



ZTR Control Systems Integrated Accessibility Standards Policy and Accessibility Multi-Year Plan

2014-2019

INTEGRATED ACCESSIBILITY STANDARDS POLICY

COMMITMENT

ZTR Control Systems is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

ACCESSIBILITY PLAN

ZTR Control Systems will develop and maintain an accessibility plan which outlines our achievements and strategies to remove barriers from our workplace to

improve opportunities and services for people with disabilities.

The Accessibility plan will be reviewed and updated at least once every five years and will be posted on our website. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

TRAINING

ZTR Control Systems is committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train all of our employees on accessibility as it relates to their specific roles. Training will also be provided when changes are made to ZTR Control System policies. ZTR will keep record of the training it provides.

INTEGRATED ACCESSIBILITY STANDARDS POLICY

INFORMATION AND COMMUNICATIONS

ZTR will communicate with people with disabilities in ways that take into account their disability and will ensure its process for receiving and responding to feedback is accessible.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level A website requirements in accordance with Ontario's accessibility laws.

EMPLOYMENT

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify all staff that supports are available for those with disabilities. We have put in place a process to develop individual accommodation plans for all employees. Upon the request of an employee with a disability ZTR will provide accessible formats or with communication supports in a timely matter.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. This will be reviewed when the employee moves to a new location or when employee's accommodation plans or needs are reviewed.

Our performance management and career development will take into account the accessibility needs of all employees.

ZTR Control Systems also maintains a return to work process and plan for any employee who has been absent from work due to a disability and who would require accommodations in order to return to work.

INTEGRATED ACCESSIBILITY STANDARDS POLICY

CHANGES TO EXISTING POLICIES

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

ACCESSIBILITY MULTI- YEAR PLAN

INTRODUCTION

ZTR Control Systems 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 is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps ZTR Control Systems is taking to meet those requirements and to improve opportunities for people with disabilities. The Multi-Year Accessibility will be modified every five years reflect ZTR Control Systems achievements and strategies and action plans.

Our plan shows how ZTR Control Systems will play its role in making Ontario an accessible province for all Ontarians.

STATEMENT OF COMMITMENT

ZTR Control Systems is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to

maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

CUSTOMER SERVICE

ZTR Control Systems has developed and implemented policies to comply with Regulation 429/07 of the AODA- Accessibility Standards for Customer. Regulation 429/07 establishes accessibility standards for customer service to remove barriers to accessibility of goods and services.

ZTR is committed to making all documents required under the Customer Service available to the public upon request. When providing any of the Accessible Customer Service Documents to a person with a disability, ZTR will provide the document, or the information contained therein, in a format that takes into account the person's disability.

ACCESSIBILITY MULTI- YEAR PLAN

Effective date: Regulation 429/07 required private organizations to comply with the Customer Service Standard on and after January 1, 2012.

Status: Complete

Customer Service

Achievements:

- Training all Current and new staff on Customer Service policies
- Considering a person's disability when communicating with them
- Allowing assistive devices in the work place
- Welcomes Support Persons
- Notice of temporary disruptions
- Implementation of Feedback process
- Documented policies that are available to the public upon request and is available in accessible formats
- Met all report compliance dates

ZTR will continue to train all new employees and will continue to look at ways to remove barriers to

accessibility and improve customer services. We will also report our ongoing progress in 2017.

INFORMATION AND COMMUNICATIONS

In compliance with AODA Customer Service Standard, ZTR Control Systems has implemented an accessible feedback process for receiving and responding to feedback about the manner in which ZTR provides goods and services to people with disabilities.

People may provide their feedback in person, by telephone, in writing, or by email or otherwise as requested. The Customer Feedback Form can be requested and may be used to provide such feedback, but is not mandatory.

Effective Date: January 1, 2015.

Status: Complete

ZTR Control Systems has also taken the proper steps to make all new websites and content conform to WCAG 2.0, Level A.

Effective Date: January 1, 2014.

Status: In-progress (New site will be released by September 2016)

ACCESSIBILITY MULTI- YEAR PLAN

Information and Communications

Achievements:

- Created a feedback process to receive and respond to feedback from employees, customers and members of the public.
- feedback process accessible in multiple formats upon request
- redesigning website to meet WCAG level A requirements

ZTR Control Systems will continuously look at ways to improve the feedback process for both employees and members of the public. ZTR Control Systems will take steps to have make all websites and content complaint to WCAG 2.0, Level AA by January 1, 2021.

EMPLOYMENT

ZTR Control Systems is committed to equal employment practices. Human Resources will accommodate people with disabilities during the recruitment process and address information confidentially. We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

ZTR Control Systems has created a process for customized emergency

response plans, which is to be reviewed when the employee moves to a new location or when employee's accommodations plans or needs are reviewed.

Effective date: January 1, 2012

Status: Complete/ On-going

ZTR Control also maintains a return to work process and plan for any employee who has been absent from work due to a disability and who would require accommodations in order to return to work. Our performance management and career development also takes into account the accessibility needs of all employees.

Effective date: January 1, 2016

Status: Complete/ On-going

Employment Achievements:

- Notify all employees, potential hires and the public that accommodations can be made during recruitment and hiring.
- Notice of accommodation with offer letters
- All staff have been trained on our policies for supporting employees with disabilities
- Accommodation plans available for employees, including customized emergency information and return to work process and plan.

ZTR Control Systems will continue to remove barriers and provide a safe environment for all employees. We will continue to document and review workplace emergency and return to work plans and processes. Our performance management and career development will continue to take into

ACCESSIBILITY MULTI- YEAR PLAN

account the accessibility needs of all employees. All new hires will be trained on our policies for supporting employees with disabilities. We will also retrain all staff when policies are changed.

ZTR Control Systems will take steps to prevent and remove any barriers identified by members of the public, employees and our customers as required and requested.

TRAINING

ZTR Control Systems provides training to all employees on Ontario's accessibility laws and the Ontario Human Rights Code that relate to persons with disabilities.

We train all of our employees on accessibility as it relates to their specific roles. Training will also be provided when changes are made to ZTR Control System policies. ZTR will keep record of the training it provides.

Effective date: January 1, 2015

Status: Complete/ On-going

Training Achievements:

- All employees have been trained according to their roles
- Documentation of training

ZTR control Systems will continue to provide training to all new employees. We will also provide updated training when all polices are changed.

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces such as our waiting area.

ZTR Control Systems will notify the public of a service disruption and provide alternatives if available on our website or at the location.

OTHER

FOR MORE INFORMATION

For more information on this accessibility plan, please contact **Human Resources**.

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