

Terrapure Environmental (“Terrapure”) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Multi Year Accessibility Plan

General Requirements

Regulation	Actions	Status	Compliance Date
Establishment of Accessibility Policies	<ul style="list-style-type: none"> • Create a Statement of Commitment and make it publicly available 	Completed	January 1, 2014
	<ul style="list-style-type: none"> • Create an Accessibility Policy and make it publicly available 	Completed	January 1, 2014
	<ul style="list-style-type: none"> • Upon request, provide a copy of the Statement of Commitment and the Accessibility Policy in an accessible format 	Completed	January 1, 2014
Establishment of Accessibility Plans	<ul style="list-style-type: none"> • Create a multi-year accessibility plan and make it publicly available 	Completed	January 1, 2014
	<ul style="list-style-type: none"> • Review the multi-year accessibility plan 	Review every 5 years	January 1, 2019
	<ul style="list-style-type: none"> • Upon request, provide a copy of the multi-year accessibility policy in an accessible format 	Completed	January 1, 2014
Training	<ul style="list-style-type: none"> • Train Ontario employees on the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code as it relates to people with disabilities 	Completed (ongoing)	January 1, 2015
	<ul style="list-style-type: none"> • Train employees on the Integrated Accessibility Standards Regulation (IASR), e-learning module 	Completed (ongoing)	January 1, 2015

Customer Service:

Regulation	Actions	Status	Compliance Date
Accessibility Standards for Customer Service	<ul style="list-style-type: none"> • Create an Accessible Customer Service Standards Policy 	Completed	January 1, 2012
	<ul style="list-style-type: none"> • Create an AODA Customer Service Standard training module (e-learn) 	Completed	January 1, 2012
	<ul style="list-style-type: none"> • Incorporate Customer Service Accessibility into new hire orientations 	Completed	January 1, 2012
	<ul style="list-style-type: none"> • Create an accessibility feedback mechanism 	Completed	January 1, 2012
	<ul style="list-style-type: none"> • Upon request, provide accessible emergency information to employees 	Completed	January 1, 2012

Information and Communication:

Regulation	Actions	Status	Compliance Date
Integrated Accessibility Standards	<ul style="list-style-type: none"> • Upon request, provide or make arrangements for accessible formats and communication supports when a person with a disability requests them 	Completed	January 1, 2016
	<ul style="list-style-type: none"> • Meet WCAG 2.0 Level A guidelines for Company websites 	Completed	January 1, 2014
	<ul style="list-style-type: none"> • Meet WCAG 2.0 Level AA guidelines for Company websites 	Future requirement	January 1, 2021

Employment:

Regulation	Actions	Status	Compliance Date
Integrated Accessibility Standards	<ul style="list-style-type: none"> • Include accessibility in the recruitment and selection process by notifying job candidates that accommodations are available upon request for people with disabilities 	Completed	January 1, 2016
	<ul style="list-style-type: none"> • Include accessibility in performance management and career development processes for employees with disabilities 	Completed	January 1, 2016
	<ul style="list-style-type: none"> • Provide individualized workplace emergency response plans for employees with disabilities, as needed 	Completed	January 1, 2016
	<ul style="list-style-type: none"> • Create individual accommodation plans for employees with disabilities (Accommodation Policy) 	Completed	January 1, 2016
	<ul style="list-style-type: none"> • Create a return to work plan for employees who have been off work because of a disability (Return to Work Policy) 	Completed	January 1, 2016