

HR Policy Canada

VEOLIA Water Technologies & Solutions

AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

Intent

This policy applies to the provision of accessible employment services for persons with disabilities, in accordance with O. Reg. 191/11 Integrated Accessibility Standards (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

All employment services provided by VEOLIA Water Technologies and Solutions will follow the principles of dignity, independence, integration, and equal opportunity.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk: An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Guidelines

General Requirements

The following general requirements apply to the five standards: information and communications, employment, transportation, design of public spaces, and customer service.

Establishment of Accessibility Policies and Plans

VEOLIA Water Technologies and Solutions will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.



VEOLIA Water Technologies and Solutions will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format upon request.

VEOLIA Water Technologies and Solutions will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request and will be posted on our website.

VEOLIA Water Technologies and Solutions will review and update its accessibility plan once every five years and will establish, review, and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement VEOLIA Water Technologies and Solutions's accessibility plan. This status report will be posted on our website. If requested, the report will be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

VEOLIA Water Technologies and Solutions will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

VEOLIA Water Technologies and Solutions will provide training on the IASR accessibility requirements and Ontario's Human Rights Code as they pertain to individuals with disabilities. This applies to all employees and volunteers, individuals who participate in developing VEOLIA Water Technologies and Solutions policies, and all other persons who provide goods, services, or facilities on VEOLIA Water Technologies and Solutions's behalf. Training will be provided as soon as is reasonably practicable, but no later than June 1 2021 Training will be provided regularly to new employees and as changes to VEOLIA Water Technologies and Solutions's accessibility policies occur.

Records

VEOLIA Water Technologies and Solutions will maintain records on the training provided, when it was provided, and the number of employees who were trained.

Feedback Process

VEOLIA Water Technologies and Solutions will ensure that all feedback processes, both internal and external, are made accessible to clients, customers, and employees upon request.

In accordance with the customer service standards, VEOLIA Water Technologies and Solutions will make known the availability of accessible feedback formats.

Accessible Formats and Communication Supports

Unless deemed unconvertible, VEOLIA Water Technologies and Solutions will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request. Accessible formats and communication supports will be provided in a timely manner



and at no additional cost to the individual.

VEOLIA Water Technologies and Solutions will account for the person's accessibility needs when customizing individual requests and will consult with the individual making the request to ensure suitability.

VEOLIA Water Technologies and Solutions will make the availability of accessible formats and communication supports publicly known.

Emergency Procedures, Plans or Public Safety Information

VEOLIA Water Technologies and Solutions will ensure that all publicly available safety and emergency information, such as evacuation procedures and floor plans, are provided in an accessible format or with appropriate communication supports upon request.

Accessible Websites and Web Content

VEOLIA Water Technologies and Solutions will ensure that our website and web content conform to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

Education and Training Resources and Materials

Upon request, VEOLIA Water Technologies and Solutions will provide or arrange for the provision of the following information in an accessible format to past, current, and potential students with disabilities:

- Training resources and materials;*
- Program information, such as □ course requirements, descriptions, □ and availability.

Accessible formats will account for the needs of the individual to whom the material is being provided.

**Training resources and materials may be provided in an accessible or conversion-ready format.*

Training to Educators

In addition to the general training requirements, VEOLIA Water Technologies and Solutions will provide all educators with accessibility awareness training.

Records

VEOLIA Water Technologies and Solutions will maintain a record of all training provided. Training will include the dates when training was provided and the number of people who were trained.

Producers of Educational or Training Materials

VEOLIA Water Technologies and Solutions will create and make available accessible or conversion-ready materials, including textbooks and print-based supplementary learning resources upon request.



Libraries of Educational and Training Institutions

VEOLIA Water Technologies and Solutions will provide or procure accessible or conversion-ready materials within their collections for individuals with disabilities, when available and upon request. These types of materials may include any print materials, digital, or multimedia resources.

Public Libraries

Where they exist, VEOLIA Water Technologies and Solutions will provide access or arrange for the provision of access to accessible materials.

VEOLIA Water Technologies and Solutions will provide public notification about the availability of accessible materials. Notification will be provided in an accessible format and with the appropriate communication supports, upon request.

Exceptions

The Information and Communications Standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined in consultation with the requesting party that information or communications are unconvertible, VEOLIA Water Technologies and Solutions will ensure that the individual who made the request is provided with an explanation and a summary of the information.

VEOLIA Water Technologies and Solutions will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

Review

This policy will be reviewed regularly to ensure that it reflects VEOLIA Water Technologies and Solutions' current practices and legislative requirements.