

	Sector: All 
Subject: Multi-Year Accessibility Plan	Department: People & Culture
Approved By: Chief Executive Officer People & Culture Legal	Revised: January 2024

Purpose:

Compass Group Canada is committed to implementing, maintaining and enhancing accessibility with respect to employment, and the use of all goods and services, for all persons with disabilities, in a timely manner. Compass Group Canada shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- persons with disabilities will be given equal opportunity in the employment cycle and to obtain, use and benefit from goods and services.

Accessibility for Ontarians with Disabilities Act, 2005

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) became law on June 13, 2005. It builds on progress made under the [Ontarians with Disabilities Act, 2001](#), to create an accessible Ontario by 2025.

Under the legislation, the government of Ontario has developed mandatory accessibility standards that identify, remove and prevent barriers for persons with disabilities in key areas of daily living ("Accessibility Standards"). The Accessibility Standards apply to private and public sector organizations across Ontario.

The AODA and the corresponding regulations establish includes Accessibility Standards in:

- customer service;
- information and communications;
- employment;
- transportation; and
- the built environment.

Integrated Standards:

The [Ontario Regulation 191/11, the Integrated Accessibility Standards](#) became law on July 1, 2011, with compliance deadlines ranging from January 2012 to January 2021. It combines three Standards: [Employment](#), [Information and Communications](#), [Transportation](#), [Design of Public Spaces](#), [Customer Service](#) and outlines 'General' requirements.

Actions:

The table below outlines our initiatives in response to the Standards and compliance deadlines:

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
General Requirements		
Establish accessibility policies governing how Compass will meet its obligations under the AODA	3.(1)	Complete
Establish, implement and maintain a documented multi-year accessibility plan; post the plan on the website; review and update the plan at least once every five years	4.(1)	Complete
Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks	6.(2)	Complete
Training on the requirements of the accessibility standards and on the Human Rights Code as it relates to persons with disabilities	7.(1)	Ongoing
Upon hire, all new associates must participate in online training on the Integrated Standards.		Complete
Customer Service Standards		
Develop, implement and maintain policies governing the provision of Compass's services to persons with disabilities, and provide in an accessible format upon request	80.46 (1)	Complete
Training on accessible customer service	80.49 (1)	Ongoing
Information and Communications Standards		
Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	11.(1)	Complete
Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in consultation with the individual, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. Notify the public of the availability of these supports	12.(1), (2) and (3)	Complete
Provide any publicly available emergency response information in an accessible format, upon request	13. (1)	Complete
Ensure all internet websites and web content conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded)	14. (4)2	[In progress]
Employment Standards		
Notify Compass employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	22	Complete

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
During a recruitment process, notify job applicants when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	23	Complete
Notify successful job applicant of Compass's policies for accommodating employees with disabilities	24	Complete
Inform employees of Compass's policies used to support employees with disabilities	25	Complete
Consult with a requesting employee in a manner that considers his or her disability to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace	26.1 and 26.2	Complete
Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	27	Complete
Develop and implement a written process for documenting individual accommodation plans for employees with disabilities	28	Complete
Develop and implement a return to work process employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work	29	Complete
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	30	Ongoing
Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	31	Ongoing
Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	32	Ongoing
Design of Public Spaces		
Ensure that any newly constructed service counters and fixed queuing lines, and any newly constructed or redeveloped waiting areas, comply with the requirements of the AODA, and ensure the foregoing are maintained in a manner that continues to comply with the requirements of the AODA.	80.40	Complete

Customer Feedback:

Feedback from our customers provides Compass Group Canada with opportunities to learn and improve. Compass Group Canada recognizes the right of our customers to make a complaint, compliment or suggest ways to improve our services.

To ensure that the delivery of goods and services to persons with disabilities is provided in an effective and timely manner, customers are invited to provide their feedback in any preferred format including:

In person, by telephone, e-mail, or in writing, addressed to:

Accessibility Coordinator/Diversity and Inclusion Specialist
E-mail: diversity@compass-canada.com
1 Prologis Drive, Suite 400
Mississauga, Ontario L5W 0G2
Phone: 905-568-4636 or 1-800-465-2203 Ext 582

The Accessibility Coordinator will respond either in writing, in person, e-mail and/or by telephone, based on the format requested. They will acknowledge receipt and outline any actions that will be taken in response to the feedback.