

Multi Year Accessibility Plan (2021 – 2026)

A Message from the President

I am pleased to present Brock Solutions Inc's ("Brock Solutions") Multi-Year Accessibility plan for 2021 – 2026. This plan lists and describes the actions Brock Solutions has and will continue to take to prevent and remove accessibility barriers, both as a provider of services and as an employer.

Historically, Brock Solutions has been committed to putting processes in place that ensure we meet all the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. Over the next five (5) years, we plan to continue building on this foundation, by striving for operational excellence and service.

To that end, we are focused on promoting greater awareness of accessibility solutions and opportunities as we continue to improve our internal processes, training procedures and website content.

We welcome your feedback on our progress.

Sincerely,

Keith Vermeer

Keith Vermeer, P.Eng.
President, Brock Solutions Inc.

Overview

Brock Solutions Inc. ("Brock Solutions") is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely and reasonable manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements, where reasonable, under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

Introduction

The AODA was enacted to ensure greater accessibility for Ontarians of all abilities. It is Ontario's road map to become barrier free and includes accessibility standards in:

- Customer Service;
- Information and communications;
- Employment; and the
- Design of Public Spaces.

This Multi-Year Accessibility plan outlines goals and initiatives that reaffirm Brock Solutions' commitment to creating an accessible work environment and advancing efforts to build an equitable and inclusive society that values the contributions of those with disabilities.

Brock Solutions is committed to the removal and prevention of accessibility barriers, and by doing so, Brock Solutions will provide an accessible environment in which employees and visitors can access Brock Solutions services and facilities, which includes buildings, public spaces, information, and communications in a way that meets their individual needs.

This plan is reviewed and updated at least once every five (5) years.

Customer Service

- Establish and maintain a policy governing the provision of goods and services to persons with disabilities, including the use of assisted devices, service animals, support persons, notice of temporary disruptions, etc.;
- Brock Solutions maintains records of training, including dates, names and grades and supply training in different formats for those who require accommodation (e.g., electronic, audio, paper, enlarged print etc.); and
- Upon request, arrange information in accessible formats and communication supports in a timely manner for those who require accommodation to do their jobs effectively.



Information and Communication

- **Accessible Website and Web Content**
 - As of November 2021, all public-facing websites have been updated and currently comply with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.
- **Accessible Formats and Communication Support**
 - When requested, policies and information and provided in accessible formats and/or communication support for persons with disabilities in a timely manner, at no extra cost.

Employment

- **Return to Work**
 - If an employee is absent from work due to a disability and requires accommodation to return to work, Brock Solutions will develop individual accommodation plans for individuals, in consultation with an expert, where necessary.
- **Recruitment**
 - All job postings include information about our accessibility accommodations;
 - Successful applicants are notified about the company's policies for accommodating employees with disabilities (e.g., notify the company interviewers what accommodation the candidate requires); and
 - If a new hire with a disability makes a request for accommodation, we will consult the individual and determine a suitable accommodation in a manner that considers the applicants needs and the company's ability to accommodate those needs.
- **Workplace Emergency Response Information**
 - Brock Solutions provides individualized workplace emergency response information to employees who have a disability. Employees will complete an assessment form to address needs as identified; and
 - Brock Solutions works with the employee who has a disability to develop an individualized workplace emergency response plan.
- **Accessible Formats and Communication Supports**
 - Brock Solutions consults with employees who have disclosed their accommodation needs and provides them with the accessible formats and/or communication support they may need to do their jobs effectively; and
 - Brock Solutions provides employees with the option to view documents in accessible formats.

Procurement

- Where applicable, Brock Solutions provides accessible formats and includes relevant language regarding accessibility in requests for proposals and vendor contracts.

Training

- Brock Solutions provides AODA Training to all employees and new hires;
- Brock Solutions maintains records of training, including names, dates, grades; and
- Brock Solutions provides employees with the option to complete training in a way that is accessible to them (e.g., electronic, audio, enlarged print and/or paper).

Design of Public Spaces

- Brock Solutions will meet the Accessibility Standards for the Design of Public Spaces when it undertakes major modifications of its public spaces or when it builds new public spaces. Public spaces include the following:
 - Outdoor paths such of travel, such as sidewalks, ramps, stairs, and curb ramps;
 - Outdoor public eating area; and
 - Parking lots.
- Brock Solutions will make every effort to prevent service disruptions to the accessible areas and features of public spaces; and
- In the event of a public disruption, Brock Solutions will notify the public and advise them of available alternatives.

For more information about this accessibility plan, please contact Human Resources at askhr@brocksolutions.com.

Our accessibility plan is publicly posted at www.brocksolutions.com.