

Tridel Group of Companies

-ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES- Multiyear Plan

This 2019-2024 accessibility plan outlines the policies and actions that the Tridel Group of Companies will put in place to improve opportunities for people with disabilities.

1. Statement of Commitment
 2. Accessible Emergency Information
 3. Training for Staff
 4. Kiosks
 5. Information and Communications
 6. Employment
 7. Design of Public Spaces
 8. Modifications to this Policy
 9. Contact Tridel
-

1. Statement of Commitment

TRIDEL shall strive at all times to provide products and services in a way that respects the dignity and independence of persons with disabilities. TRIDEL is also committed to ensuring that persons with disabilities receive access in the same or similar way as other persons. If such integration is not possible, an alternative way will be established on a temporary or permanent basis, as the case may be; and as well, persons with disabilities will receive the same quality and timely service as others do.

2. Accessible Emergency Information

TRIDEL is committed to providing all publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information where appropriate and as necessary.

3. Training For Staff

(A) TRIDEL will continue to provide training with respect to the required Standards, for all employees, volunteers, contractors and others, who deal with the public on Tridel's behalf, and provide TRIDEL products and services to people with disabilities, and, as well, those persons who are involved in the development and/or implementation of customer service policies, practices and procedures.

(B) New staff and staff who commence new duties that involve such interaction with the public or other third parties, will undertake training as part of their orientation, if they have not already done so.

4. Kiosks

TRIDEL has, and will continue to utilize the services of design consultants and experts as part of its standard operating procedures, to ensure that the needs of people with disabilities are considered when designing, procuring or acquiring self-service kiosks.

5. Information and communications

(A) TRIDEL Staff will communicate with persons with disabilities in ways that take into account their disability. Detailed information about our communications program in our Customer Service Policy – posted at <https://www.tridel.com/accessibilitypolicy/>.

(B) In the event of a new website launch or significant redesign of a website(s), it will be enhanced to conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level A standard (where not already compliant).

(C) All non-web based feedback print and electronic forms are available upon request, in alternative accessible formats. Available alternative formats will take into account the persons disability; alternatives may include large print, alternative contrast, screen reader compatible and reading information to persons directly.

(D) TRIDEL will coordinate an action team, with the specific mandate of evaluating non-web based publicly available information to ensure that all such information will be readily available (upon request) in accessible formats.

6. Employment

TRIDEL is committed to fair and accessible employment practices.

- (A) We will be enhancing all recruiting channels (through 2024) to better inform applicants that, upon request, accessibility accommodations for applicants with disabilities are available.
- (B) TRIDEL will maintain and enhance as required, a process for implementing individual accommodation plans for employees with disabilities (including temporary disabilities, in conjunction with our existing return to work program)
 - a. Such plans shall include all necessary emergency response information, and a comprehensive annual plan for soliciting voluntary feedback from employees who may have disabilities that are unknown TRIDEL.

7. Design of Public Spaces

TRIDEL, in accordance with all applicable statues and codes, will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. These areas include, but are not limited to exterior paths of travel, off street parking, and areas where services are provided.

8. Modifications to This Policy

TRIDEL is committed to ensuring that its customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. No changes will be made to this policy without considering the impact on persons with disabilities. These policies, practices and procedures are available to the public at the following website: <https://www.tridel.com/accessibilitypolicy>.

9. Contact TRIDEL:

Website: <https://www.tridel.com/accessibilitypolicy>.

Telephone: 416-637-1557

Email: accessibility@tridel.com