

	Multi-Year Accessibility Plan
Original Published Date: December 1, 2014	Revised Published Date:
Area Representative:	Pages: 5

Accessibility for Ontarians with Disabilities Act (AODA)

The Crupi Group is committed to serving our customers and consumers, partnering with our suppliers and interacting with staff members in a way that respects the dignity and independence of people with disabilities. We are also committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our goods and services as other customers, suppliers and employees.

Multi-Year Accessibility Plan

This 2014-2021 accessibility plan outlines the policies and actions that The Crupi Group will put in place to improve opportunities for people with disabilities.

OUR COMMITMENT

The Crupi Group is committed to serving our customers and consumers, partnering with our suppliers and interacting with staff members in a way that respects the dignity and independence of people with disabilities. We are also committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our goods and services as other customers, suppliers and employees. We are committed to meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) which includes accessibility standards in:

- **Customer Service**
- **Information and Communication**
- **Employment**
- **Transportation**
- **The Built Environment**

GENERAL REQUIREMENTS

Accessibility Policy and Multi-Year Accessibility Plan

Actions Taken:

- The Crupi Group has implemented the AODA Customer Service Standard requirements.
- The Crupi Group's Multi-Year Accessibility Plan was created to identify, remove and prevent barriers to accessibility.
- The Accessibility Policy and Plan are posted on The Crupi Group's website at www.crupigroup.com. Upon request, the Crupi Group will provide a copy of the Accessibility Policy and Plan in an accessible format.

Training

The Crupi Group will provide training on the requirements of the IASR (Integrated Accessibility Standard Regulation) and continue to provide training on the Human Rights Code as it relates to people with disabilities to all employees, including paid and unpaid positions, who interact with the public on our behalf. Training will also be provided to those who are involved in the development and approval of customer service policies, practices and procedures by January 1, 2015. Training will be provided in a way that best suits the duties of employees and other staff members.

Planned Actions:

- Develop and implement the necessary training materials.
- Ensure training is provided before or as soon as possible after commencement of employment.
- Keep and maintain records of training provided.

INFORMATION AND COMMUNICATION STANDARDS

The Crupi Group is committed to meeting the communication needs of people with disabilities. Upon request, the Crupi Group will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. The Crupi Group will consult with the person making the request in determining the suitability of an accessible format or communication support and will notify the public about the availability of accessible formats and communication supports.

Feedback

The Crupi Group is committed to conducting a review of all feedback processes across the organization, both internally and externally, to ensure that processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request by January 1, 2015.

Actions Taken:

- Feedback will be accepted by the Human Resources Manager at 416-291-1986 or by mail to PO Box 272, 85 Passmore Avenue, Toronto, ON, M1S 3B6 or by email at info@crupigroup.com.
- The Crupi Group will provide or arrange for accessible formats and communication supports upon request.
- Accessible formats and communications supports can be requested on the Crupi Group's website at www.crupigroup.com.

Accessible Websites and Web Content

The Crupi Group will ensure that our internet websites and web content will conform with WCAG 2.0 Level AA by January 1, 2021 to the extent required.

Planned Actions:

- A review will be completed of the required changes that need to be made to website by January 1, 2021.

EMPLOYMENT STANDARDS

The Crupi group aims to provide fair and accessible employment practices to all its prospective and current employees. As a result, we are committed to working towards meeting the legislative requirements as it relates to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees and representatives with disabilities access to the same opportunities.

The Crupi Group will ensure that all employment standards meet accessibility requirements by January 1, 2016. We are working towards taking the following steps in three major areas of employment standards: Recruitment, Accommodations for Staff and Performance Management, Career Development and Redeployment.

Recruitment

The Crupi Group Human Resources department is committed to notifying its staff members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

By January 1, 2016, The Crupi Group will:

- Review and modify existing recruitment, assessment and selection processes and procedures.

- The Crupi Group Human Resources team will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, the Crupi Group will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- When making offers of employment, the Crupi group will notify the successful applicant of its policies for accommodating employees with disabilities.
- Develop and provide training to colleagues responsible for recruitment, assessment, selection and on-boarding to ensure compliance with accommodation.

Accommodations for Staff

The Crupi Group will ensure that we are creating and following measures for any staff member who requires accommodation as a result of a disability.

Informing Employees of Supports

The Crupi Group will continue to inform its staff of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account a staff member's accessibility needs due to disability. This information will be provided to new employees and representatives as soon as practicable after commencing employment. This process will be in place by January 1, 2016.

Accessible Formats and Communication Supports for Staff

The Crupi Group is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. Upon the request of an employee or representative with a disability, the Crupi Group will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees, including information as it relates to conducting performance management, providing career development and advancement to employees, or when redeploying employees.

- In determining the suitability of an accessible format or communication support, the Crupi Group will consult with the employee making the request.

Workplace Emergency Response Information

- The Crupi Group will provide Individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Crupi Group is aware of the need for accommodation due to the employee's disability. The Crupi Group will provide this information as soon as practicable after becoming aware of the need for accommodation.
- Where the employee requires assistance, the Crupi Group will, with the consent of the employee, provide the workplace emergency response information to the person designated by the Crupi Group to provide assistance to the employee.
- The Crupi Group will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

For those employees who require individual accommodation due to a disability, the Crupi Group is committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans. Individual accommodation plans will include individualized workplace emergency response information (where required), and will identify any other accommodation including accessible formats and communications supports provided.

Planned Actions:

- Review and modify existing policies and processes for the development of individual accommodation plans.
- Develop and provide training to managers and other colleagues responsible for supporting the individual accommodation plan.

Return to Work Process

The Crupi Group maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps the Crupi Group will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997).

Performance Management, Career Development and Redeployment

The Crupi Group will Continue to take into account the accessibility needs of employees with disabilities,

as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Transportation

As the Crupi Group does not provide transportation services, the Transportation Standard does not apply.

DESIGN FOR PUBLIC SPACES STANDARDS

The Crupi Group is committed to meeting the accessibility standards for the Design of Public Spaces when building or making major modifications to public spaces.

The Crupi Group will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event that a service disruption occurs the Crupi Group will make the disruption known to customers and any alternative available in the following ways:

- a) The Crupi Group will post notice of the service disruption on premises in the area where the service disruption has occurred.
- b) Notice may notify customers of the service disruption by means of recorded message, physical posting at the location or other reasonable means in the circumstances.

FOR MORE INFORMATION

For more information on this accessibility plan or to request for an accessible format of this document, please contact the following:

Human Resources Department
PO Box 272, 85 Passmore Avenue
Toronto, Ontario
M1S 3B6
416-291-1986
accessibility@crupigroup.com