

AkzoNobel
Accessibility for Ontarians
with Disabilities Act, 2005

Integrated Accessibility Standards – Multi Year Plan

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Integrated Standard - Multi-Year Plan

Part I: General Requirements

Component	Next Review Deadline	Requirement	Action(s)	Status
1. Establishment of Accessibility Policies	1-Jan-2022	Sec. 3 Create policy on the standard.	Policy to be developed and approved by Human Resources. Once approved, the policy will be posted on the corporate drive.	Completed: Policy posted
2. Accessibility Plans	1-Jan-2026	Sec . 4 Create multi-year accessibility plan.	Human Resources Manager will create accessibility plan. Plan will be posted on the corporate drive for staff. Plan will need to be reviewed at least every five (5) years.	Completed: Plan reviewed and updated
3. Training	1-Jan-2022	Sec. 7 Staff to be trained on the Integrated standard.	Online Training through AODA.ca or AccessForward.ca.	Ongoing

Part II: Information & Communication

Component	Deadline	Requirement	Action(s)	Status	
1.	Feedback from Customers & Employees	1-Jan-2022	Sec. 11 Receiving and providing feedback in an accessible format	Under the Customer Service Standard a feedback process was established for receiving and responding to feedback specifically about the manner in which AkzoNobel provides accessible goods or services to people with disabilities. Customer Service Feedback forms will be provided upon request from the Human Resources department. If an alternate accessible format is required, customers or employees can notify the Human Resources department.	Ongoing
2.	Accessible Formats and Communication Supports	1-Jan-2022	Sec. 12 Information about their goods and services or facilities	The majority of AkzoNobel documents and/or information are in an electronic or digital format which will facilitate the conversion into an accessible format. AkzoNobel shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.	Ongoing
			Sec. 12 Communication Supports	Accessible formats and communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer/client. The customer/client will be consulted with to determine the suitability of an accessible format or communication support.	Ongoing

Component		Deadline	Requirement	Action(s)	Who
3.	Unconvertible Information	1-Jan-2022	Sec. 12 Examples: product brochures	In the rare case where a document is unconvertable, AkzoNobel will work with the customer to provide something similar in an acceptable format.	Ongoing
4.	Meeting requests in a timely manner	1-Jan-2022	Sec. 12 HTML, MS Word, accessible electronic formats	In some cases, AkzoNobel will be able to provide the information or communications quickly. In other cases we will require more time due to the complexity of the document/drawing and resources or internal capacity of the organization. At most, customers/clients will receive accessible documents within ten (10) business days.	Ongoing
5.	Posting Requirements	1-Jan-2022	Sec. 12 Public must be notified about accessible formats & communication supports	AkzoNobel will notify the public about the availability of accessible formats and communication supports via the company website. Alternately, the availability of accessible formats and communications will be made known during the check in of visitors at the reception desk.	Ongoing
7.	Accessible Websites & Web Content	1-Jan-2022	Sec. 14 All internet websites and web content	Any significant changes to the website are handled by a contracted third party. AkzoNobel will provide web developer will conform with requirements of WCAG 2.0 Level AA when either a significant revision of the website is done or by the required date by the standard.	Ongoing

Part III: Employment

Component	Deadline	Requirement	Action(s)	Status
<p>1. Recruitment, Assessment and Selection</p>	<p>1-Jan-2022</p>	<p>Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process</p>	<p>AkzoNobel utilizes in-house and 3rd party sources for recruitment. The availability of accommodation(s) for applicants in the recruitment process will be included on job postings “AkzoNobel is committed to providing accommodation for people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.” When third party sources are utilized to fill a position, AkzoNobel will ensure they are meeting the requirements under the AODA's Employment Standard and communicating the availability of accommodations for applicants in the requirement process.</p>	<p>Ongoing</p>
	<p>1-Jan-2022</p>	<p>Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available</p>	<p>AkzoNobel will notify applicants when they are invited for an interview about the availability of accommodations during the selection process.</p>	<p>Ongoing</p>
	<p>1-Jan-2022</p>	<p>Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities</p>	<p>AkzoNobel will notify the successful applicant(s) of their policies for accommodating employees with disabilities on the offer letter.</p>	<p>Ongoing</p>

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	1-Jan-2022	Sec. 25 Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	AkzoNobel will inform all employees of their policies for supporting employees with disabilities. Existing employees will be informed when there is a change to the policy for supporting employees with disabilities. Notification may take several forms such as an email, staff memo or staff meetings. All new hires will be informed at orientation.	Ongoing
2. Accessible formats and communication supports for employees	1-Jan-2022	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	AkzoNobel will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.	Ongoing
3. Workplace emergency response information	1-Jan-2022	Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	AkzoNobel will create an individualized workplace emergency response form for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability. The plan will be reviewed when there is a change in the employee's disability or job. New employees will be notified of this at orientation.	Ongoing

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4.	Documented individual accommodation plans	1-Jan-2022	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	AkzoNobel will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when AkzoNobel will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. AkzoNobel may seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job.	Ongoing
5.	Return to Work (RTW) process	1-Jan-2022	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	AkzoNobel shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	Ongoing
6.	Performance Management	1-Jan-2022	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. AkzoNobel will consider the accessibility needs of employees with disabilities in the area of performance management.	Ongoing

Component	Deadline	Requirement	Action(s)	Status
7. Career Development and Advancement	1-Jan-2022	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them	AkzoNobel will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities.	Ongoing
8. Redeployment	1-Jan-2022	Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization	In the event that AkzoNobel will employ a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities	Ongoing