

The below **Multi-Year Accessibility Plan** is posted on WinAir's website and will be reviewed and updated at least every five (5) years. If anyone has any questions or has feedback related to the below plan, please email hr@winair.ca

Required Initiative	Details	Action Taken	Status
PART 1. GENERAL REQUIREMENTS			
<i>Accessibility Policies</i>	Create an accessibility policy	Created the accessibility policy and procedures and included them in the Employee Handbook.	Completed
<i>Accessibility Plan</i>	Create an accessibility plan which outlines what steps an organization will take to prevent and remove barriers and when it will implement each step.	Created the multi-year accessibility plan and posted on the company website retroactively as the company size grew.	Completed
PART 2. CUSTOMER SERVICE STANDARD			
<i>Staff Training</i>	Train staff and volunteers on Ontario's accessibility laws and Human Rights Code and keep records.	Provided staff with necessary training on accessibility laws and filed the certificate of training in each staff's HR folder.	Compliant and ongoing
<i>Self-service Kiosk</i>	Consider accessibility in procurement and when designing or purchasing self-service kiosks	No self-service kiosk is used at WinAir.	<i>Not applicable</i>
PART 3. INFORMATION AND COMMUNICATION STANDARD			
<i>Accessible Public Information</i>	Upon request, make public information accessible and provide communication supports for person with disabilities.	Availability of accessible customer service and alternate formats is expressed on the company website.	Completed
<i>Feedback</i>	Make it easy for people with disabilities to provide feedback when asked.	Encouraged customers on the company website to provide their feedback by email or phone, and they can expect to hear back from the company within 10 business days.	Completed
<i>Accessible Websites & Web Content</i>	Make internet websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0.	<ul style="list-style-type: none"> • Took AODA requirements into consideration when developing new web contents and making significant updates on the existing company website. • Changes are continuously being made on the company website as a part of the overall company website revamp project. 	Ongoing (Major update to be completed by Jan. 1, 2021)
PART 4. EMPLOYMENT STANDARDS			
<i>Accessible Recruitment Process</i>	Notify employees and public about the availability of accommodation for applicants with disabilities in the recruitment process.	<p>All job postings include the following verbiage to make applicants aware that accommodation is available upon request in accordance with AODA:</p> <p>“If you require any accommodation at any point of recruitment process, please let us know.”</p>	Completed

<i>Notice to Successful Applicants</i>	Notify successful applicant of the company's policies for accommodating employees with disabilities.	Incorporated in the offer letter a section regarding WinAir's accessibility policies for accommodating employees with disabilities.	Completed
<i>Informing Employees of Supports</i>	Provide information of available support for employees with disabilities.	Upon the initial onboarding orientation and training, employees are informed of the accommodation policy and procedures in the Employee Handbook.	Compliant and ongoing
<i>Documented Individual Accommodation Plans</i>	<ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees with disabilities where necessary. • Have in place a written process for the development of documented individual accommodation plans. 	Included in the accessibility policy how the emergency response plan will be drafted for each individual's accommodation needs.	Compliant and ongoing
<i>Return-to-Work Plans</i>	Develop and document a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.	Create the Return-to-Work Standard Operating Procedures (SOP).	Ongoing (Final draft to be published by Dec. 31, 2019)
<i>Performance Management, Career Development & Advancement, Redeployment</i>	Ensure accessibility features are incorporated into the performance management, career development and advancement, and redeployment processes.	HR is involved in performance management, career development/advancement, and redeployment discussions to ensure employee's accommodation needs are properly taken into consideration.	Compliant and ongoing
PART 5. TRANSPORTATION STANDARD			
		Will continue to monitor all transportation related regulations as outlined in AODA for future compliance.	<i>Not applicable</i>
PART 6. DESIGN OF PUBLIC SPACES STANDARD			
		<ul style="list-style-type: none"> • Already have designated parking spaces that are wider for people with mobility aids (e.g. wheelchairs). • Will continue to monitor all design of public spaces regulations as outlined in AODA for future compliance. 	<i>Not applicable</i>