



## **Accessibility for Persons with Disabilities Statement of Commitment and Multi-Year Plan**

Bot Construction Group respects the dignity and independence of persons with disabilities and supports the goal of the Accessibility for Ontarians with Disabilities Act (AODA) of a barrier free Ontario. We are committed to meeting the needs of persons with disabilities, in a timely manner and in accordance with all applicable requirements of the AODA.

We will make every reasonable effort to accommodate persons with disabilities. We will train employees on the requirements of Ontario's accessibility laws, including the Customer Service Standard of the AODA, and on our Policy and internal procedures for meeting these requirements. Training will include instruction on approaches for meeting the communication and other accessibility needs of persons assisted by support persons, assistive devices and service animals in a manner that takes into account the person's disability.

On request, we will provide reasonable accommodation for persons with disabilities through our hiring process, and we will consult with employees to develop accommodation plans and customized emergency response plans as may be required.

### **Feedback on Customer Service**

To provide feedback to us about our Customer Service for persons with disabilities or to request communication support or information in an accessible format, please contact our Employee Relations Department at: [GeneralInquiry@botconstruction.ca](mailto:GeneralInquiry@botconstruction.ca)

### **Multi-Year Plan**

The attached Multi-Year Plan sets out the status of our initiatives for meeting the requirements of the AODA and Regulation.

**Bot Construction Group, Multi-Year Accessibility Plan**  
**Accessibility for Ontarians with Disabilities Act (AODA)**

*Updated – July 1, 2016*

Date	Policy and Multi Year Plan	Customer Service	Information and	Integrated Accessibility
Jan. 1, 2014	(i) Publish our Statement of Commitment to respecting the dignity and independence of persons with disabilities. (ii) Developed and publish our Multi-Year Accessibility Plan.	(i) Adopted policy and procedure for meeting Customer Service Standards. (ii) Posted notice of our Customer Service Standards. (iii) Implemented training on Customer Service Standards and company policy and procedure for employees who deal with customers and /or develop policies and procedures.	(i) Posted notice of how to request communication support and information in accessible formats to company website and at our facilities.	(i) Implemented process for responding to requests for developing individual workplace emergency response plans for employees with disabilities.
Jan. 1, 2015			(i) Implemented procedures for responding to feedback and requests for information in accessible formats for persons with disabilities.	
Jan. 1, 2016/2017	(i) Updated Multi-Year Plan to reflect the status of initiatives.	Provide training to all employees on Customer Service Standards, <i>(*effective July 1, 2016).</i>		(i) Included notice of accommodation through the hiring process posted to our company website and recruitment through 3 <sup>rd</sup> parties (ii) Implemented procedure for responding to requests for accommodation from employees with disabilities. (iii) Amended employee training guide to include procedures for meeting Integrated Standards, Reg. 191/11, and July 1, 2016 updates on Customer Service Standards training.
Jan. 1, 2017 - 2020			Begin work on conversion of company website to WCAG 2.0 format.	