



## **ACCESSIBILITY PLAN**

2026-01-20

REV. 0



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## Revision History

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| <b>Revision</b> | <b>Date<br/>(YYYY-MM-DD)</b> | <b>Change description</b>  | <b>Created by</b> | <b>Approved by</b> |
|-----------------|------------------------------|--|-------------------|--------------------|
| 0               | 2026-01-20                   | Created a new plan as per the Accessibility for Ontarians with Disabilities Act (AODA) | J LACROIX         | M. Rocha           |
|                 |                              |  |                   |                    |
|                 |                              |  |                   |                    |

## 1. REFERENCES

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- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C 11
- Code on Conduct and Ethics Policy
- Workplace Harassment and Anti-Violence Policy

## 2. SCOPE

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This plan addresses AODA requirements and related standards, including:

- Customer Service
- Information & Communication
- Employment
- Design of Public Spaces (if applicable)
- Emergency Procedures

### Objectives:

1. Train all employees on accessibility responsibilities.
2. Ensure information, communication, and digital content are accessible.
3. Support accessible recruitment, employment, and career development.
4. Maintain a safe and accessible workplace.
5. Monitor, track, and report progress on accessibility initiatives.

### **3. PURPOSE**

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Lopes Limited is committed to creating an inclusive and accessible environment for all employees, clients, and visitors. This plan outlines our strategy to identify, prevent, and remove barriers to accessibility over the next five years.

- Applies to all Lopes services, facilities, programs, and employment practices.
- Uses feedback from employees, clients, and stakeholders with disabilities to continuously improve accessibility.

### **4. ACCOUNTABILITY**

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| <b>Role</b>                       | <b>Responsibility</b>   |
|-----------------------------------|---|
| <b>Human Resources</b>            | Oversees plan implementation, progress monitoring, and compliance.      |
| <b>Managers &amp; Supervisors</b> | Ensure training, emergency procedures, and accommodations are followed. |
| <b>Employees</b>                  | Complete training and report barriers or issues.                        |
| <b>Clients/Public</b>             | Provide feedback on accessibility.                                      |



## 5. ACCESSIBILITY

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### 5.1 POLICY & PROCEDURES

| Initiative                                | Status             | Notes  |
|---|--------------------|--|
| Develop and maintain Accessibility Policy | Completed Jan 2026 | Reviewed annually  |
| Develop Multi-Year Accessibility Plan     | Completed Jan 2026 | Reviewed annually  |
| Post Plan on website                      | Completed Jan 2026 | Accessible formats available on request                        |
| Review/update all policies                | Annually           | Consult employees, clients, and stakeholders with disabilities |
| Provide alternative formats               | Ongoing            | Large print, audio, text-to-speech, etc.                       |

### 5.2 INFORMATION & COMMUNICATIONS

| Initiative                             | Status       | Notes                                  |
|--|--------------|--|
| Accessible feedback via website        | April 2026   | Allows multiple formats                |
| Provide info in accessible formats     | Ongoing      | Consult requestor for suitability      |
| Notify public of accessibility support | Jan 26, 2026 | Website, signage, verbal announcements |



## ACCESSIBILITY PLAN

| Initiative                               | Status                  | Notes                                   |
|--|-------------------------|---|
| Ensure digital content meets WCAG 2.0 AA | April 2026              | Applies to website & electronic content |
| Timely response to requests              | Within 10 business days | Designated trained staff                |
| Review communication policies            | Annually                | Incorporate employee & client feedback  |

## 5.3 RECRUITMENT & EMPLOYMENT

| Initiative  | Status    | Notes                                 |
|---|-----------|---------------------------------------|
| Notify applicants of accommodation availability         | Ongoing   | During assessment & selection         |
| Provide accessible formats/supports for job tasks       | As needed | Consult applicant for suitability     |
| Individual Accommodation Plans                          | As needed | New hires & current employees         |
| Return-to-work process                                  | As needed | Individualized after disability leave |
| Consider accessibility in performance/career management | Ongoing   | Continuous consultation               |
| Review recruitment procedures                           | Annually  | Ensure accessibility at all stages    |



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| Initiative  | Status  | Notes                      |
|---|---------|----------------------------|
| Include accommodation notice in interview scripts | Ongoing | Applicants informed        |
| Notify successful applicants of policies          | Ongoing | During offer of employment |

## 5.4 EMERGENCY RESPONSE

| Initiative                                   | Status    | Notes  |
|--|-----------|--|
| Individualized emergency response plans      | As needed | With employee consent, reviewed annually               |
| Communicate plans to managers & safety staff | As needed | Ensures staff are prepared                             |
| Train managers & safety staff                | Annually  | Support employees with disabilities during emergencies |
| Test emergency plans                         | Annually  | Include drills & feedback                              |



## ACCESSIBILITY PLAN

### 5.5 PREVENTATIVE & EMERGENCY MAINTENANCE

| Initiative                                       | Status      | Notes  |
|--|-------------|--|
| Report unsafe/inoperable accessible elements     | As needed   | Immediate reporting to management  |
| Secure & mark affected areas                     | As needed   | Prevent risk to employees & visitors   |
| Arrange repairs promptly                         | As needed   | Internal/external contractors  |
| Implement temporary alternatives                 | As feasible | Maintain accessibility during disruption   |
| Notify public of disruptions                     | As needed   | Include reason, duration, alternative access; via signage, website, direct communication |
| Track disruptions for improvement                | Annually    | Identify recurring barriers  |
| Provide advance notice for scheduled maintenance | As feasible | Accessible formats for notices   |

### 5.6 DESIGN OF PUBLIC SPACES (IF APPLICABLE)

| Initiative   | Status   | Notes   |
|--|----------|---|
| Ensure accessibility in new construction/renovations | Ongoing  | Follow AODA Design of Public Spaces Standards                             |
| Review public space accessibility                    | Annually | Includes ramps, pathways, entrances, washrooms, service counters, parking |



| Initiative                       | Status          | Notes                             |
|----------------------------------|-----------------|-----------------------------------|
| Consult employees & stakeholders | During planning | Ensure designs meet diverse needs |

## 6. TRAINING OF THE PLAN

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| Initiative                             | Status                 | Notes  |
|--|------------------------|--|
| Training for current staff & new hires | Jan 26, 2026 & ongoing | Covers AODA overview, Customer Service, Employment, Info & Communication |
| Track attendance                       | Ongoing                | Ensure all staff complete training                                       |
| Train on policy updates                | Ongoing                | Include periodic refreshers  |
| Evaluate training effectiveness        | Annually               | Feedback forms & knowledge checks  |

## 7. MONITORING AND EVALUATING THE PLAN

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### Monitoring:

- Human Resources and Health and Safety department will monitor compliance and progress.
- Policies, procedures, and initiatives are reviewed annually.
- The Multi-Year Accessibility Plan is formally updated at least every five years



## ACCESSIBILITY PLAN

### Feedback

- Employees, clients, and the public are encouraged to provide feedback.
- Feedback is tracked, reviewed, and used to improve policies and services.
- Annual updates on accessibility initiatives will be available on the website in accessible formats.