



INTEGRATED ACCESSIBILITY STANDARDS POLICY (IASR)

PURPOSE

The purpose of this policy is to set out the requirements of the Integrated Accessibility Standards. Regulation (IASR) Ontario Regulation 191/11, "*Integrated Accessibility Standards*" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

Bigham the Mover endeavors to regularly ensure and implement accessibility standards in all of its practices. This policy is not intended to replace or supersede Bigham the Mover's Accessibility Standards for Customer Service Policy, required by Ontario Regulation 429/07.

BIGHAM THE MOVER COMMITMENT

Bigham the Mover is committed to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

This policy will be implemented in accordance with the time frames established by the Regulation.

The accessibility policy and any associating accessibility plans shall be reviewed every three years, or when deemed necessary by Bigham the Mover.

EMPLOYMENT STANDARDS

Recruitment

Bigham the Mover will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Bigham the Mover will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Bigham the Mover will consult with the applicant and provide/arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs.

Notice to Successful Applicants

When making an offer of employment, Bigham the Mover will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Bigham the Mover will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to the disability. This information will be provided to new employees as soon as practical after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon request, Bigham the Mover will consult with the employee with a disability to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Bigham the Mover will consult with the employee making the request.

Workplace Emergency Response Information

Bigham the Mover will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Bigham the Mover is aware of the need for accommodation due to the employee's disability. Bigham the Mover will provide this information as soon as possible after becoming aware of the need for accommodation. Where the employee requires assistance, Bigham the Mover will, with the consent of the employee, provide the workplace emergency response information to the person designated by Bigham the Mover to provide assistance to that employee.

Bigham the Mover will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when Bigham the Mover reviews its general emergency response policies.

Documented Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communications supports. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Bigham the Mover will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work. The return process will outline the steps Bigham the Mover will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the *Workplace Safety Insurance Act, 1997*)

Performance Management, Career Development/Advancement

Bigham the Mover will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

BUILT ENVIRONMENT

Bigham the Mover will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable.

Bigham the Mover shall follow the enhanced *Ontario's Building Code* (including O. Reg 368/13, effective January 1, 2015) for new construction and major changes to existing features.

REVIEW PERIOD

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

GENERAL REQUIREMENTS

Multi-Year Accessibility Plan

Bigham the Mover will develop, maintain and document a Multi-Year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to meet its requirements under the Regulation.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on Bigham the Mover's website. Upon request, Bigham the Mover will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

Training Employees

Bigham the Mover will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

1. All its employees
2. All persons who participate in developing Bigham the Movers policies
3. All other persons or third parties who provide goods, services or facilities on behalf of Bigham the Mover

Training on the requirements shall be appropriate to the duties of the employees and other persons. Trainings will continue on an ongoing basis as new employees are hired. All

employees will receive additional training as required or when changes are made to the accessibility policy.

Bigham the Mover will keep a record of the training it provides.

INFORMATION AND COMMUNICATION STANDARDS

Feedback

Bigham the Mover will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, Bigham the Mover will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Bigham the Mover will consult with the person making the request in determining the suitability of an accessible format or communication support.

This does not apply to products and/or labels, unconvertible information or communications and information that Bigham the Mover does not control directly or indirectly through a contractual relationship. If it is determined that information is unconvertible, Bigham the Mover shall provide the person requesting the information with:

- An explanation as to why the information or communication is unconvertible
- A summary of the unconvertible information or communication

Emergency Information

When Bigham the Mover prepares emergency policies/procedures, plans or public safety information and makes that information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practical, upon request.