



**torbram electric supply**

## **INTEGRATED ACCESSIBILITY STANDARDS POLICY (IASR)**

### **PURPOSE**

The purpose of this policy is to set out the requirements of the Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Torbram Electric Supply (“TES”) endeavors to regularly ensure and implement accessibility standards in all of its practices. This policy is not intended to replace or supersede Torbram Electric Supply’s Accessibility Standards for Customer Service Policy, required by Ontario Regulation 429/07.

### **TORBRAM ELECTRIC SUPPLY COMMITMENT**

TES is committed to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

This policy will be implemented in accordance with the time frames established by the Regulation.

## **GENERAL REQUIREMENTS**

### **Multi-Year Accessibility Plan**

TES will develop, maintain and document a Multi-Year Accessibility Plan outlining the Company's strategy to prevent and remove barriers from its workplace and to meet its requirements under the Regulation.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on TES's website. Upon request, TES will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

### **Training Employees and Volunteers**

TES will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- a) All its employees and volunteers;
- b) All persons who participate in developing TES's policies; and,
- c) All other persons or third parties who provide goods, services or facilities on behalf of TES

Trainings on the requirements shall be appropriate to the duties of the employees, volunteers and other persons. Trainings will continue on an ongoing basis as new employees, volunteers and other persons are hired. All employees will receive additional training when changes are made to the accessibility policy.

TES will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

TES will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

## **Accessible Formats and Communication Supports**

Upon request, TES will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

TES will consult with the person making the request in determining the suitability of an accessible format or communication support.

This does not apply to products and product labels, unconvertible information or communications and information that the Company does not control directly or indirectly through a contractual relationship.

If it is determined that information or communications are unconvertible, the Company shall provide the person requesting the information or communication with:

- a) An explanation as to why the information or communication is unconvertible; and
- b) A summary of the unconvertible information or communications

## **Emergency Information**

When TES prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

## **Accessible Websites and Web Content**

TES shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA, except where this is impracticable.

## **EMPLOYMENT STANDARDS**

### **Recruitment**

TES will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

TES will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, TES will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, TES will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

TES will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, TES will consult with the employee to provide, or arrange for the provision of, accessible formats and

communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, TES will consult with the employee making the request.

### **Workplace Emergency Response Information**

TES will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if TES is aware of the need for accommodation due to the employee's disability.

TES will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, TES will, with the consent of the employee, provide the workplace emergency response information to the person designated by TES to provide assistance to the employee.

TES will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and, when TES reviews its general emergency response policies.

### **Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

## **Return to Work Process**

TES will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps TES will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

## **Performance Management, Career Development and Advancement & Redeployment**

TES will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

## **BUILT ENVIRONMENT**

TES will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable (namely relating to: exterior paths of travel, accessible parking and/or operating service).

TES shall follow the enhanced Ontario's Building Code (including O. Reg 368/13, effective January 1, 2015) for new construction and major changes to existing features.

## **REVIEW PERIOD**

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.