

# Laker Energy Products Ltd Multi-Year Accessibility Plan

## 2012 - 2021

### Intent

This Accessibility plan outlines the policies and actions that Laker Energy Products (Laker) will put in place to prevent and remove barriers to accessibility and describes the Company's approach to meeting or exceeding the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11. This plan is a continually expanding and fluid document that will be updated at least every five years, as Laker's accessibility strategy evolves.

### Laker's Commitment to Accessibility

Laker is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with disabilities Act.

### Feedback

Laker welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback.

**Created:** July 10, 2020

**Updated:** December 3, 2020


### Reviewed by the Plant Leadership Team

  
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	and a description of any alternative facilities HR or services available.				
4. Provide training to individuals that interact with members of the public.	<p>Training is provided to all persons who interact with the public on LAKER's behalf as well as participate in developing policies, practices and procedures regarding the provisions of goods and services to persons with disabilities.</p> <p>Training will occur on an ongoing basis in order to incorporate changes to policies, practices and procedures.</p>	2012	HR	Noted in policy HR-15 - Integrated Accessibility Policy, section 6.	Complete
5. Implement a process for receiving and responding to feedback regarding the provision of goods and services to persons with disabilities. Feedback may be provided in person, by telephone, in writing, or electronically.	Establish a process for receiving and responding to feedback to persons with disabilities. Feedback process available on website.	2012	HR	Noted in policy HR-15 - Integrated Accessibility Policy, section 5.05.	Complete
6. Notify the public that customer service standard documents are available, upon request.	All customer service standard documents will be posted on company website.	2012	HR	Noted in policy HR-15 - Integrated Accessibility Policy, section 5.01.	Complete

#### Integrated Accessibility Standards – General

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Establish accessibility policies and procedures outlining how Laker will develop, implement, and maintain legislation. Make public.	<p>Develop, implement and maintain polices related to how Laker has and will continue to achieve accessibility.</p> <p>Provide document to public in an accessible format upon request.</p>	January 2014	HR	<p>Laker's Accessibility Policy will be posted on the company website. Upon request, Laker will provide a copy of the Accessibility Policy in an accessible format. The Accessibility Policy will be periodically reviewed to ensure they accurately reflect Laker's practices.</p> <ul style="list-style-type: none"> <li>- Policy HR-15 Integrated Accessibility Policy has been created – section 5.01</li> <li>- Posted to website</li> </ul>	<p>Complete</p> <p>Complete</p>

2. Provide a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. Make public.	Develop a statement of commitment that will guide Laker's mandate to meet the accessibility needs of persons with disabilities.  Provide document to public in an accessible format upon request.	January 2014	HR	Laker's Statement of Commitment has been incorporated into the Accessibility Policy. HR-15, section 1. Accessibility Policies are posted on the company website and on the S drive, under Human Resources, Policies.	Complete  Complete
3. Develop multi-year accessibility plan. Make public.	Establish, implement and maintain a multi-year accessibility plan that addresses strategies to remove and/or prevent barriers.  Post multi-year plan on company bulletin board.  Review and update plan every five (5) years.  Provide document in accessible format upon request.	January 2014	HR	Laker's Accessibility Plan has been created and is note in HR-15 - Integrated Accessibility Policy, 5.01, a.  The Accessibility Plan is posted on the company bulletin board.	Complete  Complete
4. Provide training on the requirements of the Integrated Accessibility Standard (IASR) and on the Human Rights Code as it pertains to persons with disabilities.	Develop and provide training to all employees, volunteers, persons who participate in developing policy; all persons who provide goods, services, or facilities on behalf of Laker regarding the requirements of accessibility standards as it relates to persons with disabilities.  Records to be maintained on training provided.	January 2015	HR	Human resources will develop a training module and implement training plans.  Laker will incorporate the IASR and Human Rights modules into new employee orientation. Training records maintained in HR files.	Complete

#### Integrated Accessibility Standards – Information & Communications

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Provide emergency procedures, plans or public safety information that is made available to public in accessible formats or with communication supports, upon request.		2012	HR		

2. Develop and implement internet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	Website content published after January 1, <b>2012</b> will conform with WCAG 2.0, Level A. Website content published after January 1, <b>2012</b> LAKER will develop websites that comply with WCAG 2.0 standard, Level AA	<b>January 2014 (new websites) January 2021, all internet websites</b>	HR and Communications	Working with BWXT to update website per AODA requirements.	Complete
3. Implement a process for receiving and responding to feedback that is accessible to persons with disabilities or arrange for accessible formats and communications supports, upon request.	Laker to establish an accessible process for receiving and responding to feedback with persons with disabilities. Feedback process to be available on website.	2015	HR	Noted in policy HR-15 - Integrated Accessibility Policy, section 5.05.  Feedback process noted on website.	Complete  Complete
4. Provide or arrange for accessible formats and communications supports for persons with disabilities, upon request. Let the public know.		2016	HR	Noted in policy HR-15 - Integrated Accessibility Policy, section 5.05.	Complete

#### Integrated Accessibility Standards – Employment

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Provide individualized workplace emergency response information to employees with known disability. Also, to provide, if required, emergency response information to person designated to provide assistance to employee. Laker will review the individualized workplace emergency response information as required.	Request employees identify their accessibility needs and if they require assistance/accommodations during an emergency.  Implement emergency preparedness plans and programs.  Include accommodations in the emergency preparedness plan.	January 2012	HR	Noted in policy HR-15 - Integrated Accessibility Policy, section 5.02, e and 5.06.  Communicate availability of Accommodation Plans to current employees and during the new hire orientation process.	Complete  Complete
2. Notify job applicants during the recruitment process that accommodations are available upon request when an individual is selected in the assessment process.  Consult with the applicant and provide suitable accommodation in a manner that takes into	Hiring managers are aware of the requirements and should notify candidates that LAKER provides accommodation during the interview/selection process.	January 2016	HR	Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section a & b.  Laker will notify all internal/external job applicants by added an accommodation statement to job postings.	Complete  Complete

account the applicants accessibility needs due to disability.				<p>Laker will advise that accommodation is available upon request when inviting an applicant to an interview or assessment.</p> <p>When arranging accommodation, Laker will consult with the applicant to determine their specific accessibility needs.</p>	Complete
3. Notify successful applicants of policies for accommodating employees with disabilities.	Hiring managers are aware of the requirements and should notify successful applicants that Laker provides accommodation to employees with disabilities.	2016	HR	Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section c	Complete
4. Inform employees of policies used to support employees with disabilities. Provide the information required to new employees as soon as practicable after they begin and provide updated information when changes to policies occur.	Orientation for all new employees regarding policies of employment equity and accommodation.	2016	HR	<p>Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section d.</p> <p>Relevant policies are reviewed during orientation for all new employees.</p>	<p>Complete</p> <p>Complete</p>
5. Provide or arrange for accessible formats and communication supports upon request for workplace information which includes: <ul style="list-style-type: none"> <li>information required to perform their jobs;</li> <li>general information that is available to all employees at work</li> </ul>	Ensure process to provide supports are in place.	2016	HR	Educate Managers about these requirements over the next year.	Complete
6. Implement a process for documented individual accommodation plans for employees with disabilities. The process for the development of individual plans will include the following: <ul style="list-style-type: none"> <li>The employee requesting accommodation will participate to develop the individual accommodation plan;</li> <li>The employee will be assessed individually;</li> <li>The employer can request evaluation by an outside medical or other expert;</li> <li>the employee's personal information will be protected;</li> <li>individual accommodation plans will be reviewed and updated;</li> </ul>	Ensure a process of documented individual accommodation plans are integrated in Laker's Policies and Procedures.	2016	HR	Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.06.	Complete

<ul style="list-style-type: none"> <li>• if an accommodation plan is denied, the employee will receive reasons for the denial; and</li> <li>• the plan will be provided in a format that takes the employees accessibility needs into account.</li> </ul>					
7. Develop a process for employees who are returning to work due to a disability and require disability related accommodations. Include outline of steps that Laker will take to facilitate return to work while taking individual accommodation plan into consideration.	Create and maintain return to work process. Ensure existing return to work program address steps required to address accommodation needs.	2016	HR	<p>Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section f.</p> <p>Also see HS-05 – Return to Work Program.</p>	Complete
8. Consider accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management process.	Laker to consider employee accessibility needs when providing performance management. Process to be documented and communicated to employees and management that deal with performance management activities.	2016	HR & Department Managers	<p>Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section g.</p> <p>- refer to Perform Review policy once complete.</p>	Complete
9. Consider accessibility needs as well as individual accommodation plans when assessing career development and advancement of employees with disabilities.	Laker to consider employee accessibility needs when providing career development. Processes to be documented and communicated to employees and management that deal with career development.	2016	HR & Department Managers	Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section g.	Complete
10. Take into account accessibility needs of employees with disabilities as well as individual accommodation plans when considering redeployment of employees.	Laker to consider employee accessibility needs when redeployed. Processes to be documented and communicated to employees and management that deal with redeployment.	2016	HR & Department Managers	Noted in policy HR-15 - Integrated Accessibility Policy. Section 5.02, section g.	Complete