Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards – MULTI YEAR ACCESSIBILITY PLAN

SECTION OF THE ACT AND OVERVIEW	ACTION PLAN	DEADLINE	STATUS
Part I: General			
3. Establishment of Accessibility Policies • Develop, implement and maintain policies on how Advantage Solutions achieves or will achieve accessibility • Create statement of Commitment • Make the document available to the public	• Integrated Accessibility Standards Policy created. • Policy will be posted on intranet and external web site. • Policy will be provided in accessible formats on request	January 1, 2014	Completed December 1, 2015
4. Accessibility Plans • Create a multi-year plan–review at least once every 5 years • Post plan on website	• Accessibility plan will be created and updated on an on-going basis as new information becomes available. • The accessibility plan will be posted on intranet and external website and provided in accessible formats upon request.	January 1, 2014	Completed December 1, 2015
6. Self-service Kiosks • Defined as interactive electronic terminal, point of sale device • Incorporate accessibility features for the kiosks • **NOT APPLICABLE AT THIS TIME**	• At this time, the company does not maintain a kiosk.	January 1, 2014	Not applicable to Advantage Solutions

7. Training • Training provided to all employees, volunteers, contractors • Topics: Requirements of the Integrated Accessibility Standards Regulation and Human Rights Code pertaining to persons with disabilities • Must keep a record of the dates when the training was offered and number of participants trained	• Existing employees will complete online training as required under the standards. • Training will be incorporated into orientation with new employees. • Third party contractors who provide goods and services on Advantage Solutions' behalf to receive appropriate training. • All training records will be kept.	January 1, 2015	Completed August 1, 2015 for existing employees On-going for new employees and any new training
Part II: Information & Communication Standards			
11. Feedback • Process for receiving and responding to feedback shall ensure that the processes are accessible or arrange for accessible formats upon request • Shall notify the public about the availability of accessible formats and communication supports	• Will continue to ensure our current process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.	January 1, 2015	Completed January 1, 2015

12. Accessible formats and communication supports
• Shall upon request provide or arrange for the provision of accessible formats and communication supports:
  o in a timely manner
  o at a cost that is no more than the regular cost charged to other persons
  o shall consult with the person
  o making the request in determining the accessible
	• Consultation will occur with the person requesting alternate formats and the request will be documented and format needs confirmed.	January 1, 2016	Completed August 1, 2015

format or communication supports • Shall notify the public about the availability of accessible formats and communication supports			
13. Emergency procedure, plans or public safety information • Emergency procedures, plans or public safety information shall be provided in an accessible format or with appropriate communication supports, upon request	• Current procedures and plans available in accessible format upon request.	January 1, 2012	Completed August 1, 2015
14. Accessible websites and web content Ensure internet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels: • New websites and web content to Level A by January 1, 2014 • All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions).	• IT Department will be notified of this requirement. • Intranet and external website will be updated in accordingly.	January 1, 2014 (new sites) January 1, 2021 (all)	Completed January 1, 2014 for new websites and web content. Ongoing preparations for January 1, 2021
Part III: Employment Standards			
20. Scope and interpretation • Applies to employees – not volunteers or non-paid individuals			
22. Recruitment – general • Shall notify employees and public about the availability of accommodations for applicants with disabilities	• Notice of availability of accommodations for applicants with disabilities will be included on all job postings, internal and external.	January 1, 2016	Completed October 1, 2015

23. Recruitment – assessment or selection process • Shall notify applicants when selected to participate in an assessment or selection process that accommodations are available upon request in relation to materials or processes to be used • If request is submitted, employer shall consult with applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to disability	• Applicants selected to participate in an interview or other part of the selection process will be notified of availability of accommodations, upon request, in relation to materials or processes to be used. • This will include a consultative process.	January 1, 2016	Completed October 1, 2015
24. Notice to successful applicants • Shall notify successful applicant of its policies for accommodating employees with disabilities	• Job offers to new employees will include notification of internal policies on accommodating employees with disabilities.	January 1, 2016	Completed October 1, 2015
25. Informing employees of supports • Shall inform its employees of its polices used to support its employees with disabilities including provision of job accommodations • Needs to be communicated to new • employees as soon as practical upon hire • Update all employees when there is a change to the related policies •	• New hire orientation includes mandatory AODA online training. • Any required changes to accommodation policies or training will be communicated to all employees.	January 1, 2016	Completed August 1, 2015 and on-going for any changes to policy.
26. Accessible formats and communication supports for employees • Employer shall consult with employee requesting the accommodation for the following:	• Consult with employee requesting accommodation and provide accommodation in a suitable format that takes in to consideration the employee's	January 1, 2016	Completed August 1, 2015 on-going as required.

- o information that is needed in order to perform job - o information that is generally available to employees - Employer shall consult with employee on suitable format/support	needs due to disability.		
27. Workplace emergency response information - Shall provide individualized workplace emergency response information to employees who have a disability - If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee - Shall review the individualized workplace emergency response information: - o when the employee relocates - o when the employee's overall accommodations needs or plans are reviewed - o when employer reviews its general emergency response policies	- JHSC will consult with employee to develop individual workplace emergency response information according to policy. - Will be reviewed when employee changes location, accommodation needs change or when policies/plans are reviewed.	January 1, 2016	Completed November 1,2015
28. Documented individual accommodation plans (IAP) Shall have a written process for the development of documented	Advantage Solutions has a written process for assessing the request for, and developing, an individual accommodation plan for any	January 1, 2016	Completed December 1, 2015 *note: provided by The Williamson Group*

individual accommodation plans for employees with disabilities. Needs to include the following:
 	
   o manner in which an employee requesting accommodation can participate in the development of the IAP
   o employee is assessed on an individual basis
   o employer can request an evaluation by an outside medical or other expert at the employer's expense
   o steps need to be taken to protect the privacy of the employee's personal information
   o frequency with which the IAP will be reviewed and updated
   o if an IAP is denied, the manner in which the reasons for the denial will be provided to the employee
   o means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
 	
• IAP shall, if requested, include any information regarding accessible formats and communication supports provided, and if required, include individualized workplace emergency response information. It shall also include any other accommodations to be provided.
	employee with a disability who requests accommodation.		

29. Return to work process • Shall 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 • Shall document the process • Process shall outline steps the employer and employee will take to facilitate the return • Shall use the individual accommodation plans as part of the process	• Advantage Solutions has a written 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. • The return-to-work process will use the individual accommodation plan as part of the process.	January 1, 2016	Completed August 1, 2015 *note: provided by Great West Life*
30. Performance management • Shall take into account the accessibility needs of employees with disabilities when using performance management process in respect of employees with disabilities	• Advantage Solutions will take into account the accessibility needs of its employees with disabilities when: providing career development , engaging in performance management discussions, considering redeployment of the employee	January 1, 2016	Completed August 1, 2015
31. Career development and advancement • Shall take into account the accessibility needs of its employees with disabilities when providing career development and advancement to employees with disabilities ◦ i.e. providing additional responsibilities, movement from one job to another at a higher pay band or level in the organization	• Advantage Solutions will take into account the accessibility needs of its employees with disabilities when: providing career development , engaging in performance management discussions, considering redeployment of the employee	January 1, 2016	Completed August 1, 2015

32. Redeployment • Shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities	• Advantage Solutions will take into account the accessibility needs of its employees with disabilities when: providing career development, engaging in performance management discussions, considering redeployment of the employee	January 1, 2016	Completed August 1, 2015