

BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

Appendix A: Multi-Year Plan

Customer Service Standard	Description	Action	Status	Compliance Date
Customer Service Policy	Establish and document policies, practices and procedures for the provision of services to people with disabilities.	Post an Accessible Customer Service Policy on the Black & McDonald website.	Complete	December 31, 2012
Training	Establish Customer Service training for employees of our Ontario offices.	<p>Train employees on:</p> <p>The various types of disabilities and how barriers affect persons with disabilities,</p> <p>How to interact with persons with disabilities who use assistive devices, who have a service animal, or who are accompanied by a support person,</p> <p>What to do if a person with a disability is having difficulty accessing our goods and services, and</p> <p>The contents of the Customer Service Accessibility Policy.</p> <p>Keep records of who has been trained and when training took place.</p>	Complete and ongoing	January 1, 2014

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September 1, 2016

January 1, 2015

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Accessible Information & Communication Requirement	Description	Action	Status	Compliance Date
Accessibility Plan	Establish, implement, maintain and document a Multi-Year Accessibility Plan, which outlines Black & McDonald's strategy to prevent and remove barriers and meet its requirements under the legislation.	Create and adopt Accessibility Plan. Post this plan on the Black & McDonald website.	Complete	January 1, 2015
Accessibility Policy	Establish accessibility policies	Develop, implement, and maintain policies governing how accessibility will be achieved including: A statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner, and Ensure that accessibility policies are provided in an accessible format upon request.	Complete	January 1, 2015
Training	Establish a training program for employees of our Ontario offices.	Provide training on the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities. Keep records of who has been trained and when training took place.	Complete	January 1, 2015

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Feedback	Organizations that have processes for receiving and responding to feedback shall ensure that the processes are accessible to person with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Determine what accessible formats and communication supports we will provide upon request (i.e. customer surveys). Ensure employees and managements are aware of the requirement to provide accessible formats and communication supports upon request.	Ongoing	January 1, 2012 January 1, 2015
Accessible Formats & Communication Supports	Organizations shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.	Upon request, Black & McDonald will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. These will be provided in a timely manner and will take into account the person's accessibility needs. The availability of accessible formats and communication supports is outlined on Black & McDonald's website.	Complete	January 1, 2016
Accessible Websites & Web Content	Internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.	Assess and review accessibility of existing company website and content. Commence compliance with WCAG 2.0 level A for all new internet websites	Complete	January 1, 2014

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	All internet websites and web content must conform to WCAG 2.0 Level AA.	and web content, on those websites. i.e., forms, documents. Production and deployment of new IT solutions development in-house conforms to WCAG 2.0 level A where technically feasible. Excluding live captioning and audio description. Content published prior to 2012 available in an accessible format upon request.	Upcoming	January 1, 2021
Employment Standard				
Accessible Recruitment, Assessment or Selection Process	Employer shall notify its employees and potential candidates that accommodations can be made in recruitment and assessment processes. When making offers of employment notify the successful applicant of policies for accommodating employees with disabilities. Inform employees of its policies used to support its employees with disabilities, policies on the provision of job accommodations that take into account an employee's accessibility	The availability for accommodation during the recruitment process is outlined on the careers section of Black & McDonald's website. When an individual is hired as an employee of Black & McDonald, they will be made aware of the Company's policy for accommodating employees with disabilities. All policies used to support employees with disabilities are available for access via the Wire (intranet).	Complete	September 1, 2016

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	<p>needs due to disability.</p> <p>Employers shall provide the information under this section to new employees as soon as practicable after they begin their employment.</p> <p>Employers shall provide updated information to its employees whenever there is a change to existing policies.</p>	<p>Policies and applicable training will be provided to new employees as soon as practical after they begin their employment.</p> <p>Black & McDonald will notify employees when changes are made to company policies and the revised policies will be posted on the Wire.</p>		
Accessible Formats & Communication supports for Employees	Employers shall consult with any employee making the request and provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.	Black & McDonald will consult with any employee requesting accommodation and provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.	Complete	September 1, 2016
Workplace Emergency Response Information	Employers shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized process is necessary and the employer is aware of the need for accommodation due to the employee's	<p>Developed Process</p> <p>Black & McDonald will provide individualized workplace emergency response information to employees who have a disability. Managers, supervisors and Regional HR Representatives have been informed of the requirements to develop</p>	Complete Complete	January 1, 2013 September 1, 2016

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	disability.	individualized workplace emergency response plans with employees who require them.		
Documented Individual Accommodation Plans	Employers shall develop and have a written process for the development of individual accommodation plans for employees with disabilities.	Black & McDonald has a policy in place that outlines the process for the development of individual accommodation plans for employees with disabilities.	Complete	September 1, 2016
Return to Work Process	Employers shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work and shall document the process.	Black & McDonald has a policy in place that outlines the return to work process for employees who have been absent from work due to a disability and require disability related accommodations.	Complete	September 1, 2016
Performance Management	An employer that conducts performance management shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Black & McDonald takes into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans during the performance evaluation process.	Complete	September 1, 2016
Career Development; Advancement and Relocation	An employer that provides career development, advancement and relocation shall take into account the accessibility	Black & McDonald takes into account the accessibility needs of employees with disabilities, as well as any	Complete	September 1, 2016

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	needs of its employees with disabilities, as well as individual accommodation plans.	individual accommodation plans when providing career development, advancement and relocation.		
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