



Opta Group LLC.
Accessibility for Ontarians with Disabilities Act (AODA)

Multi-Year Accessibility Plan

Statement of Commitment

Opta 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Opta is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Opta understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

In accordance with the legal and regulatory requirements set out in the AODA's Integrated Accessibility Standards Regulations, Opta will:

- Establish, implement, and maintain policies governing how the organization will achieve accessibility.
- Prepare and develop the Multi-Year Accessibility Plan.
- Make the corporate policy(ies) and Multi-Year Accessibility Plan available to our employees and the public, upon request.
- Provide the policies and Multi-Year Accessibility Plan in an accessible format, upon request.
- Review and update the Multi-Year Accessibility Plan at least once every five years.

Accessibility Standards for Customer Service

Commitment

Opta is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities in the same high quality and timeliness as others.

Training

- Ensuring every person, who within the organization, interacts with the public is provided with training based on the requirements of the relevant accessibility laws and standards.
- Training is given to all employees, including those who participate in the development of the organization's policies, and all other people who provide goods, services, and facilities on behalf of the company.
- Training includes the purpose and importance of the accessibility standards developed by provincial legislation as well as tips on how to communicate, interact, and support people with disabilities.



- Training is provided as soon practicable within the onboarding process and on a continuous basis in respect to any changes made to the Accessibility policies.
- Completion of training is tracked and recorded, as well as certificates filed in the employee personnel file.

Planned Action

Opta welcomes customer feedback to improve the accessibility of products and services. We are committed to arranging, upon request, for the timely provision of accessible formats and communication supports for persons with disabilities to provide us feedback in a manner that is most convenient to them. This will be done through multiple communication channels such as in person, by telephone, in writing, by email, or any other electronic format. We believe that collecting feedback will help us learn about barriers in the workplace so we can work on making them accessible, if possible.

Accessibility Standards for Information and Communications

Commitment

Opta is committed to making our information and communications accessible to people with disabilities.

Accessible Formats and Communication Supports

The company has and will continue to incorporate new accessibility requirements under the standard by doing the following:

- Consult with employees to provide or arrange for the provision of accessible formats and communication supports that is suitable and meets the needs of people with disabilities in a timely manner.
- Provide accessible information that is needed in order to perform the employee's job.
- Make arrangements in a timely manner and at a cost that is no more than the regular cost charged to other persons.
- Notify the public about the availability of information in accessible formats and communication supports upon request.

Accessible Websites and Web Content

- Opta will continue to incorporate compliance with relevant accessibility legislation into website management and conduct audits to ensure ongoing compliance.
- All new web content posted on Opta public websites conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

Accessibility Standards for Employment

Commitment

Opta is committed to inclusive and accessible employment practices across all stages of the employment cycle to attract, retain, and accommodate people with disabilities. The organization will take the necessary steps to meet the employment regulations under relevant accessibility legislation relating to recruitment and selection, return to work, individual accommodation, workplace emergency response information, and performance management and talent development.

Recruitment, Selection, and Notice to Successful Applicants

Ongoing Initiatives:

- During the recruitment process, Opta will continue to notify the public including job applicants who are selected to participate in an assessment, that accommodations are available upon request for those with disabilities.
- When a selected applicant requests an accommodation, Opta consults with the applicant to provide or arrange suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.
- When making offers of employment, Opta will notify the successful applicant about its policies for accommodating employees with disabilities.
- Information about the availability of our policies will be stated in the offer letter and policies will be provided during the onboarding process, if requested.
- Successful applicants will be notified about the policies posted on the corporate website and that they can be made available upon request, in an accessible format, at any time throughout their employment.
- Employees will be provided with updated information whenever there is a change to existing policies.
- Employees will be advised that their dignity and privacy will be respected, and that information related to their accommodation needs will not be discussed without their consent.

Return to Work Process

Opta will continue to develop and document a return-to-work process that outlines the steps that the company will take to facilitate the return to work of employees who have been absent due to a disability and require disability-related accommodations in order to return to work. The return-to-work process incorporates the following elements:

- Identifying the essential job tasks or functions.
- Determining a reasonable method to provide accommodation that enables the employee with disability to perform the essential duties of the job.
- Maintaining the return-to-work policy in writing and tracking the progress of employees who are currently being accommodated as a result of disability.
- Developing and providing training to the managers and other professionals responsible for executing the return-to-work process.

The goal is to provide the employee with a timely return to work that is safe, productive, meaningful, and consistent with the worker's functional abilities. This return-to-work process does not replace or override any other return to work process under any other statute.

Individual Accommodation Plans

Opta will continue to develop and document individual accommodation plans which comprise part of the return-to-work process, performance management, and career development. The individual accommodation plan will be provided to the point of undue hardship and will incorporate the following elements:

- The employee's participation in the development of the individual accommodation plan.
- The manner in which the employee will be assessed on an individual basis.



- The manner in which Opta can request evaluations by an outside medical professional or other expert at our own expense to assist with determining if and how a suitable accommodation can be achieved.
- The manner in which the employee can request the participation of a representative from their bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- The frequency by which the plan will be reviewed and updated.
- The plan will outline the steps to follow when providing reasons to the employee, if the individual accommodation policy is denied.
- The plan will outline the steps to protect the privacy of the employee's personal information.
- The plan will be provided in an accessible format that considers the employee's accessibility needs.

Workplace Emergency Response Information

Opta believes that emergency preparation is an important component to the health, safety, and security of all people. We recognize the need for accommodation in an emergency for those individuals who are unable to follow the standard emergency plan in their work location. We will continue to develop individualized workplace emergency response plans for employees upon awareness of their needs for accommodation in an emergency. In addition:

- Opta will provide all existing public emergency procedures, plans and public safety information, upon request, in a timely manner and in accessible format.
- The individualized workplace emergency response plan will include the necessary steps individuals with disabilities will take during an emergency.
- Upon consent, we will provide designated assistance to employees with a disability when required.
- The plan will be communicated to the employee's manager and safety personnel on an 'as needed' basis.
- The plan will be maintained and updated with any changes to employee's accessibility needs and location.
- The information will be stored in an area that can be accessed by all Human Resource professionals.

Performance Management and Talent Development

Opta encourages and supports the growth and development of all employees in their career. We will consider the accessibility needs of employees with disabilities and reference the individual accommodation plans when:

- Using the organization's performance management process in respect of employees with disabilities.
- Providing career development and advancement opportunities to employees with disabilities.

In addition, we will develop and provide training programs to those individuals responsible for supporting performance management and talent development to ensure compliance to legal requirements under the AODA.



Accessibility Standards for Design of Public Spaces

Commitment

Opta is committed to incorporate accessibility into the design of public spaces when building or making significant renovations to existing public spaces. This will be done in accordance with the criteria established in existing accessibility standards including but not limited to the following:

- Parking lots and sidewalks.
- Waiting areas with fixed seating.
- Public eating areas.

For More Information

If you require more information on this accessibility plan in an accessible format, or wish to provide feedback, please contact us at:

Mailing Address: 104-3027 Harvester Rd., Burlington, ON, L7N 3G7

Phone Number: 905-689-7361

Email Address: info@optagroupllc.com