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Owner:	Corporate		Released	2019-01-28	Last Reviewed:	2025-12-01

1. PURPOSE

At OE Utility Services (OE or the Company), we are committed to providing accessible, inclusive, and barrier-free services and workplace environments that adhere to the principles of dignity, independence, integration, and equal opportunity. We support the full inclusion of people with disabilities, as outlined in the Accessibility for Ontarians with Disabilities Act (AODA), 2025, and the Integrated Accessibility Standards Regulation (IASR).

2. SCOPE

This policy applies to all employees, management, contractors, job applicants, visitors, clients, job-site visitors, and members of the public who access OE Utility Services' locations or services.

3. GUIDING PRINCIPLES

OE Utility Services aligns its accessibility practices with the following principles:

- Dignity: Providing services that respect the dignity of individuals with disabilities.
- Independence: Promoting opportunities for people with disabilities to act on their own.
- Integration: Encouraging full participation in the workplace and service delivery.
- Equal Opportunity: Ensuring equal access to employment, goods, and services.

4. GENERAL REQUIREMENTS

4.1. Accessibility Policies

OE maintains written policies governing accessibility and the Customer Service Standards (CORP-POL025) and Integrated Accessibility Standards (CORP-POL026), which are made available to the public in accessible formats upon request.

4.2. Multi-Year Accessibility Plan

A Multi-Year Accessibility Plan is developed, implemented, and reviewed at least every five years.

The plan outlines strategies to prevent and remove barriers and is posted on the company website. Annual progress updates are prepared and made available in accessible formats.

4.3. Training

Training is provided to all employees, contractors, and others who interact with the public on behalf of the company. Training includes:

- The requirements of the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code (as it relates to disability);
- OE's accessibility policies;
- Procedures for providing accessible customer service.

Records of all training sessions, including attendance and completion, are maintained.

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5. INFORMATION AND COMMUNICATIONS STANDARD

5.1 Accessible Formats and Communication Supports

Upon request, OE will provide or arrange for accessible formats and communication supports for persons with disabilities.

Requests will be addressed in a timely manner, taking into account the person's accessibility needs.

5.2 Emergency Information

Emergency procedures, plans, or public safety information will be provided in accessible formats upon request.

5.3 Website Accessibility

All new or significantly refreshed websites and web content will conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Regular audits will be conducted to maintain ongoing compliance.

6. EMPLOYMENT STANDARD

6.1 Recruitment

OE notifies employees and the public that accommodations are available during the recruitment process. Candidates selected for interviews are informed of the availability of accommodations.

6.2 Informing Employees of Supports

All employees are informed of available accessibility policies and accommodation supports upon hiring and when changes occur.

6.3 Workplace Emergency Response Information

Individualized emergency response plans are developed for employees with disabilities who require assistance during an emergency.

6.4 Individual Accommodation Plans

Documented accommodation plans are developed in collaboration with employees requiring them. These include confidentiality measures, accessible formats, and review processes.

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6.5 Return-to-Work Process

A documented return-to-work process (CORP-SOP022 Return-to-Work) is in place for employees returning after a disability-related absence, ensuring a smooth transition back to meaningful employment.

6.6 Performance Management, Career Development, and Redeployment

Accessibility needs are considered throughout the performance management, career development, and redeployment processes.

7. PROCUREMENT AND DESIGN OF PUBLIC SPACES STANDARD

All new builds and renovations to OE Utility Services' public or employee-use spaces comply with the Ontario Building Code and AODA standards, including:

- Accessible parking
- Ramps, handrails, and tactile walking surface indicators
- Accessible entrances and washrooms

Accessibility features are considered when procuring goods, services, or facilities, and when designing or redeveloping public spaces such as parking areas, reception areas, or walkways.

8. FEEDBACK PROCESS

We welcome and encourage feedback on our accessibility performance. Feedback can be provided in the following ways and forwarded to the Human Resources department.

- **Email:** info@oeservices.ca
- **Phone:** 41-749-0005
- **In-Person:** 550 Bowes Road, Concord. ON. L4K 1K2

9. DOCUMENT AVAILABILITY

This policy, along with all related documents, is available in accessible formats upon request. Notice of availability is posted on our website.

10. REVIEW AND UPDATES

This policy will be reviewed every three years, or sooner if legislative or operational changes occur. Updates will be approved by senior management and communicated to all employees.

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REVISION HISTORY

Ver No.	Reason for Revision	Developed By	Checked By	Approval By
1	First Release	G. Meade	B. Wood	B. Wood
2	Branding update and content review	L. Lachance	N. Chapman	N. Chapman