

Accessibility Policy & Multi-Year Accessibility Plan

Introduction

This Policy & Multi-Year Accessibility Plan are made pursuant to the requirements of the *Accessibility for Ontarians with Disabilities, 2005* (the “AODA”).

Policy Statement

Spaenaur is committed to providing goods, services, and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities.

Application

This Policy & Multi-Year Accessibility Plan outlines Spaenaur’s strategy to prevent and remove barriers to accessibility and describes Spaenaur’s progressive approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Plan is a continually expanding and fluid document that will be reviewed and updated by Spaenaur.

The Office of the President, in conjunction with departments across the business, facilitates the implementation of the initiatives described in this Plan.

Spaenaur welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility Policy & Multi-Year Accessibility Plan are available on our website at www.spaenaur.com.

Where this Plan specifies that documents, alternative formats, or communication supports are available upon request, such requests should be directed to 1-800-265-8772, or in writing to Spaenaur Incorporated, c/o Office of the President, 815 Victoria Street North, Kitchener, Ontario N2B 3C3.

Accessibility Policy

Purpose

This Policy affirms Spaenaur’s commitment to meeting the accessibility needs of persons with disabilities in a timely manner and in a manner that respects their dignity, independence, and rights of equal opportunity and access.

Spaenaur’s Commitment to Accessibility

Spaenaur is committed to identifying, removing and preventing barriers to accessibility for persons with disabilities. We comply with applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. We will ensure that:

- Goods, services, employment, and programs are provided in a manner that respects the dignity and independence of persons with disabilities
- Information and communication is provided in accessible formats where requested; and
- Accessibility is integrated into our regular workplace processes, thereby providing equal access and opportunity across all stages of the employment lifecycle for employees with disabilities

Customer Service Accessibility

- Spaenaur ensures training is provided to every person who interacts with the public on the Company's behalf, as well as to all those who are involved in the development of Spaenaur's policies, procedures and practices governing the provision of goods or services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that consider the person's disability. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to Spaenaur's policies or procedures governing the provision of goods or services to persons with disabilities
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Spaenaur's goods and/or services
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our goods and services
- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available
- Spaenaur welcomes feedback about how it provides goods or services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format

Information and Communication

Accessible Websites and Web Content:

Spaenaur will ensure that all of its websites comply with WCAG 2.0 Level AA by 2021.

Feedback, Accessible Formats, and Communication Supports:

Spaenaur will ensure that:

- Spaenaur will upon request provide or arrange for the provision of accessible formats and communication supports.
- Feedback will be accepted in person, by phone at 1-800-265-8772, or in writing to Spaenaur Incorporated, c/o Office of the President, 815 Victoria Street North, Kitchener, Ontario N2B 3C3.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support
- The public will be notified about the availability of accessible formats and communication supports by a notification on www.spaenaur.com

Employment

Spaenaur is committed to ensuring that its employment practices are in compliance with the AODA and the Ontario Human Rights Code.

Recruitment

Spaenaur's Recruitment Policy will be posted on its website notifying applicants and the public about the availability of accommodation for applicants.

Individual Accommodation Plan and Return to Work Process

Spaenaur shall ensure that they comply with all requirements for individual accommodation plans and return to work process including procedures for employee participation in their individual accommodation plan, documented procedures and the method by which a copy of the plan will be provided to an employee in a format that takes into account their accessibility needs.

Performance Management, Career Development, and Redeployment

Spaenaur shall ensure all performance management, career development and redeployment practices and policies take into account the accessibility needs and individual accommodation plans of employees with disabilities.

Workplace Emergency Response Information

Spaenaur provides individualized workplace emergency response information to employees as soon as practicable after becoming aware of the disability and need for accommodation.