

Accessibility Plan Progress Report 2024

General:

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Employment:

We plan to review our employment practices with the goal of attracting new employees and retaining existing employees, including persons with disabilities.

1. Parrish & Heimbecker, Limited ("P&H") plans to set up a centralized point of contact for all questions and requests related to accessibility.
2. P&H plans to include a statement in each of our job postings that accommodations for all candidates with disabilities is available throughout the recruitment and employment process.
3. P&H plans to implement a "Stay at Work" program that promotes and provides employees with disabilities with workplace accommodations.
4. P&H plans to provide accessibility awareness training to all managers and supervisors within the current fiscal year.
5. P&H plans to promote accessibility to our leaders and employees through various communication channels including our intranet, company newsletters, and communication boards.

Progress:

We have incorporated a centralized point of contact for all questions and requests related to accessibility into our plan. This plan has been communicated out to our employees as well as posted onto our website. We continue to promote accessibility to our leaders and employees through various communication channels. We have also revised our job posting template to include the following statement "Accommodations in relation to the job selection process are available upon request for both internal and external candidates taking part in all aspects of the recruitment process." Implementation of a "Stay at Work" program has begun with an anticipated roll out date of Fall 2024. This program will be administered with the goal of providing workplace accommodations for employees who do not require time away from work but do require a temporary or long-term accommodation following a non-occupational injury, illness or disability. Lastly, accessibility awareness training has been developed with plans to deliver to all managers and supervisors by the end of 2024.

Built Environment:

We plan to take a proactive approach in the identification of barriers that may hinder or limit current or future employees with disabilities:

1. P&H plans to establish individual evacuation plans for those employees who have disclosed a disability and who have requested assistance in the event of an emergency.
2. P&H will provide accessible parking marked by the International Symbol of Accessibility, where feasible.
3. P&H will consider accessibility when current facilities and structures are being renovated and in the design of new buildings and structures.

Progress:

We have started discussions with site leaders regarding establishing individual evacuation plans for employees who have disclosed a disability and have requested assistance in the event of an emergency. We will also be highlighting this commitment in our accessibility awareness training with an ask for site leaders to review this as part of updating their emergency response plans. A review of accessible parking at our facilities and offices will also be requested. In consultation with our engineering department, we confirmed that when there are new builds or current facilities and structures are being renovated accessibility is being considered. For example, we are installing personnel elevators, where possible, staircases as opposed to ladders, providing sit-stand desks, etc. We are also incorporating barrier free washrooms, automatic doors and ramps into all our new build plans.

Information and Communication Technologies (ICT):

P&H plans to work closely with the IT Department to ensure accessibility is considered within the scope of IT requests and new technologies. Questions that will be asked include:

1. Are technology assistive devices made available, when requested?
2. Are fonts being used that can be read by screen readers and other assistive devices?
3. Are headings used correctly to organize the structure of our content?
4. Are links given unique and descriptive names?
5. Are electronic forms designed for accessibility?

Progress:

We completed a migration to Microsoft 365 which includes greater accessibility features. We communicated what these accessibility features were as well as highlighted to our employees that they can reach out to our IT team to determine whether a technology assistive device may aid in granting greater accessibility for their work tasks.

The Procurement of Goods, Services and Facilities:

1. P&H plans to review our supplier approval procedures and service agreements for accessibility.

We have amended our current supplier approval procedures and service agreements to ensure accessibility for diverse disabilities is a factor in the decision process when selecting suppliers for training, conferences, etc.

Customer Service:

P&H is committed to providing a high level of internal and external customer service.

1. We will provide customer service by communicating in person, by email, in writing, by phone, or by any other alternative format when requested by an individual.
2. We will support customers, vendors, suppliers, and visitors by allowing individuals to use their personal assistive devices while on our premises.

Accessibility awareness training has been developed with plans to deliver to all managers and supervisors by the end of 2024 and we will be working on a process in which customers can raise accessibility concerns by June 2026.

Consultations:

P&H consulted with persons with disabilities by phone in the preparation of our Accessibility Plan.

Feedback:

We accept feedback by regular mail, phone, and email.

Feedback will be acknowledged in the same way that the feedback is sent to us.

We do not acknowledge feedback that is sent to us anonymously.

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