



December 14, 2023

CSL Group AODA – Multi Year Accessibility Plan

This 2023- 2028 accessibility plan outlines the policies and actions that **CSL Group's** has put in place to improve opportunities for people with disabilities. Accessible formats of this document are available for free upon request.

Message from the Owner

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

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CSL Group is taking to meet those requirements and to improve opportunities for people with disabilities.

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

Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives CSL Group has completed.

Customer Service

CSL Group has remained in compliance with the Customer Service Standard. To date, we have not received any feedback on our accessible customer service. On request, CSL Group will provide accessible customer service or communication supports to people with disabilities, that take into account their disability.

Information and Communications

On request, CSL Group will provide information to people with disabilities in an accessible format or with communication supports that take into account their disability.

Employment

- Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.
- CSL Group is committed to fair and accessible employment practices.
- CSL Group will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. We are committed to a

fair and accessible recruitment process for applicants with disabilities.

Strategies and Actions

Customer Service

CSL Group is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. We will continue to follow our Accessibility Policy.

Information and Communications

On request, CSL Group will continue to provide information to people with disabilities in an accessible format or with communication supports that take into account their disability.

Employment

CSL Group is committed to fair and accessible employment practices. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

CSL Group will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. We are committed to a fair and accessible recruitment process for applicants with disabilities. However, please be advised that CSL Group may post some positions where we may be unable to accommodate certain disabilities or impairments.

CSL Group will take the following steps to develop and implement processes for individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Require that requests for accommodation be sent directly to HR Manager and require employees to submit supporting medical documentation. To ensure employee privacy is protected, specific details regarding accommodation will only be discussed with the Department Manager, Safety Specialist and the HR Manager
- Ensure accommodation and return to work plans are developed based on physician recommendations and business needs up to undue hardship.
- Individual accommodation plans will be evaluated monthly by the HR Manager, Safety Specialist and Department Manager. Further supporting medical documentation may be requested.
- If a request for accommodation is denied, the HR Manager and Department Manager will communicate the decision and reasons directly to employee.

If CSL Group is using performance management, career development and redeployment processes, we will assess the individual's capabilities and evaluate against position job description to ensure the accessibility needs of employees with disabilities needs are taken into account.

CSL Group will take the following steps to prevent and remove other accessibility barriers identified:

- Provide training to employees on how to prevent customer barriers.
- Once an accessible barrier has been identified, it will be immediately reviewed to assess the individual requirements needed.
- Alternative options will also be evaluated on an as needed basis.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

- We will train our employees and volunteers on accessibility as it relates to their specific roles.
- CSL Group takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:
- Provide Accessible Customer Service training to all employees that interact with members of the public either face to face or over the phone.

Design of Public Spaces

CSL Group meets the Accessibility Standards for the Design of Public Spaces for its public spaces, which include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps.
- Accessible off-street parking.
- Service-related elements like service counters and waiting areas.

CSL Group will make every effort to prevent service disruptions to the accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact **Mark Buncher** at:

- **Phone:** (365) 336-4606
- **Email:** mark.buncher@cslgroup.ca
- **Website:** <https://cslgroup.ca/>

- Standard and accessible formats of this document are free on request