	Prepared by: A. Tassone	Revision: 0	Document: EHSP-236
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<b>ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE</b>			

## 1.0 PURPOSE

The purpose of this document is to map out the company's plan to ensure ongoing compliance and continual improvement activities as it relates to AODA.

## 2.0 SCOPE

This applies to all Tiercon Corp. locations.

## 3.0 DEFINITIONS

Term	Definition
AODA	Accessibility for Ontarians with Disabilities Act, 2005
HR	Human Resources
EHS	Environmental, Health and Safety

## 4.0 RESPONSIBILITY

### Human Resources Department

- To ensure compliance with the plan, including internal audits, and audits for compliance reporting.
- Work with site managers to implement any required action to ensure continual improvement and compliance with AODA.
- HR to complete the compliance report following the schedule.

### EHS Manager

- To ensure compliance with the plan, including internal audits, and audits for compliance reporting.
- Work with site managers to implement any required action to ensure continual improvement and compliance with AODA.

### Site manager

- Work with HR and H&S to ensure compliance.
- Responsible for implementing required actions as advised by HR.

## 5.0 PROCEDURE


### 5.1 Accessibility for Ontarians with Disabilities Act, 2005 ("The Act")

1. The Accessibility for Ontarians with Disabilities Act, 2005 ("The Act") requires that under the Integrated Accessibility Standards Regulations, the Company establish, implement, maintain, and document a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with

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disabilities. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

2. Tiercon is committed to our multi-year accessibility plan, outlined below, that describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan outlines the policies and actions that the Company will put in place to improve opportunities for all. Our accessibility plan is posted on our internal and external websites and will be provided in an accessible format upon request. Our Company will review and revise our accessibility plan at least once a year, or as needed.

## **5.2 Planned Action**

1. Tiercon will seek consultation before making any built environment changes and will ensure that we meet the specific requirements depending on the nature of the changes.

## **5.3 Every 6 months**

1. Every 6 months the company will conduct a semi-annual review to identify potential barriers and opportunities for improvement in our system. This review will include:
  - a. Facility Inspection.
  - b. Review of Feedback forms received, action taken and opportunities for improvement.
  - c. Identify gaps and opportunities for continuance improvement.

## **5.4 Annual Compliance audit**

1. Annually the company will conduct a comprehensive AODA audit to identify potential compliance items or opportunities for improvement in our system. Areas to include:
  - a. Customer Service Policy.
  - b. Customer Service Feedback process.
  - c. Customer Service Training.
  - d. Website Accessibility.
  - e. Emergency & Public Safety Information.
  - f. Workplace Emergency Response Information.
  - g. Multi-year Plan.
  - h. Recruitment, Hiring & Onboarding processes.
  - i. Performance Management process.


## **5.5 Compliance Reporting**

1. Tiercon as a business with 20 or more employees will file a compliance report every 3 years by December 31st as stated under AODA Ontario Regulation 191/11.

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## 5.7 Contact Information

1. For more information regarding accessibility at Tiercon, or to request communication in an accessible format, please contact a member of the Human Resources team:
  - a. Phone : 905.643.4176 x2520
  - b. Email : [hr@tiercon.com](mailto:hr@tiercon.com)

## 6.0 REFERENCES

1. Accessibility for Ontarians with Disabilities Act (AODA), 2005
2. AODA Ontario Regulation 191/11

## 7.0 REVISION HISTORY

Revision	Prepared By	Approved By	Date	Changes
0	A. Tassone	C. George	22-Jun-2021	Initial creation

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