



## Multi-Year Accessibility Plan

The Taggart Group of Companies strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

This multi-year plan outlines our strategy and the actions that we have and will take in our pursuit to prevent and remove barriers and to meet all requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This plan includes information on our initiatives in respect to Accessibility Standards as set out by AODA including:

- Customer Service
- Information and Communications
- Employment
- Training
- Design of Public Spaces
- Feedback

This plan applies to the Taggart Group of Companies and all its operating companies as required by AODA.

The plan will be reviewed and updated at least once every **five (5)** years.

### **Customer Service**

The Taggart Group of Companies is committed to making every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

In accordance with the AODA's Customer Service Standards, the Taggart Group of Companies will continue to:

- Maintain and update as needed, policies on the provision of goods and services to persons with disabilities;
- Accommodate for the use of assistive devices by people with disabilities enabling them to obtain, use or benefit from the goods and services or facilities;
- Permit people with disabilities to keep their service animals with them on the parts of any premises that are open to the public or other third parties, except where the animal is excluded by law;
- Ensure that persons with a disability can be accompanied by a support person as required while on our premises;
- Post appropriate notice of any temporary disruption in facilities or services that people with disabilities normally use to access our goods, services or facilities, including the reason, duration and any alternatives available;
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- Ensure the ongoing training of employees, volunteers and those providing goods, services or facilities on behalf of our organization, on the provision of goods, services and facilities to people with disabilities;
- Ensure the provision of documents or information contained in documents, to people with disabilities in an accessible format or with communication support, considering the persons individual accessibility needs and at no additional cost to the person.

### **Information and Communications**

The Taggart Group of Companies is committed to making our information and communications accessible to people with disabilities. In accordance with the AODA's Information and Communications Standard, the Taggart Group of Companies will:

- Ensure that all internet sites and web content conform with the Level AA World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 by December 31, 2023;
- Ensure that, upon request, the public is notified and provided with accessible formats and supports for people with disabilities in a timely manner and at no additional cost.

### **Employment**

The Taggart Group of Companies is committed to supporting the accommodation needs of individual employees and job applicants. In 2020 we developed a Human Rights Commitment Policy, outlining our duty to accommodate along with information on how employees and prospective employees can make accommodation requests.

The Taggart Group of companies will be making updates to our Human Rights Commitment Policy in January 2024 to provide more information on workplace accommodation procedures. All active employees will be provided with detailed information on the changes to the policy and all new employees will receive this updated policy upon hire. We are also working to make updates to our external career website to ensure that the information on available job applicant accommodations aligns with our updated policy and practice. These updates will be made to our career website by February 2024.

### **Training**

The Taggart Group of Companies is committed to the ongoing provision of AODA training to employees, volunteers and anyone providing goods, services or facilities on behalf of our organization. New employees will be trained as soon as practicable after being hired. Training will also be provided to employees when changes to our policies and procedures occur. Records of the training, including participant names and completion dates will be maintained.

### **Design of Public Spaces**

The Taggart Group of Companies does not have plans for new construction or significant redevelopment of its Ontario offices to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. For any future construction or redevelopment, where these standards would be applicable, The Taggart group of Companies will comply with the required responsibilities under the Standard.



## **Feedback**

The Taggart Group of Companies welcome feedback from our employees, customers and the public on our commitment to accessibility. In 2020 we developed a feedback process to respond to enquiries and suggestions. Customers can submit their feedback via email, telephone call or hand written submission to:

Human Resources

By email: [hr@taggart.ca](mailto:hr@taggart.ca)

By telephone: 613-521-3000

By mail or in-person: 3187 Albion Road South, Ottawa, Ontario K1V 8Y3

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.