

## **Matcor-Matsu Group AODA Multi-Year Accessibility Plan**

As part of the Company's commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the *Accessibilities for Ontarians with Disabilities Act* (AODA). This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards including:

- Customer Service
- Information and communications
- Policies and training
- Employment
- Feedback

This plan applies to Matcor-Matsu Group as required by the AODA.

### **Information and communication**

In accordance with the AODA's Information and Communication Standard, the Company will:

- Ensure that all new internet websites and web content comply with the World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA by January 1, 2021.

### **Employment**

In accordance with the AODA's Employment Standards, by January 1, 2016, the Company will:

- Ensure inclusive employment processes for recruitment, retention and development, including:
  - Notification of the Companies commitment to accessibility and availability of accommodation
  - Provision of accessible formats and communication supports that take into account an Associate's accessibility needs
  - Taking Associates' disabilities and accommodation needs into account in respect of performance management and career development
  - Ensuring processes are in place to support Associate/workplace accommodation requests following absences from work and during an Associate's employment

### **Policies and Training**

Matcor-Matsu Group has and will continue to implement policies and practices and training initiatives in accordance with the AODA by taking the following steps:

- Implementing a policy outlining our commitment to accessibility for clients (implemented January 1, 2012)
- Training for our people on accessibility in provision of services to our clients (implemented January 1, 2012)
- Implementing a statement of our organizations commitment to meet the accessibility needs of persons with disabilities in a timely manner and in compliance with the AODA's Integrated Accessibility Standards (implemented as of January 1, 2014).
- Training for our Associate's on accessibility standards and human rights legislation, as it pertains to people with disabilities (by July 2014)

Training will be provided in a way that best suits the nature of our business operations.

### **Feedback**

Receiving feedback from our Associate's, clients and the public is an important part of our commitment to accessibility. In 2012, we developed a feedback process to respond to enquiries and suggestions. Details are available through Human Resources. We will continue to monitor and respond to feedback promptly.

For more information on this accessibility plan, please contact us:

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