

AODA MULTI-YEAR ACCESSIBILITY PLAN

Introduction

Holland Power Services Inc.(HPS) is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); Accessibility for Manitobans Act; the Nova Scotia Accessibility Act, and any expected upcoming legislations, such as the British Columbia Accessibility Act and Accessible Canada Act as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that Holland Power Services Inc. and its subsidiaries have taken and the work underway to improve opportunities for people with disabilities. The current plan covers a three-year period (2023-2026).

Statement of Commitment

Holland Power Services Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Holland Power Services Inc. is committed to developing, implementing and maintaining policies that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, Holland Power Services Inc. has established and documented a multi-year accessibility plan, that will be reviewed and updated at least once every three years to identify progress made in addressing barriers and will be posted on the Holland Power Services Inc. website and made available to Staff through internal means.

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Standards of Accessibility under AODA:

I. General Requirements

(i) Accessible Emergency Information

Holland Power Services Inc. is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request.

HPS has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.

Holland Power Services Inc. has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. Holland Power Services Inc. will continue to review the individualized workplace emergency response plans when necessary i.e. the location of the employee changes and/or there is a change in disability.

(ii). Accessibility policies and plans

HPS has developed a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

- The IASR is incorporated into Holland Power Services Inc.'s Code of Business Conduct. Our policy requires that the Code of Business Conduct must be read, reviewed and signed by every employee upon hire, and as part of the annual performance review process for all employees.
- Policy Review takes place within the organization and its subsidiaries on a periodic basis.

(iii). Training

Accessibility and inclusion of people with disabilities is a core value for HPS and for that reason, Holland Power Services Inc. will provide training to employees and contractors on Accessibility Standards and on the Human Rights Code as it relates to people with disabilities. Training is to be provided in a way that best suits the duties and needs of employees and contractors and every person who deals with the public on behalf of Holland Power Services Inc., including third parties i.e. employees, agents, contractors,

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and management. In addition, employees may require training on one or more of the standards—information and communications, employment or transportation, as it relates to the duties and responsibilities of their position.

Holland Power Services Inc. will take the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training within 30 days of employment or placement.
- Keep and maintain a record of the training participant's names and dates of completion.

II. Customer Service Standard

Holland Power Services Inc. and its subsidiaries use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Holland Power Services Inc. employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

The following measures have been, or will be implemented by Holland Power Services Inc. and its subsidiaries:

An Accessibility Advisory Committee will be established to present and/or revise as required practices and procedures.

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- Training on “Creating a Respectful Workplace” and “Sensitivity Awareness” are to be made available to all employees. The trainings will address areas with regard to how to better interact with, and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between people.
- Online courses on “Diversity in the Workplace,” and “Developing Diverse Teams” will be made available to all employees. In addition, the online course on “Increasing Accessible Employment Practices: Identifying and Removing Barriers to Inclusive Employment” that was developed in partnership with the Government of Ontario is available to all employees, employers in the Information Communications and Technology (ICT) sector and the general public.
- Completion of training of all employees is to be tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. Holland Power and its subsidiaries will encourage feedback regarding the way Holland Power Services Inc. provides goods and services to people with disabilities. This feedback can be made: verbally, by e-mail, by feedback card or in writing. All feedback is directed to the director for that business unit.
- A process will be implemented to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to enter Holland Power Services Inc.’s premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises.
- Compliance reporting will be completed using the Accessibility Compliance Reporting tool at Service Ontario’s One-Source for Business website.

III. Information and Communications Standard

Holland Power Services Inc. 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. We want to achieve the most effective and efficient access to information for all users.

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Holland Power Services Inc. has undertaken, or will undertake to establish the following plans to ensure compliance with this standard:

- A feedback process will be established that is accessible and alternate formats are to be available such as telephone, mail and in-person. These processes will be communicated to the public and will be available on our website.
- Our website will be assessed and ensured that it is designed to be user friendly for people with a range of needs.
- The Accessibility Standards online course that includes the Information and Communication Standard module is to be provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.

In accordance with the IASR, Holland Power Services Inc. has reviewed and converted existing emergency & public safety information into a format that makes it available in accessible formats on request and in a timely manner.

Holland Power Services Inc. will ensure compliance with this standard by:

- Continuing to assess accessibility of existing website organization and content.
- Consulting with persons requesting alternative formats.
- Ensuring Internet websites and web content conforms to WCAG 2.0 Level AA.
- Posting a notice on the website and on premises that information is available in a variety of accessible formats.
- Establishing a plan/familiarize with sources and time-frames for formatting that is not feasible to do in-house. i.e. captioning, video-description and conversion to Braille or audio and any other formatting.

IV. Employment Standard

Holland Power Services Inc. is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken steps to notify the public and employees that, when requested, Holland Power Services Inc. will accommodate people with disabilities throughout the recruitment and onboarding process.

Recruitment

Holland Power Services Inc. is committed to ensure that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type will be required to complete the Accessibility Standards

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online course that includes Employment Standard module and the in-person workshop on “Hiring for Performance: Behavioural Recruitment and Selection.”

Holland Power Services Inc. will ensure compliance with this standard by:

- Specifying that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, notifying successful applicant of policies for accommodating employees with disabilities.
- Informing employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring.
- Providing updated information on accommodations policies to employees when changes occur.
- Consulting with employee to determine suitability of format or support.

Documented Individual Accommodation Plans

Holland Power Services Inc. is committed to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requiring the individual accommodation plan.
- Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- High level of privacy.
- Regular review and updates.
- Reason for denial if applicable.
- The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- If required, including individualized workplace emergency response information.

Return to Work

Holland Power Services Inc. is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Holland Power Services Inc. has developed and maintained a return-to-work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes: steps Holland Power Services Inc. takes to facilitate the return to work process & uses the documented individual accommodation plans.

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Performance Management, Career Development & Redeployment

Holland Power Services Inc. is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.

Holland Power Services Inc. will ensure that the Human Resources policies and procedures include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when using performance management processes
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when redeploying employees with disabilities.

VI. Design of Public Spaces

Holland Power Services Inc. will meet the Accessibility Standards for the Design of Public Spaces when building spaces with public access.

Holland Power Services Inc. will take appropriate measures 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 disruptions and alternatives available.

Contact Details

For more information on this accessibility plan, please contact:

Holland Power Services Inc.

272 Route 105

Maugerville, NB E3A 8G2

Phone: 506-472-0649. The receptionist will direct the call to the appropriate program manager or director.

Email: HR@HPSINC.COM

Standard and accessible formats of this document are available free upon request.