

AODA Multi-year Accessibility Plan

Prospiant, currently operating as Thermo Energy Solutions Inc. in Ontario, is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and any expected upcoming legislations as they are introduced.

In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that we have taken and the work underway to improve opportunities for people with disabilities in our Canadian locations.

Statement of Commitment

Prospiant is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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 Accessibility for Ontarians with Disabilities Act.

We are committed to develop, implement, and maintain policies that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, we have established, maintained, and documented a multi-year accessibility plan, that is reviewed and updated at least annually to identify progress made in addressing barriers and will be posted on the Prospiant website and any staff intranet.

Accessible Emergency Information

We are committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

We have provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.

We will continue to review the individualized workplace emergency response plans when necessary i.e. the location of the employee changes and/or there is a change in disability.

Training

Accessibility and inclusion of people with disabilities is a core value for Prospiant and for that reason, we provide training to employees and other staff members on Accessibility Standards and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties and needs of employees and staff members and every person who deals with the public on behalf of Prospiant.

In addition, employees may require training on one or more of the standards as it relates to the duties and responsibilities of their position. We have taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that accounts for the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training within 30 days of employment or placement.
- Keep and maintain a database of the training participant's names and dates of completion.

Customer Service Standard

We will endeavor to ensure that our policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Our employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

Information and Communications Standard

We are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

We have undertaken the following plans to ensure compliance with this standard:

- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail, and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs. People are encouraged to contact Prospiant via email or phone if they require additional information.

- Our website also provides a feature that allows users to change the size of text they see online to suit their preference.
- The Accessibility Standards online course that includes the Information and Communication Standard module is provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.

In accordance with the IASR, we have reviewed and converted existing emergency & public safety information into a format that makes it available in accessible formats on request and in a timely manner.

We have ensured all new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014 and conforms to WCAG 2.0, Level AA by January 1, 2021.

We have taken the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Internet websites and web content conforms to WCAG 2.0 Level AA.
- Post a notice on the website and of premises that information is available in a variety of accessible formats.
- Establish a plan/familiarize with sources and timeframes for formatting that is not feasible to do in-house. i.e., captioning, video-description and conversion to Braille or audio and any other formatting.

Employment Standard

We are committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, we will accommodate people with disabilities throughout the recruitment and onboarding process. We are committed to ensure that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type will be required to complete the Accessibility Standards online course that includes the Employment Standard module.

We have taken the following steps to ensure compliance with this standard:

- 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.

i) Documented Individual Accommodation Plans

We are committed to producing and providing documented individual accommodations that includes the following:

- Participation of the employee requiring the individual accommodation plan.

- Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- High level of privacy.
- Regular review and updates.
- Reason for denial if applicable.
- The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, include individualized workplace emergency response information.

ii) Return to Work

We are committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. We have developed and maintained 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 we have taken to facilitate the return-to-work process and use of the documented individual accommodation plans.

iii) Performance Management, Career Development & Redeployment

We are committed to ensuring the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development and redeployment processes. We have reviewed and updated the Human Resources policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when using performance management processes.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when redeploying employees with disabilities.

Design of Public Spaces

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces will include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps and accessible pedestrian signals
- Outdoor eating areas
- Accessible off-street parking
- Service-related elements like service counters and waiting areas

We will put the following procedures in place to prevent service disruption and alternatives available:

- Place a notice on our website
- Place a notice on the door of the accessible public area(s)

For More Information

For more information on accessibility, please contact Human Resources by email at HR@Prospiant.com

Accessible formats of this document are available free upon request.