

Precision Concepts- Multi-Year Accessibility Plan

2023-2028

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Precision Concepts Multi-Year Accessibility Plan 2023 to 2028

Introduction

Our mandate as a company is to promote workplace health and safety; support our clients and our employees with successful maintenance, shutdown and construction projects; and to deliver quality workmanship in everything that we do. We employ millwright labour across various industries and support a multitude of projects across Canada (and internationally). Our goal is to ensure all projects are completed on time, with the highest level of quality and care, and the safest way for all workers across all our work sites.

The *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Integrated Accessibility Standard Regulation* (IASR) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to:

- Information and Communication
- Employment
- Design of Public Spaces
- Customer Service
- Transportation

The requirements of AODA and the IASR are not a replacement or a substitution for the requirements established under the Ontario Human Rights Code or the Workplace Safety and Insurance Act. Under AODA the IASR, we are required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the IASR.

In accordance with the requirements set out in the IASR, we will:

- Post the multi-year accessibility plan on **our website** (www.precongrp.com)
- Provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years
- Review and update the accessibility plan in consultation with persons with disabilities
- Prepare an annual status report and post it on its website

Statement of commitment

We are committed and fully support the AODA. We will treat 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 accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and meeting accessibility requirements under AODA and the IASR. We will work to promote a culture of respect and acceptance for accessibility within Ontario.

Accessibility Plan 2023 – 2028 Integrated Accessibility Standard Regulation

General

Requirement: Accessibility policy

We are committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

Actions taken:

- The AODA policy (60.01.09) was developed and approved.
- The AODA policy was reviewed and updated in accordance with internal review processes.
- The AODA policy will be made available in an accessible format to customers requesting a copy of the policy.

Actions planned:

- Continue to review the AODA policy at least every three years or whenever our company practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.
- Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy

Requirement: Multi-year accessibility plan

Precision Concepts is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and the needs of Precision Concepts employee and customers with disabilities.

Actions taken:

- A multi-year accessibility plan was developed in 2023

Actions planned:

- Post updated multi-year accessibility plan to the precongpr.com website
- Provide the plan in an accessible format on request
- Prepare annual status updates on what has been done to achieve accessibility plan, post the update to the website and make the update available to the public in an accessible format if requested
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external employees and clients.

Requirement: Procurement of goods, services or facilities

When procuring or acquiring goods or 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.

Where we determine that it is not possible to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, we will provide a written explanation upon request.

Actions taken:

When tendering for goods, services and facilities accessibility criteria are included in the request for proposal. RFP templates include the following to address AODA procurement requirements:

- Through our obligations under the Ontarians with Disabilities Act, 2001 and the AODA, 2005, we strive to meet the highest level of universal accessibility. All products and components proposed in response to our procurement practices are to meet or exceed the minimum standards for accessibility. Suppliers are solely responsible for familiarizing themselves with this legislation to ensure their proposed products and components meet or exceed the minimum standards for accessibility
- Learning and performance has built-in additional accessibility criteria for the procurement of learning services and eLearning products
- Accessibility design, criteria and features are incorporated into the procurement or redesign of any space owned or leased by the organization
- An internal project screening tool has been developed that help identify AODA requirements when new projects are initiated

Actions planned:

- Use the project screening tool and information that is posted on the Ontario Government – Accessibility Rules for Procurement – How to buy or acquire goods, services or facilities that are accessible to people with disabilities site **Ontario Government Accessibility Rules for Procurement** to better incorporate accessibility considerations and requirements into the procurement cycle
- Educate employees to consider, and where required, incorporate accessibility criteria when procuring goods, services or facilities

Integrated Accessibility Standard Regulation

Information & Communication Standard

Requirement: Accessible formats and communication supports

We are committed to making information and communication accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to our employees and to our clients.

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.

Precision Concepts 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.

There are situations where accessible formats and communication supports may not be provided. These situations include when:

- it is not technically possible to convert a document to an accessible format. In this case, we will explain why and provide a short summary
- the information comes from another organization
- we do not control the information
- the information is found on products or product labels

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible
- a summary of the unconvertible information or communications

Actions taken:

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

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
- Work with employees and clients that create documents that are accessible
- Develop best practices to make email communication more accessible
- 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

- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports

Requirement: Accessible websites and web content

External-facing websites and web content controlled directly by Precision Concepts will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the IASR.

Actions taken:

- Update our company website to include a copy of the multi-year accessibility plan.

Actions planned:

- Establish a governance procedure to ensure web sites and web content conform to the appropriate standards
- Conduct web accessibility audits on all existing websites and web content in order to determine if AODA requirements are met and develop remediation plan if content does not conform to the requirements
- Ensure any future digital services or computer programs are designed for accessibility striving for all users to have equal access to information and functionality
- Ensure forms are designed and conform with accessibility criteria

Requirement: emergency procedures, plans or public safety information

Safety is a priority for us and we strive to ensure that our facilities are safe for clients, visitors and employees. Precision Concept facilities (owned and shared client-site) have accountability to prepare building related emergency procedures, plans or public safety information and the provision of this information in an accessible format or with appropriate communication supports, as soon as possible, upon request.

Action taken:

- We undertook a review of emergency procedures at our facilities and ensured that we are able to provide building related emergency and public safety information in an accessible format or with appropriate communication supports, as soon as practical, upon request

Actions planned:

- Continuous feedback and updating to our emergency procedures and plans to ensure all new and existing employees and clients have accessible formats and supports.

Integrated Accessibility Standard Regulation

Employment standard

We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

We recognize that by removing barriers across the employment life cycle will create a workplace that is diverse, accessible and enables employees to reach their full potential.

Requirement: Recruitment

Actions taken:

- All postings to new job opportunities within our organization include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. All postings include the statement: *Precision Concepts is an equal opportunity employer. Accommodation is available under the Human Rights Code.*
- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that takes into account the applicant's unique abilities
- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities.

Actions planned:

- Continue addressing barriers to recruitment
- Continue to accommodate employees
- Ensure the online recruitment portal will meet WCAG 2.0 Level AA

Requirement: Accessible formats and communication supports for employees

Actions taken:

- Develop accessible formats and communication supports for person(s) with disabilities to ensure workplace barriers or challenges are eliminated and the appropriate supports are provided.

Actions planned:

- Continue to ensure all learning products and systems are WCAG Level A and AA compliant
- Continue to provide assistive devices as required
- Provide training to employees on how to create accessible documents

Requirement: Documented individual accommodation plans

Actions taken:

- We have a workplace accommodation policy and a work safe program that includes documented processes and information on accommodating employees with varying abilities

Actions planned:

- Continue to review documented processes and procedures and look for ways to enhance the accommodation program

Requirement: Workplace emergency response information

Where we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee's disability.

Actions taken:

- Our Emergency Specific Protocols include Person's Requiring Assistance and AODA requirements
- Individualized workplace emergency plans have been prepared for employees who have disclosed a disability and who require accommodation

Actions planned:

- Review and revise individualized workplace emergency plans on an ongoing and regular basis
- Canvas existing and new employees annually to identify employees requiring workplace emergency response assistance and ensure information contained on the intranet site for existing employees is current

Integrated Accessibility Standard Regulation

Design of Public Spaces Standard

Requirement: Accessible public spaces

We will incorporate accessibility design, criteria and features when procuring or redesigning any space owned or leased by the organization.

When Precision Concepts constructs or redevelops public spaces such as, service counters and waiting areas we will do so in keeping with the requirements set out in the *Integrated Accessibility Standards* - The Design of Public Spaces Standards and Ontario's Building Code.

Actions taken:

- Real Estate and Facilities Management adhere to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility.

Actions planned:

- Continuously improve physical accessibility at Precision Concepts facilities and work sites.

Integrated Accessibility Standard Regulation

Customer Service Standard

Requirement: Accessible customer service

Customer service is at the foundation of everything we do in providing our clients with the support and execution of successful projects.

We strive for service excellence in all of our interactions with our customers. From the very first moment of contact with our employees, clients should feel that we are listening and responding to your needs.

We will meet the requirements of AODA and the IASR. The organization proactively identifies barriers to accessibility and determines appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities.

Actions taken:

- All employees, managers and senior managers have been trained on interacting with customers of all abilities and we maintain records of the training that is provided
- Assistive devices and service animals are permitted on all Precision Concepts premises locations in areas where customers have access
- Support persons that accompany a person with a disability are welcome in areas where the public or third-parties are permitted and or served
- Customers are informed when accessible services are temporarily unavailable
- An AODA Project Screening tool has been developed that helps identify AODA requirements when new projects are initiated
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies

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
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies

- Work to ensure all online forms are accessible
- Develop tip sheets for employees on interacting with person of varying abilities
- Develop meeting/public information protocols to ensure the needs of persons with disabilities are met

Requirement: Feedback

Feedback on how services were delivered to people with disabilities will be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback will be collected by phone, by email via the Precision Concepts website and in person at any of our service locations. Feedback will be accepted in accessible formats and with other communication supports as required. Feedback will be considered to improve services and when reviewing the multi-year plan.

Actions taken:

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

Actions planned:

- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities
- Create an Internal Advisory Committee to provide feedback
- Ensure any internal feedback mechanisms for employees are accessible

Measuring results

Accessibility status reports

We will prepare annual accessibility status reports. The report will include how we have met our goals, commitments and the legislative requirements for that period, as laid out in this plan.

Reviewing feedback

We will monitor and evaluate any feedback the organization has received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated into our accessibility reports and/or multi-year plan.

Revisions to the Multi-year Accessibility Plan

If, through public consultation, feedback and our own accessibility action and planning processes, we determine that the Multi-year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on our website, and will be provided in alternate formats on request.

Feedback is welcome

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA and the IASR.

Please contact us by:

- Email: info@precongrp.com
- Phone: 1-519-383-7888
- In-person: 460 Williams Drive, Sarnia Ontario