

Accessibility Policy and Multi-Year Accessibility Plan

1. Commitment to Accessibility

Coffrages Synergy is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We 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.

2. Application and Scope

This Policy and Multi-Year Accessibility Plan are made pursuant to the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the Integrated Accessibility Standards Regulation ("IAS Regulation") of the AODA. This Policy and Multi-Year Accessibility Plan will be reviewed and updated as necessary at least every five years and posted on our website.

3. Training

Coffrages Synergy Formwork is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. Coffrages Synergy Formwork will train its employees and volunteers on accessibility as it relates to their specific roles.

4. Information and Communications Standards

a. Accessible Formats and Communication Supports

Upon request, and in accordance with the compliance schedule set out in the IAS Regulation, Coffrages Synergy will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons, if any. Coffrages Synergy Formwork will consult with the person making the request to determine the suitability of an accessible format or communication support and notify the public about the availability of these formats and supports.

b. Feedback

In accordance with the requirements of the IAS Regulation, Coffrages Synergy Formwork ensures that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. We will notify the public of the availability of accessible formats and communication supports and post this information online.

If you have any questions about this Policy or our accessibility initiatives, please let us know. Feedback on this Policy and the company's accessibility measures is welcome. Feedback can be provided through various means and in various forms. If you have questions, concerns or comments, please contact:

Coffrages Synergy Formwork
56 chemin Lavaltrie,
Lavaltrie, Québec, J5T 2H1
Phone : 450 586 1400
Email : info@synergy.ca

All feedback received will be reviewed within a reasonable time period and Coffrages Synergy Formwork will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with Coffrages Synergy Formwork's complaints process

c. Accessible Websites and Web Content

In accordance with the compliance requirements set out in the IAS Regulation, and subject to applicable exceptions, Coffrages Synergy will ensure that its website and the applicable web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA (other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)) by January 1, 2021.

d. Emergency Information

Where Coffrages Synergy Formwork prepares emergency procedures, plans or public safety information and makes such information available to the public, it shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

5. Employment Standards

Coffrages Synergy is committed to ensuring that its employment practices are in compliance with the AODA, IAS Regulation and the Ontario *Human Rights Code*.

a. Recruitment

Coffrages Synergy Formwork is committed to ensuring that our recruitment and assessment processes are fair and accessible. Steps taken by Coffrages Synergy Formwork to ensure compliance are :

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

b. Accessible Formats & Communication Supports for Employees

Where an employee with a disability request it, Coffrages Synergy Formwork will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is (a) needed in order to perform the employee's job and (b) generally available to employees in the workplace.

c. Documented Individual Accommodation Plans & Return-to-Work Process

Coffrages Synergy Formwork has in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Coffrages Synergy Formwork has developed and maintains 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 to take to facilitate the return to work process & uses the documented

individual accommodation plans. For further details on the return to work process, employees can refer to the Human Resources department.

d. Performance Management, Career Development and Advancement, Redeployment

Coffrages Synergy Formwork shall take into account the accessibility needs and/or individual accommodation plans of employees when using performance management processes, providing career development and advancement, and using redeployment.

6. Accessibility Standards for our Facilities

Coffrages Synergy Formwork is committed to designing our facilities free from barriers and accessible to all persons we serve. Coffrages Synergy Formwork will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the IAS Regulation.

7. Copies

Upon request, all of our policies can be made available in an accessible format and we can provide or arrange to provide communication supports as necessary.