

Robertson Electric Wholesale Ltd 2008 (“Robertson”)

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Legend: HR = Human Resources; H&S = Health and Safety

Contents	Due Date
Part I General	January 1 st , 2014
Part II Information and Communications Standard	January 1 st , 2015
Part III Employment Standards	January 1 st , 2016
Part IV Transportation Standards	Does not apply to us
Part IV.1 Design of Public Spaces Standards	January 1 st , 2017

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies 3.(1)	Develop, implement and maintain policies governing how Robertson achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Review present policy and ensure that it is aligned with the standard.	Completed	January 1, 2014
4	Accessibility Plans 4.(1)	a) establish, implement, maintain and document a multi-year accessibility plan, which outlines Robertson's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on the website, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	HR will review plan annually to ensure compliance dates are being met. Post integrated standard policy on company website. Establish a schedule to review the plan at minimum once every 5 years.	Completed Completed Ongoing	January 1, 2014
7	Training 7.(1)	Robertson shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Administer IAS training to existing employees along with a monthly deadline for completion. All current employees have had Customer Service training. Incorporate IAS training into orientation program for new employees. Ensure Temporary employees receive training from their Agency.	Completion end of 2014. Training for new employees to be completed within month of hire.	January 1, 2015

PART II – INFORMATION AND COMMUNICATION STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback 11.(1)	Robertson has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Make feedback forms available for customers when needed. Provide contact information at counter and on website for customers to provide feedback.	Completed Completed	January 1, 2015
12	Accessible Formats & Communication Supports 12.(1)	Robertson shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Review all existing materials to ensure accessible versions are available upon request. Develop guidelines for materials development that ensure future materials are available in different formats. Research and identify types of accessible formats available. Select and commit to which accessible formats Robertson will make available upon request. Educate staff on how to respond to requests for accessible formats.	Ongoing	January 1, 2016

12	Accessible Formats & Communication Supports 12.(2)	Robertson shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Research and identify different types of accessible formats available. Select and commit to which accessible formats Robertson will make available upon request. Educate staff on how to respond to requests for accessible formats.	Ongoing	January 1, 2016
12	Accessible Formats & Communication Supports 12.(3)	Robertson shall notify the public about the availability of accessible formats and communication supports.	Ensure that all public-facing materials and websites contain clear information about how to obtain accessible formats where required.	Ongoing	January 1, 2016
13	Emergency Procedures, Plans or Public Safety Info 13.(1)	In addition to its obligations under section 12, if Robertson prepares emergency procedures, plans or public safety information and makes the information available to the public, Robertson shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency procedures include accommodation for individuals requiring assistance.	Completed	January 1, 2012
14	Accessible Websites & Web Content 14.(1)	Robertson shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Review all websites to ensure accessibility and make any necessary upgrades. Develop guidelines for website/microsite development to ensure accessibility of new sites going forward.	Ensure any new website development will conform to requirements.	January 1, 2014 New websites/content WCAG 2.0 Level A. January 1, 2021 WCAG 2.0 Level AA,

PART III – EMPLOYMENT STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General 22.	Robertson shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Add sentence about AODA to equal opportunity employment statement on all internal and external job postings.	Ongoing	January 1, 2016
23	Recruitment, Assessment or Selection Process 23.(1)	During a recruitment process, Robertson shall notify job applicants, when they are individually selected to participate in an assessment or selection process, which accommodations are available upon request in relation to the materials or processes to be used.	Include accommodation statement in job postings.	Ongoing	January 1, 2016
23	Recruitment, Assessment or Selection Process 23.(2)	If a selected applicant requests an accommodation, Robertson shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Provide hiring manager with training regarding accessibility during recruitment. Accommodate applicants as necessary.	Ongoing	January 1, 2016
24	Notice to Successful Applicants	Robertson shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Add communication regarding accommodation in offer letter. Educate hiring managers about this change.	Ongoing	January 1, 2016
25	Informing Employees of Supports 25.(1)	Robertson shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Review policies and create/incorporate accommodation as appropriate. Communication to be posted on intranet. Ensure language is consistent.	Ongoing Ongoing	
25	Informing Employees of Supports 25.(2)	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Include those policies in orientation.	Ongoing	January 1, 2016

25	Informing Employees of Supports 25.(3)	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Email employees when change occurs.	Ongoing	January 1, 2016
26	Accessible Formats & Communication Supports for Employees 26.(1)	In addition to its obligations under section 12, where an employee with a disability so requests it, Robertson shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	HR to work with IT and Communications on the various accessible formats. Upon request, assess the employee's needs and provide the information in accessible formats as needed.	Ongoing Ongoing	January 1, 2016
26	Accessible Formats & Communication Supports for Employees 26.(2)	Robertson shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Consultation occurs upon request.	Ongoing	January 1, 2016
27	Workplace Emergency Response Information 27.(1)	Robertson shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Robertson is aware of the need for accommodation due to the employee's disability.	Emergency procedures posted on internal public drive	Completed	January 1, 2012
27	Workplace Emergency Response Information 27.(2)	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Robertson shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Provide assistance as needed.		January 1, 2012
27	Workplace Emergency Response Information 27.(3)	Robertson shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Provide the information as needed.		January 1, 2012
27	Workplace Emergency Response Information 27.(4)	Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Provide the information as needed.		January 1, 2012
28	Documented Individual Accommodation Plans 28.(1)	Robertson shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Develop and implement process.	Ongoing	January 1, 2016
28	Documented Individual Accommodation Plans 28.(2)	The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which Robertson can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The steps taken to protect the privacy of the employee's personal. 5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	Create/review accommodation plans and include the necessary elements.	Ongoing	January 1, 2016
29	Return to Work Process 29.(1)	Robertson shall: (a) develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) document the process.	Create/review return to work process. Implement return-to-work process as needed.	Ongoing	January 1, 2016

29	Return to Work Process 29.(2)	The return to work process shall, (a) outline the steps Robertson will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.	Outline employer responsibilities. Develop and use return-to-work plan template.	Ongoing	January 1, 2016
29	Return to Work Process 29.(3)	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	No action necessary.		January 1, 2016
30	Performance Management 30.(1)	Robertson, when using performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Educate managers on accessibility needs and accommodation as it relates to performance management. Include statement into performance management policies.	Ongoing	January 1, 2016
31	Career Development & Advancement 31.(1)	Robertson, when providing career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Review/consider accessibility needs and make accommodations as necessary when providing advancement opportunities.	Ongoing	January 1, 2016
32	Redeployment 32.(1)	Robertson, when using redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Consider needs and accommodation plans when redeploying employees as needed.	Ongoing	January 1, 2016