessible to all authorized persons including those persons with disabilities.

The Building Restorations Services are exclusively provided at client's locations. Clients do not visit our offices or warehouse facilities to purchase these services. Employees, sales representatives and couriers do visit our facilities and the Accessibility Program is designed to accommodate their needs.

As of **November 2020** the following is implemented;

- a. Communication: internet website and content is available to the public and conforms with the WCAG 2.0 Level AA requirement
- b. Accessibility Standards for Customer Service which includes a Feedback process, Notice of Temporary Disruptions at all workplaces and accommodation for the Use of Assistive Devices and Service Animals
- c. Safe and Early Return to Work program for employees
- d. Employee training program in the interaction with persons with a disability and aspects of the Human Rights Code
- e. Employment Standards Policy to include Emergency Procedures in the event of an incident
- f. An Accommodation program to provide reasonable workplace accommodation to ensure that individuals with issues, who are otherwise able to work, are not unfairly excluded from working. The program integrates with the Ontario Occupational Health & Safety Act, Regulations to ensure the wellbeing of all individuals in proximity to our construction workplaces.

2021 going forward

1. Actively engage in a continuous improvement activity directed at enhancing the current program
2. The Restorers Group Inc. does not own the office or warehouse facilities, therefore, there is not a plan for new construction or redevelopment.
3. The Restorers Group Inc. does not operate a public transportation system and has no authority regarding public spaces

End

November 11, 2020