

# Accessibility for Ontarians with Disabilities Act

## Multi Year Accessibility Plan

Altus Group is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the “AODA” or the “Act”) and the related Integrated Accessibility Standards Regulations (the “IASR”). Building on Altus Group’s Accessibility Standards Policy, Altus Group 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. Altus Group is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

As part of Altus Group’s commitment to meeting its obligations under the Act, Altus Group has developed a multi-year plan which outlines the Company’s strategy to prevent and remove barriers and meet its requirements under the AODA.

Altus Group’s Multi-Year Accessibility Plan will be reviewed and updated at least once every five (5) years, and as required.

Initiative	Requirement	Status	Compliance Date
<b>Establishment of Accessibility Policies &amp; Plans</b>	Develop, implement and maintain a corporate policy or policies governing how the organization will achieve accessibility	✓	January 1, 2012
	Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner	✓	
	Make the corporate policies and Multi-Year Accessibility Plan available to the public on Altus Group’s websites and available in accessible formats upon request.	✓	
<b>Training</b>	Provide training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation, as well as similar legislative provisions across the country, to the employees, contractors, and any others who may be acting on the Company’s behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of Altus Group’s policies	✓	January 1, 2015
	Maintain records of the dates when training is completed and the individuals who completed the training	✓	

<b>Information and Communications Standards</b>	<b>Accessible Websites and Web Content</b>		
	Make any new internet websites created by the Company and new content on such websites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A	✓	January 1, 2014
	Make the Company's internet websites and web content conform to WCAG 2.0 Level AA, except for exclusions set out in the IASR	In Progress	January 1, 2021
	<b>Feedback, Accessible Formats &amp; Communication Supports</b>		
	Put a statement on its websites about the availability of accessible formats and communication supports and, upon request, provide or arrange for the provision of accessible formats in a timely manner	✓	January 1, 2015
	Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	✓	
	<b>Employment Standards</b>		
	Put a statement on its websites about the availability of accessible formats and communication supports and, upon request, provide or arrange for the provision of accessible formats in a timely manner	✓	January 1, 2015
	Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request	✓	
	<b>Employment Standards</b>	<b>Recruitment</b>	
	On its websites and on job postings, specify that accommodations are available for applicants with disabilities	✓	January 1, 2016
	Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used	✓	
	Upon request, consult with the applicant and arrange for suitable accommodation	✓	
	Notify the successful applicant, when making offers of employment, of its policies for accommodating associates with disabilities	✓	

<b>Informing Associates of Supports</b>		
Inform associates and new hires (as soon as practicable) of the Company's policies to support associates with disabilities and keep associates up to date on changes to these policies	✓	January 1, 2016
Upon request from an associate with a disability, and further to consultation with the associate, provide for suitable accessible formats and communication supports for: information needed by the associate to perform their job, and information that is generally available to associates	✓	
<b>Documented Individual Accommodation Plans/Return to Work Process</b>		
Develop a written process for the development of individual accommodation plans	✓	January 1, 2016
Develop and document a return to work process for employees who have been absent due to a disability; the process shall outline the steps the Company will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process	✓	
<b>Performance Management, Career Development and Redeployment</b>		<b>As required</b>
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing the Company's performance management processes, considering career development and advancement opportunities and redeployment of its associates with disabilities	✓	January 1, 2016
<b>Design of Public Spaces Standard</b>		
<b>Make New or redeveloped public spaces accessible</b>		
Altus Group is committed to ensuring that any new construction or redevelopment of elements in our public spaces comply with the standards for the built environment as outlined in the Accessibility Standards Regulation.	As required	January 1, 2017
<b>File Compliance Report</b>	File Accessibility Compliance report per outlined deadlines. Reports required no later than December 31 2014, 2017, 2020, 2021 and 2023.	Filed: November 8, 2017 August 26, 2014  <b>Next file due by Dec 31 2020.</b>