

Accessibility Plan

Introduction

Eco-Tec Inc. is committed to meeting the expectations and intent of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) and related Regulations, as well as meeting the needs of all of our customers generally. We strive to provide our products and services in a way that respects the dignity and independence of people with disabilities.

This document is the Accessibility Plan for Eco-Tec and outlines Eco-Tec’s strategy for preventing and removing barriers to accessibility and meeting the requirements set out in the Regulations. The Accessibility Plan also highlights some of Eco-Tec’s accomplishments to date related to accessibility.

AODA

The AODA was passed by the Ontario legislature for the purpose of recognizing the history of discrimination against persons with disabilities in Ontario and benefiting all Ontarians by, among other goals, developing, implementing and enforcing certain accessibility standards.

To date, accessibility standards have been developed in the following areas:

- Customer Service;
- Information and Communications;
- Employment;
- Transportation; and
- The Built Environment

Two regulations have been established under the AODA, being the Accessibility Standards for Customer Service, O Reg 429/07 (the “**Customer Service Standard**”) and the Integrated Accessibility Standards, O Reg 191/11 (the “**Integrated Standards**” and, collectively with the Customer Service Standard, the “**Regulations**”).

The Customer Service Standard

1. Policies, Practices and Procedures

Objectives:

- Establish policies, practices and procedures on providing products and services to persons with disabilities in ways that are consistent with the following principles:
 - Respect for dignity and independence
 - Integrated provision of products and services, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the products or services, and
 - Equality of opportunity to access products and services

AODA Compliance Date: January 1, 2012

Actions Taken:

Eco-Tec’s corporate policy & procedure on accessibility is publicly available through our website and generally provides that reasonable efforts will be made to provide access to our products and services in accordance with the above principles.

Our Accessibility Policy & Procedure provides for the use of assistive devices by persons with disabilities, and addresses access by support persons and service animals. The Accessibility Policy also generally describes our policy on providing notice of temporary service disruption, and on training regarding providing our products and services to persons with disabilities.

A copy of the Accessibility Policy & Procedure can be found on: www.eco-tec.com

Status: Corporate policies have been completed. Department processes are being reviewed on an ongoing basis to ensure that processes used by Eco-Tec continue to be in compliance with the Accessibility Policy & Procedure.

2. Accessible Customer Service Training

Objectives:

- Ensure that the following persons have received training on the provision of Eco-Tec's products and services to persons with disabilities:
 - Every person involved in the provision of products and services on our behalf; and
 - Persons involved in developing our policies, practices and procedures governing the provision of products and services to members of the public or other third parties.

AODA Compliance Date: January 1, 2012

Actions Taken:

Eco-Tec has written procedures for providing training on accessible customer service that include a summary of the training and details on when training is to be provided. This is included in the Accessibility Policy and Procedure (ETI-HR-6-052).

We provide training to all of our employees specifically on accessibility related manners.

Eco-Tec directly maintains records of the training provided to our employees. For third party service providers that deal with the public or other third parties in Ontario on behalf of Eco-Tec, we ask that they maintain training records, including dates when training was provided and the number of personnel who received training, and provide access of those records to Eco-Tec, on request.

Status: Complete

3. Feedback Process Regarding Provision of Services to People with Disabilities

Objectives:

- Establish a process for receiving and responding to feedback and concerns about the manner in which we provide products and services to persons with disabilities
- Document policies and procedures detailing the process

AODA Compliance Date: January 1, 2012

Actions Taken:

Eco-Tec has a feedback procedure specifically for receiving and responding to feedback on how we provide products and services to people with disabilities. This is included in our Accessibility Policy and Procedure.

Status: Complete

4. Notice of Temporary Service Disruptions

Objectives:

- Provide notice of any temporary disruption in facilities or services that people with disabilities usually use to access Eco-Tec's products and services
- Document any steps to be taken in connection with temporary disruption in facilities or services
- Provide a copy of that document on request
- Establish a policy and procedure regarding provision of notice on temporary service disruption

AODA Compliance Date: January 1, 2012

Actions Taken:

Eco-Tec has a policy and procedure in place to provide notice of a temporary disruption in the facilities or services owned or controlled by Eco-Tec that are typically used by persons with disabilities. This information is included in the Accessibility Policy & Procedure (ETI-HR-6-052).

Status: Complete

The Integrated Accessibility Standards

1. Establishment of Accessibility Policies

Objectives:

- Develop, implement and maintain policies on how we will achieve accessibility through meeting the applicable requirements under the Integrated Standards.

AODA Compliance Date: January 1, 2016

Actions Taken:

Eco-Tec has combined all Regulations under one policy: the Accessibility Policy & Procedure, and has expanded the policy & procedure to incorporate policies relating to the information and communication standard under the Integrated Standards.

Status:

Corporate policies have been completed. Department processes are being reviewed on an ongoing basis to ensure that processes used by Eco-Tec continue to be in compliance with the Accessibility Policy & Procedure.

2. Accessibility of Self-Serve Kiosks

Objectives:

- Give consideration to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Actions Taken:

At Eco-Tec, we do not currently use any electronic devices that would be considered “kiosks” for providing access to Eco-Tec’s products and services. In the future if kiosks are installed, Eco-Tec will ensure that persons with disabilities are taken into consideration when designing, procuring or acquiring self-service kiosks.

Status: Complete

3. Integrated Standards Training

Objectives:

- Ensure training is provided on the accessibility standards in the Integrated Standard and on the Ontario Human Rights Code to every employee, volunteer and other persons who participate in the development of Eco-Tec’s policies or provide goods or services on behalf of Eco-Tec
- The training should be appropriate to the duties of the employee or other person

AODA Compliance Date: January 1, 2015

Actions Taken and Planned:

Eco-Tec has circulated policies and assessments to all employees. Training to be complete by March 31, 2016.

Status: In progress

Information and Communication Standards

1. Accessible Feedback Process

Objectives:

- Ensure that any process for receiving or responding to feedback is accessible to persons with disabilities by providing accessible formats or communication supports on request.

AODA Compliance Date: January 1, 2015

Actions Taken and Planned:

Eco-Tec has included information on the process for receiving or responding to feedback in our Accessibility Policy that will be available on our website: www.eco-tec.com. This provides for a number of ways for a person to contact Eco-Tec.

In addition, Eco-Tec is identifying other processes we have that enable individuals to provide feedback to us and will work to ensure that accessible formats or communication supports are available on request.

Status: Complete

2. Accessible Formats and Communication Supports

Objectives:

- Provide alternative formats or communication supports for persons with disabilities, upon request
- Provide these alternative formats or communication supports in a timely manner and at the same cost charged to other persons
- Consult with the person making the request to determine the suitability of an accessible format or communication support

AODA Compliance Date: January 1, 2016

Actions Taken and Planned:

Eco-Tec has developed consistent processes on providing or arranging for suitable alternative formats of communication supports.

Status: Complete

3. Accessible Websites and Web Content

Objectives:

- Make all of our internet websites (and any non-exempt content on those websites) conform with certain sections of the World Wide Web Consortium's Web Content Accessibility Guidelines ("**WCAG**") 2.0.

AODA Compliance Date:

- January 1, 2014: All new internet websites must conform with WCAG 2.0 Level A (The Integrated Standards define a "new internet website" as meaning either an internet website with a new domain name or an internet website with an existing domain name undergoing a significant refresh)
- January 1, 2021: All internet websites must conform with WCAG 2.0 Level AA

Actions Planned:

Eco-Tec will evaluate key websites accessible to the public against the WCAG 2.0. In developing new internet websites and refreshing existing internet websites, Eco-Tec will take into account the applicable WCAG requirements.

Status: In Progress

Employment Standards

1. Recruitment, Assessment and Selection Process

Objectives:

- Notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment processes
- Notify selected job applicants during the recruitment process, that accommodations are available upon request in relation to materials or processes to be used
- If, during the recruitment process, a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review existing recruitment and hiring practices, and the requirements of the Integrated Standards to determine how we can best meet these requirements before the AODA compliance date.

Status: Complete

2. Notice to Successful Applicants

Objectives:

- When making an offer of employment, notify the successful applicant of our policies for accommodating employees with disabilities.

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review current recruitment and hiring practices and the requirements of the Integrated Standards to determine how we can best meet this requirement before the AODA compliance date.

Status: Complete

3. Informing Employees of Supports

Objectives:

- Inform employees of our policies to support employees with disabilities, including policies on the provision of job accommodation
- Provide new employees with this information as soon as practicable after they begin their employment
- Provide updated information whenever there is a change in policy

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review existing practices regarding new employees and employee communications, and the requirements of the Integrated Standards, to determine how we can best meet these requirements before the AODA compliance date.

Status: Complete

4. Accessible Formats and Communication Supports for Employees

Objectives:

- On request by an employee with a disability, consult with that employee to arrange for accessible formats and communication supports for information that is needed to allow that employee to perform his or her job and information that is generally available to employees in the workplace
- Consult with the employee in determining the suitability of an accessible format or communication support

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review accommodation policies and the requirements of the Integrated Standards to determine how we can best meet these requirements before the AODA compliance date.

Status: Complete

5. Workplace Emergency Response Information

Objectives:

- Provide individualized workplace emergency response information to each employee who has a disability if that employee needs it and if Eco-Tec is aware of the need for accommodation due to that employee's disability
- Provide the required emergency response information as soon as practicable after Eco-Tec becomes aware of the need for an accommodation due to an employee's disability
- Review individualized workplace emergency response information when required

AODA Compliance Date: January 1, 2012

Actions Taken & Planned:

Employees can complete a questionnaire, available from Human Resources, requesting individualized workplace emergency response assistance or information. The Joint Health and Safety Committee at Eco-Tec works with the employee to ensure that appropriate emergency response measures are in place for that employee.

Status: Complete

6. Documented Individual Accommodation Plans

Objectives:

- Establish written processes for the development of a documented individual accommodation plan for employees with disabilities that meets the requirements described in the Integrated Standards.

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review existing accommodation policies and the requirements of the Integrated Standards to ensure that we meet this requirement before the AODA compliance date.

Status: Complete

7. Return to Work Process

Objectives:

- Develop and have in place a documented return-to-work process for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work

- Return to work process must outline the steps Eco-Tec will take to facilitate the return to work of these employees and use documented individual accommodation plans.

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review existing return-to-work practices and the requirements of the Integrated Standards to determine how we can best meet these requirements before the AODA compliance date.

Status: Complete

8. Performance Management

Objectives:

- In performance management processes, take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.
 - Performance management in this context means activities related to assessing and improving employee performance, productivity and effectiveness

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review existing performance management practices and the requirements of the Integrated Standards to determine how we can best meet these requirements before the AODA compliance date.

Status: Complete

9. Career Development and Advancement

Objectives:

- Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement opportunities to employees

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review existing career development and advancement practices and the requirements of the Integrated Standards to determine how we can best meet this requirement before the AODA compliance date.

Status: Complete

10. Redeployment

Objectives:

- Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when reassigning employees within the company as the result of the elimination of a particular job or department

AODA Compliance Date: January 1, 2016

Actions Planned:

Eco-Tec will review the requirements of the Integrated Standards to determine how we can best meet this requirement before the AODA compliance date.

Status: Complete

Built Environment Standard

Objectives:

- The Built Environment Standard in the Integrated Standards are designed to remove barriers in public spaces, such as outdoor public eating areas, walkways and accessible parking on and off street
 - These standards for the design of public spaces apply to new constructions and major changes to existing features.

AODA Compliance Date: January 1, 2017

Actions Planned:

Eco-Tec is currently reviewing the requirements of the Integrated Standards to determine how they apply and how we can best meet these requirements before the AODA compliance date.

Status: N/A