

## **STATEMENT OF COMMITMENT**

BA Group is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## **MULTI-YEAR ACCESSIBILITY PLAN - 2021-2026**

BA Group strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. BA Group is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet these requirements and to improve opportunities for people with disabilities.

We provide training to all of our employees and keep them up to date on any changes in legislation or policies.

The plan is reviewed and updated at least once every 5 years.

<b>Accessibility Requirement</b>	<b>Status</b>	<b>Goals</b>
<b>Customer Service</b>		
<ul style="list-style-type: none"> <li>Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</li> <li>Develop and make public a process for receiving and responding to feedback from customers with disabilities.</li> <li>Develop and deliver training to all staff, including all new staff</li> </ul>	Completed and On-going	Update and provide training and re-training for all employees by the end of 2021
<b>Information and Communication</b>		
<p><i>Accessible Websites and Web Content</i></p> <ul style="list-style-type: none"> <li>Ensure website and web content published conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA.</li> </ul>	Completed and On-going	A new website being launched in late 2021 to incorporate an ability to increase font size and is more legible.



Accessibility Requirement	Status	Goals
<p>becoming aware of the need for an individualized plan.</p> <ul style="list-style-type: none"> <li>• Review the individualized plan/information: <ul style="list-style-type: none"> <li>○ When the employee moves to a different location in the office;</li> <li>○ When the employee's overall accommodation needs and plan are reviewed; and</li> <li>○ When the company reviews its general emergency response policies.</li> </ul> </li> </ul>		
<p><i>Recruitment, Assessment and Selection</i></p> <ul style="list-style-type: none"> <li>• Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>• During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by HRdownloads.</li> <li>• Should a job applicant request accommodation, consult with the individual and make adjustments to best suit their needs.</li> <li>• Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> </ul>	<p>Completed</p> <p>On-going</p>	
<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ul style="list-style-type: none"> <li>• Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol style="list-style-type: none"> <li>1. Information that is needed in order to perform the employee's job; and</li> <li>2. Information that is generally available to employees in the workplace.</li> </ol> </li> <li>• Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.</li> </ul>	<p>On-going</p>	<p>Provide training to new staff and provide yearly reminder to all employees that BA will work with those employees in a timely manner to deliver suitable accessible accommodations.</p>



Accessibility Requirement	Status	Goals
<p><i>Information for Employees</i></p> <ol style="list-style-type: none"> <li>1. Communicate the company's policy on accommodating employees with disabilities to all staff members.</li> <li>2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</li> </ol>	<p>On-going</p>	<p>Provide training to new staff and provide yearly reminder to all employees.</p>
<p><i>Processes to Accommodate Employees/Return to Work Process</i></p> <ul style="list-style-type: none"> <li>• Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</li> </ul>	<p>On-going</p>	<p>Ensure that BA will work with those employees in a timely manner to deliver suitable accessible accommodations in order to return to work.</p>

