



**OE UTILITY  
SERVICES**  
GET MORE OUT



# **2025–2030 MULTI-YEAR ACCESSIBILITY PLAN**

To obtain an alternate formate of this Plan  
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We respectfully acknowledge that OE utility Services’ head office is situated in the Territory and Treaty 13 lands of the Mississaugas of the Credit First Nation. We also recognize the traditional territories of the Huron-Wnedat and the Haudenosaunee. OE Utility Services is home to First Nations, Metis, and Inuit people today. As a corporation we are grateful to have the opportunity to work in this territory.



## CEO Commitment Statement

At OE Utility Services we believe accessibility is not only a legal requirement, it's a reflection of who we are and how we do business. We are committed to creating an environment that is inclusive, respectful, and barrier-free for our employees, customers, and the communities we serve.

Our goal is to ensure that every individual, regardless of ability, has equal access to our services, opportunities, and workplaces. We are continuously working to identify, remove, and prevent barriers to accessibility across our operations, guided by the principles of dignity, independence, integration, and equal opportunity.

This Multi-Year Accessibility Plan outlines the steps we will take to meet and exceed the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). It reflects our ongoing commitment to integrating accessibility into everything we do, from recruitment and training to customer service and communication.

We recognize that accessibility is a journey, not a destination. Through consultation, continuous improvement, and the feedback of those we serve, we will ensure that accessibility remains at the heart of our culture and our business practices.

Together, we're building a workplace and a community that everyone can be part of; one that values diversity, celebrates inclusion, and strives to make Ontario accessible for all.

**Keith Boulton**

Chief Executive Officer



## Introduction

OE Utility Services strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

OE Utility Services is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

## Compliance Timelines

Since the introduction of the AODA in 2005 and subsequent regulations, timelines for compliance have been established. As of the 2025, no compliance deadlines remain for the Integrated Accessibility Standards. The target date for compliance with the Accessibility for Ontarians with Disabilities Act is January 1, 2025. This report includes the Annual Accessibility Status Report for 2025. This report includes the requirements of the IASR, the associated timelines for OE's compliance, and the strategies employed by OE to meet these requirements.





## Past Achievements to Remove and Prevent Barriers

### 1. Customer Service

OE Utility Services has made significant strides in ensuring that all customers, clients, and members of the public experience accessible, respectful, and barrier-free interactions.

#### Achievements

- **Comprehensive Customer Service Policy:** The company released *CORP-POL0025 – AODA Customer Service Standards Policy* and *CORP-POL0026 – Integrated Accessibility Standards Policy*, ensuring consistent practices across all operations.
- **Accessible Service Practices:** Customers accompanied by service animals or support persons are fully accommodated on-site, with alternative access measures available if an animal is excluded for legal reasons.
- **Feedback Accessibility:** A documented feedback process is in place to ensure persons with disabilities can provide input on the accessibility of services and facilities in various formats.
- **Accessible Communication:** Documents and public information are available in accessible formats upon request.
- **Training Integration:** Accessibility awareness is a core part of *new hire orientation*, with regular re-issuance of training and refreshers as needed (most recently in 2023).
- **Continuous Improvement:** Ongoing policy review and retraining are conducted, as required, as part of spring start-up sessions to maintain compliance and awareness.

### 2. Information and Technology

OE Utility Services recognizes that accessible information and technology are essential for full participation and independence.

#### Achievements

- **Website Accessibility:** All websites and web content meet **WCAG 2.0 Level AA** standards. Verification by accessScan confirmed compliance as of **October 27, 2025**.



- **Emergency Information:** Emergency procedures have been incorporated into the *Accommodation Plans* and *Emergency Preparedness Procedure (CORP-SOP0020)* to ensure all employees, including those requiring accommodation, have access to critical safety information.
- **Accessible Formats and Communication Supports:** Communication supports are available as needed, and requests are accommodated promptly to ensure equal access to company information.
- **Feedback Process:** An accessible feedback process allows both employees and customers to request alternate formats or support for information and communications.

### 3. Employment

OE Utility Services remains committed to inclusive employment practices, ensuring equal opportunity throughout the entire employee lifecycle — from recruitment to career development.

#### Achievements

- **Inclusive Recruitment:** Job postings and recruitment communications include statements on the availability of accommodations during all stages of the hiring process.
- **Employee Support:** Upon hire, employees are informed of accessibility and accommodation supports, reinforcing an inclusive workplace culture.
- **Formalized Accommodation Framework:** The company implemented *CORP-POL0006 - Medical Leave and Workplace Accommodation Policy* and *CORP-SOP022 - Return to Work*, providing clear procedures for accommodation requests, return-to-work plans, and individualized accommodation documentation.
- **Emergency Response Information:** Individualized emergency response information is developed for employees requiring assistance.
- **Performance Management & Career Development:** Accessibility needs are considered in all performance reviews and career advancement discussions, supported by *CORP-FRM0011 – Employee Annual Performance Review*.
- **Redeployment and Return-to-Work Processes:** Accessible return-to-work and redeployment frameworks ensure that employees can reintegrate into work



safely and effectively after disability-related absences. This program is fully documented in *CORP-SOP0022-V1 - Return to Work Program*.

## 4. Procurement

OE Utility Services integrates accessibility considerations into the procurement of goods, services, and facilities to ensure all suppliers align with accessibility principles.

### Achievements

- **Procurement Policy Alignment:** Procurement processes include accessibility criteria in vendor selection and contract requirements.
- **Supplier Engagement:** External vendors and contractors are informed of OE Utility Services' accessibility standards to ensure compliance when providing goods or services to the company or its clients.
- **Continuous Review:** Accessibility is considered in purchasing decisions for software, communication systems, and public-facing tools to maintain compliance with AODA and the IASR.

## 5. Training

Training remains a cornerstone of OE Utility Services' commitment to accessibility, ensuring all employees understand their obligations and can deliver accessible services.

### Achievements

- **Comprehensive Training Program:** All employees, managers, and contractors receive training on the Act and *Integrated Accessibility Standards Regulation (IASR)* and the *Ontario Human Rights Code* as part of new hire orientation.
- **Ongoing Training and Refreshers:** Refresher training was completed in 2023 for all existing employees, ensuring continued awareness of accessibility obligations and best practices. All new hires continue to complete AODA training within their first 30 days of employment.
- **Training Documentation:** Records of training completion are maintained, and all updates to accessibility policies trigger retraining sessions.
- **Specialized Training:** Managers and HR staff receive additional instruction related to the accommodation process, emergency response planning, and accessible communication.



**Note:** Self-Service Kiosks, Design of Public Spaces and Transportation do not apply to OE Utilities Services nor the work we do.

## Strategies and Actions

### 1. Customer Service

#### Strategy

To ensure every client, contractor, and community member experiences respectful, accessible, and equitable quality service when interacting with our company - whether on job sites, at offices, or online. OE Utility Services is committed to providing accessible customer service to people with disabilities.

#### Actions

- **Policy Integration:** Maintain and review an *Accessible Customer Service Policy* outlining how staff provide goods, services, and facilities to people with disabilities.
- **Alternate Communication:** Offer invoices, reports, and contracts in alternate formats (large print, electronic text, or by phone) upon request.
- **Feedback Loop:** Provide multiple ways to give feedback (email, phone, online form, or in person) and ensure responses are timely and accessible.
- **Inclusive Interaction:** Train field and customer service staff to interact effectively and respectfully with customers using assistive devices, service animals, or support persons.
- **Public Notification:** Clearly communicate that accessible services and documents are available upon request via signage, website notices, and company correspondence.
- **Continuous Improvement:** Conduct annual customer service surveys and update processes based on feedback and legislative changes.



## 2. Information and Technology

### Strategy

To ensure all company information and digital communication, both internal and external, is accessible, user-friendly, and compliant with current accessibility standards.

### Actions

- **Website Accessibility:** Design and maintain corporate and client portals to meet **WCAG 2.0 Level AA** standards for accessibility and readability.
- **Accessible Digital Content:** Ensure all public documents, presentations, and online forms are compatible with screen readers and other assistive technologies.
- **Internal Communication:** Use accessible email templates and document formats (e.g., accessible PDFs, alt-text in images) for staff communication.
- **Emergency Communication:** Provide all emergency procedures, safety alerts, and emergency response plans in accessible formats for employees who require them.
- **Technology Procurement:** When purchasing new software or digital tools (e.g., dispatch systems, training platforms), we consider accessibility features as part of evaluation criteria.
- **Testing and Audits:** Periodically audit websites and digital content to confirm accessibility compliance and address identified gaps.

## 3. Employment

### Strategy

To create an inclusive workplace that provides equal opportunity and full participation for current and prospective employees with disabilities.

### Actions

- **Inclusive Recruitment:** Include accommodation availability in all job postings and ensure interviews and assessments are conducted in accessible formats or locations.



- **Workplace Accommodation:** Maintain clear procedures for requesting, assessing, and implementing workplace accommodations in consultation with employees.
- **Individual Plans:** Develop and document *Individual Accommodation Plans* and *Return-to-Work Programs* for employees recovering from illness or injury.
- **Training for Managers:** Provide supervisory staff with training on inclusive leadership, accommodation responsibilities, and unconscious bias awareness.
- **Accessible Workspaces:** Evaluate office, yard, and jobsite areas to ensure accessible routes, restrooms, and common spaces.
- **Career Development:** Ensure accessibility considerations are built into training, promotions, and performance reviews.
- **Consultation:** Engage employees with disabilities (or their representatives) in reviewing employment policies and identifying areas for improvement.

## 4. Procurement

### Strategy

To ensure that accessibility principles are embedded in purchasing decisions, vendor relationships, and third-party service agreements.

### Actions

- **Accessible Procurement Policy:** Incorporate accessibility criteria into all procurement policies and procedures.
- **Vendor Requirements:** Communicate accessibility expectations in requests for proposals, supplier contracts, and service agreements.
- **Procurement Training:** Train employees involved in purchasing on accessibility obligations under the AODA and how to assess accessible products or services.
- **Collaboration with Vendors:** Partner with suppliers, where applicable, to explore innovative and accessible design solutions for field equipment, signage, and customer communication tools.



## 5. Training

### Strategy

To ensure every member of the organization understands accessibility principles and their responsibilities under the AODA and the Ontario Human Rights Code.

### Actions

- **Foundational Training:** Provide mandatory AODA and Human Rights Code training to all employees and management as part of onboarding.
- **Ongoing Refresher Courses:** Deliver biannual refresher sessions to maintain awareness of evolving requirements and best practices.
- **Role-Specific Training:** Offer through Due Diligence training specialized modules for field supervisors, HR staff, and dispatchers focused on accommodation, communication, and customer interaction.
- **Recordkeeping:** Maintain digital records of all accessibility training and retraining to verify compliance and monitor participation.
- **Awareness Campaigns:** Incorporate accessibility topics into regular toolbox talks, newsletters, and safety meetings to normalize inclusion in everyday work.
- **Leadership Engagement:** Ensure senior leaders champion accessibility principles and participate in training to reinforce company-wide commitment.

### Conclusion

By implementing these strategies OE Utility Services can foster a workplace and service model that is safe, inclusive, and compliant. The ongoing focus is to make accessibility not just a legislative requirement, but a cornerstone of operational excellence and community engagement.