

## Net Electric Limited Accessibility Plan

### Message from the President

Net Electric Limited is committed to improving accessibility and inclusion throughout the organization by identifying, removing, and preventing barriers for people with disabilities.

We are committed to working towards the Government of Ontario's goal of an accessible Ontario by 2025. Ensuring our services and facilities are as inclusive as possible aligns with our own values as well as with the Accessibility for Ontarians with Disabilities Act (AODA).

The 2022-2025 Multi-Year Accessibility Plan (MYAP) will help Net Electric Limited comply with Ontario's accessibility laws and meet our own accessibility policy commitments. The Plan will also provide a roadmap for the Net Electric team members to continue to work towards a more accessible and inclusive organization.

This Plan has been reviewed and approved by the Net Electric Management and Health & Safety/Human Resources team responsible for AODA compliance and coordination of accessibility initiatives at Net Electric. We thank all those involved in developing the Plan and we welcome your comments and feedback. As Net Electric works to avoid and remove barriers, its dedication, commitment and focus in this area remains unwavering.



Tom Beros  
President, Net Electric Limited

## Introduction

Currently, people with disabilities, including physical disabilities, cognitive impairment, developmental or learning disabilities and others, make up 14% of the Ontario population, and this number is projected to rise with the aging of our population, according to the Ontario Ministry of Community and Social Services.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the purpose of:

*"....developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."*

Net Electric is committed to treating all individuals in a way that allows them to maintain their dignity and independence. Net Electric believes in integration, equal opportunity, access, and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing, and removing barriers to accessibility.

## SECTION ONE: Past Achievements to Remove and Prevent Barriers

- Develop, review, and revise as necessary a plan to provide Accessibility Standards for Customer Service.
- Ensure all persons who deal with the public or other third parties and all those involved in developing policies in this regard are trained to communicate and provide the best customer service to all clients, including persons with disabilities.
- Ensure employee completion of accessibility training is tracked and recorded.
- Ensure that if a person with a disability is accompanied by a support person, the support person is accommodated and that there will be no additional fees or charges as a result.
- Ensure that persons with disabilities who require the use of a service animal are permitted to access all areas of our premises open to the public or third party, with the service animal.
- Provide notice to clients or third parties in the event of a temporary service disruption as soon as possible.
- Welcome and appreciate feedback from persons with disabilities through multiple communication channels.
- Met internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.
- Accessibility Plan has been added to our website
- Provide or arrange for the provision of accessible formats and communication supports.
- File compliance report

## **Training**

We are committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We provide Accessibility for Ontarians with Disabilities Act (AODA) Training and will continue to refresh that training as it relates to their specific roles. Training records are retained and maintained.

## **Information and Communications**

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports; we have also met internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. The Company will maintain compliance for new internet websites and web content.

## **Employment**

We will notify potential hires that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities and have put in place a process to develop individual accommodation plans for employees.

Where needed, we also provide customized emergency information to help an employee with a disability during an emergency.

## **Changes to Existing Policies**

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

## **SECTION TWO: Strategies and Actions for 2022-2025**

### **Customer Service**

Net Electric has pledged to providing accessible customer service to people with disabilities. This means that we will continue to improve on providing services to people with disabilities and do so with the same high quality and timeliness.

Net Electric is dedicated to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Net Electric is committed to complying with both the Ontario Human Rights Code and the AODA and is dedicated to excellence in serving all customers including people with disabilities.

Our accessible Diversity, Equality, and Inclusion Plan is consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

## **Information and Communications**

Net Electric will continue to develop communication solutions for people with disabilities in ways that take into account their disability; we will work with the person with a disability to determine what method of communication works for them, which may include (but is not limited to) one-on-one communication, transcripts of video data, and large-print formats of documents.

## **Employment**

Net Electric is committed to fair and accessible employment practices. As part of that commitment, we will develop a script for job postings or standard email to notify applicants of our organization's commitment to address barriers in your employment processes.

We will notify staff that supports are available for those with disabilities.

We will review Accessible Interviewing resources for considerations in making our interviewing process barrier-free.

We will put in place a process to develop individual accommodation plans for employees.

We will develop an offer letter template with standard wording on Net Electric's policies for accommodating employees with disabilities.

## **Training**

We are committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We provide Accessibility for Ontarians with Disabilities Act (AODA) Training and will continue to refresh that training as it relates to their specific roles. Training records are retained and maintained.

## Availability of Documents

Net Electric will provide or arrange for the provision of accessible formats and communicating supports that takes into account the person's accessibility needs due to disability. Net Electric will provide this document in an accessible format or with communication support, on request.

We will consult with the person making the request to determine the suitability of the format or communication support. We will ensure that the content is directly accessible to as many people as possible, and capable of being re-presented in different formats to match different peoples' sensory, physical, and cognitive abilities. We will provide the accessible format in a timely manner and, at no additional cost.

## Questions and Comments

Net Electric welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

To provide feedback or request further information regarding this plan, contact us using any of the following methods. A response can be expected in no more than 10 days.

Email: [lisay@net-electric.com](mailto:lisay@net-electric.com)

In-Person: Lisa Young, Health & Safety/Human Resources  
8-120 Newkirk Road, Richmond Hill, Ontario, L4C 9S7

Net Electric Limited will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.