

	<b>Integrated Accessibility Standard Requirements (IASR) Multi-Year Accessibility Plan</b>	<b>HR-SH564B</b>	
		<b>Date: August 2018</b>	
	<b>Superheat (Ontario)</b>	<b>Revision: 2</b>	<b>Page 1 of 4</b>

## Corporate Commitment

Superheat is committed to providing services and employment opportunities in a way that respects the dignity and independence of those with disabilities. Superheat will make every effort to remove barriers and accommodate individuals with disabilities in a timely and appropriate manner. This is a fundamental human right provided under the Canadian Charter of Rights and Freedom, the Ontario Human Rights Code and as directed by the Accessibility for Ontarians with Disabilities Act(AODA) 2005.

Superheat has made great efforts to remove barriers in its facilities, communications and employee experience and will continue to do so on an on-going basis.

A barrier is described as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

## Purpose of the Multi Year Accessibility Plan

The information below describes the requirement, process and status by which Superheat will identify, remove and prevent barriers for people with disabilities under the IASR, Integrated Accessibility Standard Regulations within the Accessibility for Ontarians with Disabilities Act (AODA).

## Plan review

This plan will be reviewed every five years.

## Accessible Format

This plan document is available in accessible formats, upon request.

Deadline for completion	Integrated Accessibility Standard Requirements	Process to meet requirement/remove barrier	Status of Requirement
Jan 1, 2014	<b>Part I – General Requirements</b>		
	Develop and maintain accessibility policies regarding how Superheat achieves accessibility	Develop corporate commitment and AODA policy	Complete
	Establish and implement a multi-year accessibility plan which outlines strategy to remove barriers	Develop multi- year accessibility Plan to be made available to employee’s and the public	Complete

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	Post Superheat's multi-year accessibility plan on company website and provide copy if requested		Complete
	Provide the plan in accessible format, if requested		Complete - As requested
	Develop accessibility plans as required within the Integrated Accessibility Standards Regulation (IASR)	Create Integrated Standards Policies that apply to the organization	Complete
	Review of building layout and facilities to identify any existing and future barriers	Relocation and construction of washroom facilities to main level	Completed and On-going Reviewed annually
	Ensure training is provided on the requirements of the accessibility standards for all employees as referred in the Regulation and on the Human Rights Code as it pertains to individuals with disabilities. Training shall be as soon as practicable	Training provided to all employees upon hire during onboarding process	Complete
	Training should be job-related, appropriate to the duties of the employee, and provided in the most appropriate manner and method.	Training is given in a manner that is job relevant	On-going – updated with position change
	Review and update accessibility plans every 5 years		On-going
Jan. 1, 2015	<b>Part II- Information and Communication Standards</b>		
	Outline process for receiving and responding to feedback in accessible formats, if requested. This includes feedback from the general public, clients and employee's.	Process outlined in IASR Customer Service Standard, available upon request	Complete
Jan 1, 2016	Provide communication supports in accessible formats to individuals with disabilities, upon request		Complete -As requested

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Jan 1, 2014	Internet and intranet website and content to conform with WCAG 2.0 Level A	Consultation with IT to plan for configuration	Ongoing – Completion date September 2018
Jan. 1, 2021	Internet websites and web content conform with WCAG 2.0 at Level AA	Consultation with IT to plan for configuration	Ongoing – completion date Jan 2021
Jan. 1, 2016	<b>Part III - Employment Standards</b>		
	<p>Notify employees and the general public of the availability of accommodation for applicants with disabilities during the recruitment and selection process</p> <p>If a selected applicant requires accommodation during the assessment process, consult with the applicant and arrange for provision of suitable accommodation taking into account the applicants accommodation needs</p>	<p>Notification is included in both internal and external job postings, and company website</p> <p>Notify applicants when selected that accommodation is available upon request</p>	Complete
	Notify successful applicants Superheat has accommodation policies for employees with disabilities	Notification of accommodation policies and process is included in offers of employment	Complete
	Inform employees of Superheat's policies used to support employees with disabilities. Provide information to new employees upon hire as soon as practicable	Training is completed at time of hire and policy is posted on corporate intranet and employee communications	Complete
	Inform employees of process to develop individual accommodation plans for employees with disabilities or medical conditions	Process outlined in IASR Employment Standard	Complete
Jan 1, 2012	<p>Provide individualized workplace emergency Response plans to employees with disabilities</p> <p>If an employee who receives an individualized plan requires</p>	Notify employees upon hire that individual emergency response plans will be completed upon request and reviewed as needed and annually	Complete

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	assistance, with the employee's consent the employer shall provide the plan to the person designated to provide assistance to the employee in the event of an emergency.		
	Review individualized emergency response plans when employee's change positions, move locations in the organization, and when emergency response plans are reviewed	Review emergency response plans as part of a position change	Complete
	Consider accessibility needs of employees with disabilities when using performance management process	Process outlined in IASR Employment Standard, available upon request  Review performance management needs of employee in relation to individualized accommodation plan	Complete
	Consider accessibility needs of employees with disabilities and accommodation plans when providing career development and/or advancement	Process outlined in IASR Employment Standard, available upon request  Review individualized accommodation plans for adjustments needed	Complete
	Develop and implement a return work process for employee's that require accommodations after a disability related absence  Outline the steps to facilitate the return to work process Individual accommodation plans will be part of the process	Process outlined in IASR Employment Standard, available upon request	Complete
	Review accessibility needs of employees when redeploying employees	Process outlined in IASR Employment Standard, available upon request	Complete