



<b>Revision No.</b>	1	<b>Revision Date</b>	November 30, 2023
<b>Policy Name</b>	AODA Accessibility Plan	<b>Issue Date</b>	January 2024

## Multi-Year Accessibility Plan 2024-2029

Birnam is committed to providing quality goods and services to every person that we serve. Quality and Service is a tradition that we have upheld from the beginning, in 1973. We strongly believe that our customers deserve the best that we can give them, and we are willing to take whatever action is necessary in order to ensure equal accessibility for everyone. All of us at Birnam believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

### Introduction

Birnam strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act, 2005, and the Integrates Accessibility Standard Regulation. This accessibility plan outlines the steps we 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 as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### Accessibility Plan 2024-2029

#### Requirement: Customer Service

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

Actions taken:

- Employees, managers, and senior managers have been trained on interacting with customers, clients, and the public, of all abilities, and we maintain records of the training that is provided.

- Assistive devices and service animals are permitted on all Birnam premises where customers are permitted.
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted.

Actions planned:

- Continue to train new employees on accessible customer service.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Work to ensure all online forms are accessible.

### **Requirement: Information and Communication**

We are committed to making information and communication accessible to people with disabilities. We will incorporate accessibility requirements under the IASR information and communication standard to ensure that its information and communications systems and platforms are accessible, and they meet the needs of persons with disabilities.

Birnam will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Actions taken:

- Implemented accessible customer service feedback process. Feedback can be provided in multiple formats including, phone, email, and through our website.

Actions planned:

- Develop processes to ensure information can be made accessible to people with disabilities upon request.
- Develop guidelines and best practices for creating accessible documents.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.
- Update our website to ensure it meets WCAG 2.0 Level AA standards in 2024.

### **Requirement: Employment**

We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. By removing barriers across the employment life cycle, we will create a workplace that is diverse, accessible, and enables employees to reach their full potential.

Actions taken:

- Our job postings encourage those with disabilities to apply for employment and that accommodations are available upon request throughout the recruitment process.

- Applicants who are invited for an interview are notified that accommodations are available upon request.
- Employees are given the option of selecting specialty equipment to set up their workstations to best fit their needs.
- All employees have access to our workplace accommodation policy.

Actions planned:

- Continue addressing barriers to recruitment.
- Continue to accommodate employees.
- Continue to review documentation and procedures and look for ways to enhance the accommodation program.

**Requirement: Training**

Birnam is committed to providing all employees with proper training to ensure that we meet the needs of those with disabilities. By ensuring that our employees receive the proper training, we strive to remove barriers for those with disabilities.

Actions taken:

- AODA training has been added to the on-boarding and orientation process.
- All new employees are provided with an overview of our AODA policy.
- All employees, managers, and senior managers understand how to interact with persons of varying abilities.
- AODA training audits are run as needed and when necessary.

Actions planned:

- Ensure all future learning meets the requirements of AODA and is presented in varying forms as requested.
- Continue to ensure all new staff complete AODA training during the on-boarding/orientation process.
- We will implement refresher training as changes occur to ensure knowledge remains current.

**Requirement: Procurement**

When procuring or acquiring goods, services, or facilities, we will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.

Actions taken:

- We comply with all AODA clauses in the contracts we acquire.
- We ensure multiple formats are used to keep sites safe for the public.
- All facilities rented for work events are evaluated for accessibility prior to being booked.

Actions planned:

- Continue to ensure we meet AODA standard in all work performed.
- Continue to ensure facilities that are used for work purposes are accessible for all who will be in attendance.

- Educated employees to incorporate accessibility criteria when procuring goods, services, and facilities.