

Actions:

- TES has developed, implemented, and maintained accessibility policies on achieving accessibility through meeting the requirements of accessibility legislation and meet the needs of persons with disabilities. Accessibility policies are reviewed and updated annually, and available in an accessible format, upon request.
- TES has developed, implemented, and maintained a Multi-Year Accessibility Plan (HR 1.0-F) on the actions taken or actions that will be taken to achieve compliance with accessibility legislation. The Plan is reviewed and updated at least every five (5) years. The Plan is posted on our website(s) and is available in an accessible format, upon request.
- TES has trained and will continue to provide training in compliance with the general requirements of Ontario’s accessibility laws, the Human Rights Code as it relates to people with disabilities, and the accessibility requirements that apply to TES. Training is provided in a way that best suits the duties of employees. Training records are maintained by TES. The training is facilitated as follows:
 - New Hire Orientation Program
 - Refresher Training is completed on an ongoing basis

Customer Service Standard

TES strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access TES services and allowing them to benefit from the same services, in the same place and in a similar way as other clients and visitors.

Actions:

- TES has met and continues to meet all requirements of the Customer Service Standard; including the establishment of policies related to the use of service animals and support persons; notice of temporary service disruptions; training employees; providing documents in an accessible format or with communication supports upon request; and establishing a feedback process.
- The detailed Customer Service Standard policy and procedure (HR 1.0-C IASR Customer Service Standard) is posted on our website and is available in an accessible format, upon request.
- TES has developed procedures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, TES will notify the public of the service disruption and alternatives, if available.

Information and Communications Standard

TES is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Actions:

- *Website*
 - TES will take the following steps to make all websites and content conform with WCAG 2.0, Level AA:
 - All new content will be reviewed to meet the requirements of WCAG 2.0, Level AA

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- *Accessible Formats and Communication Supports*
 - TES has taken and will continue to take steps to make sure all publicly available information is made accessible upon request. Where a request for an accessible format or communication support is received, we will:
 - Consult with the individual making the request to determine their accessibility needs and what would be a suitable format or support.
 - Provide the requested information in a timely manner.

- *Accessible Emergency Information*
 - TES will continue to provide contractors, 3rd parties or any member of the public with publicly available emergency information in an accessible format, upon request.

- *Feedback Processes*
 - TES is committed to ensuring our feedback processes are accessible to people with disabilities by offering various methods of providing feedback, i.e., email, phone, through our website(s), etc., and will provide our feedback process in an accessible format, upon request. Please refer to the HR-1.0-C IASR Customer Service Standard Policy which details the feedback process and the designated individual responsible for receiving the feedback.

Employment Standard

TES is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

- *Accessible recruitment and selection processes*
 - TES notifies candidates that accommodations are available upon request by including accommodation statements in all job ads posted; when contacting candidates to schedule interviews; and in offers of employment sent to prospective employees.

- *Accessible formats and communication supports*
 - TES’s Employee Handbook contains a Communication Systems Policy that notifies employees that we will provide accessible formats and communication supports, upon request.

- *Workplace emergency response information*
 - TES is committed to providing employees with emergency information in an accessible format, upon request.
 - TES’s Employee Handbook includes a Workplace Accommodation Policy that states that we will provide individualized workplace emergency response information to employees, in an accessible format, upon request.
 - Upon hire, all employees are required to complete the Emergency Response Information Form, and when necessary, TES will develop an individualized emergency response plan, if requested.

- *Documented individual accommodation plans*
 - TES’s Employee Handbook includes a Workplace Accommodation Policy that notifies employees of our individual accommodation plan process.

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- *Performance management, career development and advancement*
 - TES's Employee Handbook includes a Performance Management Policy that notifies employees that accommodations are available when required per our individual accommodation plan process.
- *Return-to-work process*
 - TES's Employee Handbook includes a Workplace Accommodation Policy that notifies employees of our individual accommodation plan process for employees returning to work and requiring accommodation.
 - TES's Health & Safety Handbook includes a Return-to-Work Policy that further outlines the process and steps to be taken to facilitate the return to work of employees requiring disability-related accommodations.

Actions:

- All policies have been documented in the Employee Handbook and have been implemented. Design of Public Spaces

TES will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. TES has not built or made major modifications to their facility however, will meet these standards in the future, if required.

4.0 Additional Information

This policy will be reviewed at least every five (5) years, and TES will continue to file the Accessibility Compliance Reports.

For more information on this Accessibility Plan, please contact the **AODA Committee** at:

- Email: aoda@tes.net
- Phone #: **416-482-2420**
- Visit our website at <https://www.tes.net/aoda-compliance/>

This Accessibility Plan is available to all employees, and the general public via our company website. Accessible formats of this document are available upon request to the AODA Committee.

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