



Multi-Year Accessibility Plan

Accessibility Plan and Policies for SE Canada Inc.

This accessibility plan outlines the policies and actions that SE Canada Inc. (the “Company”) has and will put in place to improve opportunities for people with disabilities. The Company has an Accommodation Policy in place that affirms we are committed to providing a workplace environment that is inclusive and respectful, where all employees have equal opportunity to contribute.

Statement of Commitment

SE Canada Inc. is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we have and are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person during the onboarding process and we maintain records of the training provided including the dates on which the training was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

SE Canada Inc. has remained in compliance with the Customer Service Standards.

The training related to the Customer Service Standards that was required to be completed prior to January 1, 2012 was conducted via video training.

SE Canada Inc. has taken the following steps to ensure employees were provided with the training needed to meet Ontario’s accessible legislation:

- Human Resources provided training to all employees with regards to:
 - (1) the requirements of the accessibility standards referred to in this Regulation and on the requirements of the *Code* as it pertains to persons with disabilities (as required by section 7 of the Integrated Standard, O. Reg 119/11); and
 - (2) Customer Service Training for all employees who deal with members of the public and/or other third parties (as required by section 6 of the Customer Service Standard, O. Reg 429/07)

Information and Communications

SE Canada Inc. is committed to meeting the communication needs of people with disabilities. We may consult with people with disabilities to determine their information and communication needs. SE Canada Inc. has taken steps to ensure all new websites and content on those sites conform with WCAG 2.0, Level A following January 1, 2014.

SE Canada Inc. has taken steps to ensure feedback processes are accessible to people with disabilities upon request. We ensure Feedback Process for accessibility matters includes all Integrated Accessibility Standard Regulation components. In order to ensure feedback is accessible to all persons, SE Canada Inc. has various feedback options (including by way of telephone, fax, email, and regular mail).

SE Canada Inc. has taken the following steps to make sure all publicly available information is made accessible upon request:

- The appropriate department, with the assistance of Human Resources, provides accessible formats and communication supports upon request in a timely manner

SE Canada Inc. has taken the steps to make all websites and content conform with WCAG 2.0, Level AA.

Employment

SE Canada Inc. is committed to fair and accessible employment practices. SE Canada Inc. accommodates people with disabilities during the recruitment and assessment processes and when people are hired. The following steps have been taken to notify the public when requested:

- Prospective applicants are advised of the availability of accommodations during the Recruitment Process
- The objective to provide accommodations as requested is stated on job postings and on offer letters

SE Canada Inc. has taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- When required, Human Resources develops a written process for individual accommodation plans, including the following:
 - how the employee can participate;
 - how the employee will be assessed;
 - how SE Canada Inc. can request an evaluation by an outside expert (at our expense) in order to assist in determining if/how the accommodation can be achieved;
 - how the employee information will remain private;
 - how/how often the plan will be reviewed and updated;
 - how the reasons for denied requests will be communicated; and
 - how the plan will be provided to the employee

SE Canada Inc. has taken the following steps to ensure the accessibility needs of employees with disabilities are taken into consideration if using performance management, career development, and/or redeployment processes:

- As required, Management informs employees of the policies available to support employees with disabilities, such as: policies on the provision of job accommodations that take into account an employee's needs due to disability for performance management, career development, and/or redeployment processes

The Company has an Accommodation Policy in place that affirms we are committed to providing a workplace environment that is inclusive and respectful, where all employees have equal opportunity to contribute.

Training

SE Canada Inc. trains every new hire with regards to the Accessibility for Ontarians with Disabilities Act during the onboarding process. We maintain records of the training, including the dates on which the training was completed.

Design of Public Spaces

SE Canada Inc. has committed to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable.

Section 2. Strategies and Actions

Customer Service

SE Canada Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Information and Communications

SE Canada Inc. is committed to making our information and communications accessible to people with disabilities.

SE Canada Inc. will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- IT and Marketing to ensure that all new websites and content on those sites conform with WCAG 2.0, Level A

SE Canada Inc. will take the steps to make all websites and content conform with WCAG 2.0, Level AA.

- IT and Marketing to ensure that *AODA* compliance will be included as one of the main criteria when selecting technology vendors for new website development

In order to ensure feedback is accessible to all persons, SE Canada Inc. will consider other methods of feedback if required to ensure accessibility.

Employment

SE Canada Inc. is committed to fair and accessible employment practices.

SE Canada Inc. will take the following steps to prevent and remove other accessibility barriers identified:

- SE Canada Inc., through its Human Resources Department, will assess, review, and alter (if required) policies and procedures on an as-needed basis to ensure compliance with the *AODA*

Training

SE Canada Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

SE Canada Inc. will continue to provide training to employees, contract workers, temporary workers, volunteers, and other staff members on Ontario's accessibility legislation and on the *Human Rights Code* (the "*Code*") as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, contract workers, temporary workers, volunteers, and other staff members.

Design of Public Spaces

SE Canada Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable.

SE Canada Inc. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available

For More Information

For more information on this accessibility plan, please contact the SE Canada Human Resources Department at Canada.HR@serviceexperts.com

Our accessibility plan is publicly posted at <https://serviceexpertsjobs.ca/>

Standard and accessible formats of this document are free on request from the SE Canada HR Department. If required, please contact Canada.HR@serviceexperts.com