



TESC Multi-Year Accessibility Plan

TESC Contracting Company Ltd. (TESC) has developed and will maintain a multi-year accessibility plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The multi-year accessibility plan will be reviewed and updated (where applicable) at least once every five years, and posted on the company's website. Upon request, TESC will provide a copy of the Accessibility Plan, in an accessible format.

Statement of Commitment

TESC is committed to meeting our obligations under the Accessibility for Ontarians with Disabilities Act and the related Integrated Accessibility Standards Regulations. We believe in integration and equal opportunity in the workplace.

We are dedicated to meeting the needs of people with disabilities in a timely manner, and will do so by strategizing to ultimately prevent and remove barriers to accessibility as well as fulfilling the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (the AODA).

Customer Service Standard

TESC is committed to complying with the Accessibility Standards for Customer Service Regulation under the AODA, which entails providing services in a way that respects the dignity and independence of those with disabilities. The TESC Accessibility Policy will be readily available when requested. A copy of the policy is available on our website.

Information and Communications Standard

TESC will communicate with employees, customers, clients and any member of the public with disabilities in ways that take their disability into account. We will train our employees on how to interact and effectively communicate with people with various types of disabilities. TESC will provide information and communications in an accessible manner to people with disabilities.

TESC has implemented an accessible customer feedback process to receive and respond to feedback from customers and members of the public who have a disability. The customer feedback process is posted on the Company's website available to the public.



Employment Standard

TESC will continue to strive to facilitate an environment that reflects the principles of independence, dignity, integration and equality of opportunity. TESC will provide co-workers, including those with disabilities, the same opportunity to benefit from our respectful environment. TESC will practice equal opportunity when recruiting and assembling hiring packages, with performance management, and with workplace accommodations.

Training

TESC Contracting will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Orientation of new employees will include the AODA training. TESC will keep and maintain a record of the training provided, including the employee name and date of training.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing TESC goods and services
- Human Rights Code – Working Together training module on the Code
- TESC's policies, practices and procedures relating to accessibility

Additional position-specific training will be communicated by the HR Department and may include:

- Information and Communications Standard
- Employment Standard

Contact Information

For more information, questions, or concerns regarding accessibility at TESC or to request communication in an accessible format, please contact the HR Department at TESC.

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