

Accessibility for Ontarians with Disabilities Act (AODA) **Multi-year Accessibility Plan**

IBI Group

This Accessible Customer Service and Integrated Accessibility (Ontario) Standard (the “Standard”) was developed in accordance with the *Accessibility Standards for Customer Service (Ontario Regulation 429/07)*, and the *Integrated Accessibility Standards (Ontario regulation 191/11)* and is required for the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Multi-year Accessibility Plan

Our commitment

IBI Group strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. IBI Group will review this Standard every five (5) years and ensure barriers to accessibility are addressed. IBI Group will provide the necessary training to staff to ensure compliance.

Establishment of Accessibility Policies and Plan
Completed in 2014

Training

IBI Group will provide training to all employees, and others who are expected to deal with members of the public or other third parties on our behalf. Training is delivered to all full time and part time staff.

Completed by January 2015

Information and Communication Standard

IBI Group is committed to meeting the communication needs of people with disabilities. We will take steps to ensure new content to IBI Group’s web site conforms with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and fully compliant with Level AA by 2021.

Completed by 2021

Feedback, Accessible Formats and Communication Support

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Completed by January 2015

Employment

IBI Group will make all reasonable efforts to accommodate persons with disabilities throughout the selection process. IBI Group will work with employees with disabilities to develop a formal, written, individualized accommodation plan which will be reviewed and updated annually.

All successful candidates, new hires as well as current staff will be notified of IBI Group's commitment to accommodating employees with disabilities in order to provide equal opportunity of employment.

IBI Group will work with the employee, their medical provider and/or insurance provider to take develop and put in place process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

IBI Group will take into account the accessibility needs of employees with disabilities and individual accommodations plans when utilizing IBI Group's performance management process in using performance management, career development and advancement and redeployment of its employees with disabilities.

Completed by January 2015