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Accessibility Standards / Policy

1. Requirements

Under the Accessibility for Ontarians with Disabilities Act, 2005, the Ontario Regulation 429/07, Accessibility Standards for Customer Service, requires every provider of goods and services to establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.

2. Policy Statement

Polycorp is committed to excellence in serving all customers including people with disabilities.

3. Accessibility Plan

Polycorp Ltd. will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Polycorp Ltd. will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

4. Communication

We will communicate with people with disabilities in ways that take into account their disabilities.

5. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on parts of our premises that are open to the public.

6. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Polycorp premises.



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7. Assistive Devices

Polycorp will allow persons with disabilities to use their own assistive devices to access our premises and services.

It is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

We will ensure that our staff are trained and familiar with assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

8. Service Disruptions

Polycorp will take reasonable effort to provide notice to the public of any disruption to its goods and/or services.

9. Training

Polycorp will provide training to all employees who deal with the public or other third parties on our behalf.

The training will be provided to staff within two weeks after date of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Polycorp's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Polycorp's goods and/or services



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Staff will also be trained if a change has been made to our plan.

10. Feedback Process

Those who wish to provide feedback on the way Polycorp provides goods and services to people with disabilities may do so by means of verbal conversation and/or e-mail. All feedback, including complaints, will be directed to our HR department. Customers can expect to hear a response within two working days.

11. Employment Standards

Recruitment

Polycorp Ltd. will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Polycorp Ltd. will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Polycorp Ltd. will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, Polycorp Ltd. will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Polycorp Ltd. will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.



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Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Polycorp Ltd. will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Polycorp Ltd. will consult with the employee making the request.

Format of Documents

Polycorp Ltd. will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

Documented Individual Accommodation Plans

Polycorp Ltd. will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

Return to Work Process

Polycorp Ltd. maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work.

The return to work process outlines the steps Polycorp Ltd. will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development, Advancement and Redeployment

Polycorp will take into account the accommodation needs and/or Individual Accommodation Plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.



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12. Emergency Response

Polycorp Ltd. will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Polycorp Ltd. is aware of the need for accommodation due to the employee's disability. Polycorp Ltd. will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Polycorp Ltd. will, with the consent of the employee, provide the workplace emergency response information to the person designated by Polycorp Ltd. to provide assistance to the employee.

Polycorp Ltd. will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

13. Modification to Policies

Any policy of Polycorp that does not respect and promote the dignity and independence of the people with disabilities will be modified or removed.

Related Documents

Procedures

- WI-HR-004 - Polycorp Multi Year Accessibility Plan
- WI-HR-005 - Accessible Formats Communication Supports
- WI-HR-006 - Individual Accommodation Procedure
- WI-HR-034 – Internal Job Posting Response Form
- PR-HR-5.01 - Performance Review Policy

Forms

- FM-HR-014 - Disability Accommodation Plan
- FM-HR-012 - Alternative Accessible Format Request Form
- FM-HR-015 - Interview Format
- FM-HR-016 - Offer of Employment

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- FM-HR-013 - Return to Work Plan & Log

Revision Date	Effective Date	Revision Level	Description Of Revision
11/18/14	11/18/14	1	Added link to accessibility plan
11/27/14	11/27/14	2	Added sections(3, 11, 12) to policy
10/22/15	10/22/15	3	Added Related documents
12/15/2020	12/15/2020	4	Updated Job Posting Response Form and Performance Management For; W.I. number.

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