



Multi-Year Accessibility Plan

Ryan ULC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

Ryan understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. This multi-year accessibility plan outlines the strategies and actions our company has and will make to prevent and remove barriers to accessibility and meet all requirements under the AODA and its accessibility standards.

LEGISLATIVE REQUIREMENT	ACTIONS	STATUS
Deadline: January 1, 2012		
<p><u>Customer Service Standard</u> The Customer Service Standard is intended to ensure people with disabilities are given the same access to goods and services and treated with the same standard of customer service as everyone else.</p> <p>To meet this standard, employer requirements include:</p> <ul style="list-style-type: none"> • Training all staff and volunteers on how to serve customers of all abilities, keeping a written record of the training. • Creating an Accessible Customer Service Policy that reflects the company’s commitment to accessibility and provides employees, volunteers and customers and idea of what to expect when visiting the company. • Welcoming service animals and support persons. • Creating accessible ways for people to provide feedback. <p><u>Information and Communications – Emergency and Public Safety Information</u> Upon request, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format. Work with the person requesting the information to figure out how you can meet their needs.</p> <p><u>Employment Standard – Workplace Emergency Information</u> Create an individual workplace emergency response plan for those employees with disabilities who may need assistance during an emergency. Gain the employees' consent to share this information with anyone designated to help them in an emergency.</p>	<ul style="list-style-type: none"> • An IASR Customer Service Policy has been created and is available to all staff and customers. • All employees and volunteers across Canada have been trained on how to provide accessible customer service to people with disabilities via our online learning management system. New hires are to complete this training within 45 days of their start with Ryan. • Employee training includes information on how to address service animals and support persons. • A form to provide accessible feedback has been created. • Floor plans for each floor with emergency exits marked are posted on each floor. • An Emergency Response Plan has been created and is available to all staff and customers. • An HR representative has been assigned to assist in the creation of individual emergency response plans for an employee if requested. 	COMPLETED



LEGISLATIVE REQUIREMENT	ACTIONS	STATUS
Deadline: January 1, 2014		
<p><u>General Requirements</u> <i>Accessibility Plans and Policies</i> – Create policies and a multi-year accessibility plan to help the company achieve its accessibility goals. The multi-year accessibility plan must outline what the company will do to remove and prevent accessibility barriers. Once created, communicate policies and multi-year plan with employees and customers. Post the multi-year plan on your company website in an accessible format.</p> <p><i>Self-Service Kiosks and Accessibility</i> – Consider accessibility when purchasing or designing self- service kiosks.</p> <p><u>Information and Communication Standard – Make Websites Accessible</u> Applies only to new websites and old websites significantly updated and new web content the company creates.</p>	<ul style="list-style-type: none"> • The following accessibility plan, policies and documents have been created and communicated to employees and customers: <ol style="list-style-type: none"> a. IASR Customer Service Policy b. Multi-year accessibility Plan c. Emergency Response Plan d. Alternate Format Request Form e. Statement of Commitment to Accessibility • The multi-year plan is posted on the company website available to customers upon request and updates are shared with employees throughout the employee life cycle. • Ryan does not currently use self-service kiosks but will consider accessibility should we purchase or design them in the future. • Website accessibility requirements continue to be updated as our website is refreshed. 	COMPLETED
Deadline: January 1, 2015		
<p><u>General Requirement</u> <i>Training</i> – Employees, volunteers and anyone providing goods, services and/or facilities on Ryan’s behalf must receive training on the Human Rights Code as it pertains to persons with disabilities. Training on the accessibility requirements that particularly apply to a person’s job duties and the organization must be covered.</p> <p><u>Information and Communications Standard</u> <i>Make it easy for people with disabilities to provide feedback</i> - Ensure that feedback processes can be administered in accessible formats and with communication supports, upon request. This includes surveys or comment cards.</p>	<ul style="list-style-type: none"> • New hires across Canada continue to receive training on the AODA and the IASR Customer Service Policy. • Most feedback on training or customer service is provided in an online format. Should a person with a disability need an alternate means of providing feedback, they can contact Marianne Pileggi, Human Resources at (905) 567-7926 ext. 365237. • People with disabilities can request accessible formats or communication supports to provide feedback at https://ryan.com/canada/contact/. 	COMPLETED



LEGISLATIVE REQUIREMENT	ACTIONS	STATUS
Deadline: January 1, 2016		
<p><u>Information and Communications Standard</u> <i>Accessible formats and communication supports</i> – Upon request, Ryan must provide information and communications in accessible formats and with communication supports to individuals with disabilities in a timely manner and at a cost equal to the regular cost charged to others.</p> <p><u>Employment Standard</u> <i>Make hiring accessible</i> - Revise recruitment protocols to inform applicants that Ryan will accommodate disabilities throughout the recruitment process, including during the candidate’s application and throughout the selection process.</p> <p><i>Information for employees</i> - Inform new and existing employees about policies supporting employees with disabilities.</p> <p><i>Making information accessible to employees</i> - Upon request, you must work with an employee to make workplace information accessible.</p> <p><i>Process to accommodate employees</i> - Develop and document accommodation plans for employees with disabilities. Accommodation plans are a formal way of recording and reviewing the things needed to accommodate an employee with a disability.</p> <p><i>Help employees with disabilities return to work</i> - Outline the steps you will take to help your employees return to work when they have been absent due to a disability. Support employees in the creation of a modified work/accommodation plan prior to their return.</p> <p><i>Helping employees with disabilities stay safe</i> - Develop plans to assist employees with disabilities during an emergency, including ensuring the information is formatted so an employee with a disability can understand it.</p> <p><i>Make performance management accessible to employees</i> – Ensure performance management processes consider the accessibility needs of employees with disabilities as well as accommodation plans.</p> <p><i>Career development and advancement</i> - Consider accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees.</p>	<ul style="list-style-type: none"> • Information and communications are provided to customers and employees in an accessible format upon request. • Ryan welcomes all qualified applicants regardless of their status, to apply to our open requisitions. Our Careers page includes a statement informing applicants that Ryan will accommodate disabilities throughout the recruitment process and provides contact information should a candidate need assistance or accommodations throughout. • Employees are required to complete training on Ryan’s accessibility policies and procedures with 45 days of their start. • Upon hire, employees are told that Ryan will provide workplace information in an accessible format if requested. • Employees are told of Ryan’s commitment to provide accommodation to the point of undue hardship and upon request at their time of hire. The company has developed a Reasonable Accommodation and Return to Work Policy outlines the steps taken by the employer, manager and employee when an accommodation request is made. • Accessibility is taken into consideration when conducting performance management activities and when providing options for career advancement with employees with disabilities. 	COMPLETED
LEGISLATIVE REQUIREMENT		
Deadline: January 1, 2021		
<p><u>Information and Communications Standard</u> <i>Accessible websites and we content</i> - All internet website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description). All Internet websites must meet the specifications of WCAG 2.0 Level AA (with certain limited exceptions).</p>	<ul style="list-style-type: none"> • Content meets the requirements of WCAG 2.0 level AA (with certain limited exceptions) 	COMPLETED