

# PRL Accessibility Policy & Multi-Year Plan

## SUMMARY

The *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and *Ontario Regulation 191/11 Integrated Accessibility Standards* (“IAS”) set out processes for developing, implementing and enforcing accessibility standards. The AODA and IAS require that Purves Redmond Limited (“PRL”) create accessibility policies and a multi-year accessibility plan.

PRL is committed to providing accessible and inclusive services to all individuals, including those with disabilities. PRL has developed this Accessibility Policy and Multi-Year Plan to reduce and remove barriers and make our workplace more inclusive for everyone.

## Accessibility for Ontarians with Disabilities Act (AODA) Policy

### 1. Purpose

PRL is committed to providing accessible and inclusive services to all individuals, including those with disabilities, in compliance with *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and *Ontario Regulation 191/11 Integrated Accessibility Standards* (“IAS”). This policy outlines our commitment to removing barriers and improving accessibility for people with disabilities.

### 2. Policy Statement

2.1 **Accessibility Standards** PRL is dedicated to ensuring that our offices, services, information, and communications are accessible to all

individuals, including people with disabilities. We will adhere to the accessibility standards set out by AODA.

2.2 **Dignity, Independence, Integration, and Equal Opportunity**

We will provide services and accommodations in a manner that respects the dignity and independence of individuals with disabilities. We will promote integration and equal opportunity for everyone, regardless of their disability.

2.3 **Communication**

PRL will communicate with individuals with disabilities in ways that take their disabilities into account. We will ensure that our employees are trained to interact effectively and respectfully with individuals who have various types of disabilities.

- 2.4 **Information and Communications** We will provide information and communications in accessible formats, upon request, to individuals with disabilities. This includes providing accessible documents, digital content, and websites.
- 2.5 **Assistive Devices** PRL will welcome and support individuals who use assistive devices to access our services.
- 2.6 **Service Animals** We will welcome people with disabilities who are accompanied by service animals, ensuring they have access to all areas of our premises.
- 2.7 **Support Persons** We will welcome individuals with disabilities who are accompanied by a support person. A fee will not be charged for the support person's entry.

### 3. Training

- 3.1 PRL will ensure that all employees and volunteers are provided with training to effectively serve individuals with disabilities. Training includes:
- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
  - Our policies related to the Customer Service Standards
  - 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

### 4. Information and Communications

- 4.1 We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our company and its services in accessible formats or with communication supports:
- a) in a timely manner, taking 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.
- 4.2 We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the Company determines that information or communications are unconvertible, the Company will provide the requestor with:
- a) an explanation as to why the information or communications are unconvertible; and
  - b) a summary of the unconvertible information or communications.

### 5. Notice of Temporary Disruptions

- 5.1 In the event of a planned or unexpected disruption to services or facilities that may impact individuals with disabilities, PRL will provide notice of the disruption, including the reason for the disruption, its anticipated duration, and any alternative services available.

## **6. Employment**

- 6.1 We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
- 6.2 We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- 6.3 We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically 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
- 6.4 Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.
- 6.5 Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

## **7. Feedback Process**

- 7.1 PRL welcomes feedback on our accessibility services and encourages individuals with disabilities to provide feedback in their preferred format. Feedback can be provided through various means, such as in person, by telephone, in writing, or by email.
- 7.2 Feedback will be reviewed and addressed promptly to enhance our accessibility services.

## **8. Modifications to This Policy**

- 8.1 PRL is committed to developing and maintaining an accessible environment. We will review and modify this policy as necessary to ensure its continued relevance and effectiveness.

## **9. Contact Information**

- 9.1 For more information or to request a copy of this policy in an accessible format, please contact a member of the legal and compliance team at PRL.

# Multi-Year Accessibility Plan

PRL’s Accessibility Plan outlines programs, practices, and actions that we are taking to identify, remove and prevent barriers to accessibility.

ACCESSIBILITY FOCUS	PRL ACCESSIBILITY GOAL	ACTIONS TAKEN
<b>Establishment of Accessibility Policies</b>	Develop, implement and maintain policies governing how the Company achieves or will achieve accessibility.	Policies developed and existing policies amended as applicable.
<b>Accessibility Plans</b>	<ul style="list-style-type: none"> <li>(1) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Company’s strategy to prevent and remove barriers and meet the AODA and IAS requirements;</li> <li>(2) Post the accessibility plan on our website, if any, and provide the plan in an accessible format upon request; and,</li> <li>(3) Review and update the accessibility plan at least once every five years.</li> </ul>	<p>Multi-year Accessibility Plan developed and posted on the Company’s website.</p> <p>Multi-year Accessibility Plan will be provided in an accessible format upon request.</p> <p>PRL’s Accessibility Plan will be reviewed and updated at least once every five years.</p>
<b>Training</b>	Training on the requirements of the accessibility standards and on the Human Rights Code as it relates to persons with disabilities.	Training program created and added to PRL training platform.
<b>CUSTOMER SERVICE</b>		
<b>Customer Service Standards</b>	Develop and implement policies, and train colleagues on the policies, governing the provision of PRL’s services to persons with disabilities, and provide in an accessible format upon request.	Training program created and added to PRL training platform.

ACCESSIBILITY FOCUS	PRL ACCESSIBILITY GOAL	ACTIONS TAKEN
<b>INFORMATION AND COMMUNICATIONS</b>		
<b>Feedback</b>	Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Feedback process created and posted on PRL’s website.
<b>Accessible Formats and Communication Supports</b>	<p>On request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <ul style="list-style-type: none"> <li>(1) in a timely manner and</li> <li>(2) at a cost that is no more than the regular cost charged to other persons.</li> </ul> <p>Consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>	<p>Feedback process created and posted on PRL’s website.</p> <p>On request, PRL will provide, or arrange for the provision of, accessible formats and communication supports where applicable for persons with disabilities in a timely cost neutral manner.</p>
<b>Accessible Websites and Web Content</b>	Ensure internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, compliant per WCAG standards.	Existing and new websites developed are compliant with WCAG standards.
<b>EMPLOYMENT</b>		
<b>Recruitment, General</b>	Notify employees and the public about the availability of accommodation for applicants with disabilities.	Notice added to website, job ads and postings, and application forms.

<b>ACCESSIBILITY FOCUS</b>	<b>PRL ACCESSIBILITY GOAL</b>	<b>ACTIONS TAKEN</b>
<b>Recruitment, Assessment and Selection Process</b>	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.	Notice added to website, job ads and postings, and application forms.
<b>Notice to Successful Applicants</b>	Notify successful applicants of PRL's policies for accommodating employees with disabilities when making offers of employment.	Notice added to offer letters.
<b>Informing Employees of Supports</b>	Inform employees of policies used to support employees with disabilities.	Information shared with employees via PRL training platform, PRL intranet, and onboarding process.
<b>Accessible Formats and Communication Supports for Employees</b>	<ol style="list-style-type: none"> <li>(1) Where applicable consult with employee 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;</li> <li>(2) Consult with the employee making the request in determining the suitability of an accessible format or communication support.</li> </ol>	PRL consults with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.
<b>Workplace Emergency Response Information</b>	Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and PRL is aware of the need for accommodation due to the employee's disability.	Policies developed and shared with PRL employees.

<b>ACCESSIBILITY FOCUS</b>	<b>PRL ACCESSIBILITY GOAL</b>	<b>ACTIONS TAKEN</b>
<b>Document Individual Accommodation Plans</b>	Develop and implement a written process for documenting individual accommodation plans for employees with disabilities	Accommodation plans to be developed and implemented based on individual circumstances, PRL Accessibility Policies, AODA and IAS.
<b>Return to Work Process</b>	Develop and implement a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.	Return to work process to be developed and implemented based on individual circumstances, PRL Accessibility Policies, AODA and IAS.
<b>Performance Management</b>	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management process in respect of employees with disabilities.	Accessibility Policies developed and shared with PRL managers and leadership.
<b>Career Development and Advancement</b>	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees with disabilities.	Accessibility Policies developed and shared with PRL managers and leadership. Training program developed and provided to PRL employees via online education platform.
<b>Redeployment</b>	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Redeployment plan to be developed and implemented based on individual circumstances, PRL Accessibility Policies, AODA and IAS.
<b>Training</b>	Ensure that applicable training is provided to employees on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities.	Training program developed and provided to PRL employees via online education platform.

## Feedback Regarding Accessibility

PRL welcomes feedback on our policies and services. In particular, PRL encourages persons with disabilities to provide comments on the services they receive, including feedback regarding the accessibility of those services.

For more information, or to provide feedback on this accessibility plan, please contact us:

### Our Web Site

Use the “Contacts & Locations” section of the web site.

### By Mail

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