

Foyston, Gordon & Payne Inc.

Accessibility for Ontarians with Disabilities Act

Accessibility Policy and Multi-Year Accessibility Plan

This accessibility policy and plan outline the actions that Foyston, Gordon & Payne Inc. (the “Company”) has and will put in place to improve opportunities for people with disabilities, and will be implemented in accordance with the time frames set out in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act* (“AODA”). In addition to this policy and plan, the Company also has a separate policy regarding accessible customer service.

Statement of Commitment

The Company 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 people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and the Integrated Accessibility Standards.

More specific information about the Company’s accessibility objectives and action plan are set out in the chart in Appendix “A”.

1. Emergency Information and Procedures

The Company is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide individualized workplace emergency response information to employees with disabilities if we are made aware of the need for accommodation.

2. Training

The Company has provided, and will continue to provide, training to employees, volunteers, and other staff members who provide goods, services or facilities on behalf of the Company, on the requirements set out in the Integrated Accessibility Standards and on the Ontario *Human Rights Code* as it relates to people with disabilities.

Training will be provided in a way that best suits the duties of the applicable staff, within 6 months after staff commence their duties or as soon as practicable, and on an ongoing basis when changes are made to policies pursuant to the Integrated Accessibility Standards. A record of this training will be kept, including the dates on which training is provided and the number of individuals to whom it is provided.

3. Feedback Processes

The Company has taken, and will continue to take, reasonable steps to ensure that its existing feedback processes are accessible to people with disabilities upon request.

4. Accessible Formats

The Company is committed to meeting the communication needs of people with disabilities.

We will take reasonable steps to ensure that all publicly available information controlled by the Company is provided in an accessible way upon request. The Company will also consult with the person making the request to determine his or her information and communication needs.

The Company will notify the public about the availability of accessible formats and communication supports, including with respect to the feedback process, by posting a notice to the website.

5. Websites

The Company will take reasonable steps to ensure that all new websites controlled by the Company, and content on those sites published after January 1, 2012, conform with WCAG 2.0, Level A, except where meeting the requirement is not practicable.

We will also take reasonable steps to ensure that all websites controlled by the Company, and content on those sites published after January 1, 2012 (other than live captions and pre-recorded audio descriptions), conform with WCAG 2.0, Level AA by January 1, 2021, except where meeting the requirement is not practicable.

6. Employment

The Company is committed to fair and accessible employment practices.

We will take reasonable steps to implement the following actions:

- The Company will notify the public and staff that, when requested, it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired;
- The Company will develop and put in place a process for developing individual accommodation plans for employees with disabilities;
- The Company will develop and put in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- The Company will ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development and advancement, or redeployment processes.

The Company will also take reasonable steps to prevent and remove other accessibility barriers that are identified.

7. Design of Public Spaces

The Company will meet the Design of Public Spaces Standards when building or making major modifications to public spaces, including:

- Exterior paths of travel and related elements, like sidewalks, ramps, and stairs;
- Accessible off street parking; and
- Service-related elements, such as service counters, fixed queuing lines and waiting areas.

We will also put reasonable procedures in place to prevent service disruptions to accessible parts of these public spaces and to deal with temporary disruptions when accessible elements required under these Standards are not in working order.

In the event of a service disruption, the Company will notify the public of the service disruption and alternatives available.

8. Contact Information

For more information about this accessibility policy and plan, please contact us:

Phone: (416)-362-4725 / Email: info@foyston.com

Staff members are welcome to contact the Manager of Finance & Administration if they have any questions or would like to make a request under this accessibility policy and plan.

Accessible formats of this document are also available for free upon request.

Appendix "A"

Detailed Accessibility Plan

Objective	Action Plan	Completion
Establish policies, practices and procedures governing the provision of FGP's products and services to persons with disabilities.	Develop, implement and maintain an Accessibility Standards for Customer Service Policy governing how FGP will achieve accessibility through meeting the requirements set out in the AODA and its regulations.	An Accessibility Standards for Customer Service Policy was developed and added to FGP's Management Policies and Procedures.
Develop and implement training on the Accessibility for Ontarians with Disabilities Act and Accessibility Standards for Customer Service.	Develop and implement training for FGP's staff, any individual who provides products and services on FGP's behalf and any individual who is involved in the preparation of FGP's policies and procedures regarding the requirements of the Accessibility for Ontarians with Disabilities Act and the Accessibility Standards for Customer Service.	Launched training to all existing employees, individuals who provide products and services on FGP's behalf and individuals who are involved in the preparation of FGP's policies and procedures regarding the requirements of the AODA and the Accessibility Standards for Customer Service. Training is also assigned to all new employees as part of the on-boarding requirements.
Accommodate use of assistive devices.	Ensure that FGP is able to accommodate the use of an assistive device by a person with a disability on FGP's premises.	Accommodation implemented under the Accessibility Standards for Customer Service Policy.
Accommodate use of guide dogs, other service animals and support persons.	Ensure that guide dogs, other service animals and support persons are able to enter FGP's premises to accompany a person with a disability.	Accommodation implemented under the Accessibility Standards for Customer Service Policy.
Provide notice of temporary disruptions in FGP's services and premises.	Ensure that notices of temporary disruptions in the services or premises that people with disabilities use to access FGP's goods or services are communicated and posted.	Accommodation implemented under the Accessibility Standards for Customer Service Policy.
Develop Workplace Emergency Response Information	Ensure that employees with disabilities are provided with individualized workplace emergency response information.	Availability of Individualized Workplace Emergency Response Information was communicated through Accessibility for Ontarians with Disabilities Act and Accessibility Standards for Customer Service training.
File an Accessibility Compliance Report	File an Accessibility Compliance Report by December 31, 2012.	Accessibility Compliance Report was filed in December 2012.

Develop and Review Accessibility Policies.	Develop, implement and maintain policies governing how FGP will achieve accessibility through meeting the requirements set out in the Accessibility for Ontarians with Disabilities Act.	Developed Accessibility Policies which include the requirements of the Integrated Accessibility Standards.
Develop, implement and maintain FGP's Multi-Year Accessibility Plan.	Develop, implement and maintain a multi-year accessibility plan outlining FGP's strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the Accessibility for Ontarians with Disabilities Act and its regulations.	The Plan was implemented and posted on FGP's website.
Develop an accessible website.	Begin work effort to ensure FGP's corporate website is in compliance with Accessibility for Ontarians with Disabilities Act and its regulations.	Work effort has begun. Target full compliance by January 1, 2021.
Develop and implement training on the requirements of the AODA, the Integrated Accessibility Standards, the Human Rights Code and FGP's accessibility policies.	Develop and implement training on the requirements of the AODA, the Integrated Accessibility Standards, the Human Rights Code and FGP's accessibility policies. Training to be provided to all FGP staff, any individual who provides products and services on FGP's behalf and any individual who is involved in the preparation of FGP's policies and procedures regarding the requirements of the AODA and its regulations.	Training was assigned to all employees, and to all new employees as part of the on-boarding requirements.
Accessible Feedback Process.	Ensure that FGP's feedback process is accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.	Completed as part of our accessible customer service policy.
File an Accessibility Compliance Report.	File an Accessibility Compliance Report by December 31, 2014.	Accessibility Compliance Report was filed in December 2014.
Notify job applicants of the availability of accommodations for people with disabilities throughout the recruitment process and in relation to any materials or processes used to assess or select job applicants.	Update internal and external job posting and interview invitation templates to notify all applicants of the availability of accommodations for people with disabilities.	Completed

<p>Notify all successful job applicants of the availability of accommodations for people with disabilities.</p>	<p>Revise offer package including updating new hire information and forms to notify all successful applicants of the availability of accommodations for people with disabilities. Update Employee Orientation to notify new hires of the availability of accommodations for people with disabilities.</p>	<p>Completed</p>
<p>Notify all employees of the availability of accommodations for people with disabilities.</p>	<p>Notify all employees of the availability of accommodations for people with disabilities.</p>	<p>Completed as part of the training provided to all employees on the AODA, the Integrated Accessibility Standards, and the Human Rights Code.</p>
<p>Provide employees, upon request, with information that is needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.</p>	<p>FGP will facilitate and implement accommodation solutions to support employees in removing barriers which may prevent an otherwise qualified employee from performing or fulfilling the essential duties of a job or participating effectively within the workplace.</p>	<p>Availability of information is part of FGP's accessibility policy and is available to employees upon request.</p>
<p>Review and enhance FGP's policies under the Accessibility for Ontarians with Disabilities Act and its related regulations, and the company's Accommodation Programs.</p>	<p>Review and enhance FGP's policies under the Accessibility for Ontarians with Disabilities Act and its related regulations and the company's Accommodation Programs including policies, procedures, training and communications as part of FGP's ongoing commitment to fostering an accessible environment.</p>	<p>Completed.</p>
<p>Prepare documented individual accommodation plan for employees with disabilities.</p>	<p>Review accessibility policies and procedures to ensure the process outlines how the employee will be accommodated and ensure any individual accommodation plans are documented. Prepare tools and templates to support a documented individual accommodation plan.</p>	<p>Completed.</p>
<p>Ensure that a return to work process for employees with disabilities is in place.</p>	<p>Review accessibility policies and procedures to ensure the return to work process is documented. Prepare tools and templates to support a documented return to</p>	<p>Completed.</p>

	work plan.	
Ensure that performance management processes and career development and redeployment opportunities take an employee's accessibility needs due to disability into account.	Review and update various policies.	Completed.
Ensure all employees are trained on the updated learning related to Accessibility for Ontarians with Disabilities Act, its regulations and Accessibility Policies.	Review all training to ensure the requirements of the Accessibility for Ontarians with Disabilities Act, its regulations and Accessibility Policies are included.	Review of all training and schedules.
File an Accessibility Compliance Report.	File an Accessibility Compliance Report as directed.	
Embed review on all training on the Accessibility Standards for Customer Service and the Integrated Accessibility Standards as part of the company's review schedule to ensure learning is up-to-date.	Ensure that all employees are trained on the requirements set out in both the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.	