

Multi-Year Accessibility Plan

Message from the President

At Onyx Mechanical, we are committed to implementing accessibility initiatives to ensure that everyone, regardless of their abilities, can access our services. We believe that accessibility is not just a legal requirement, but also a moral imperative that helps create a more inclusive and equitable society.

To demonstrate our commitment, we have established a dedicated team to oversee accessibility initiatives, including conducting regular accessibility audits of our website and physical spaces, providing accessibility training to all employees, and incorporating accessibility considerations into all stages of our work. Our goal is to ensure that accessibility is not an afterthought, but an integral part of everything we do, so that we can continue to serve our customers in the most inclusive and accessible way possible.

— **Chris Nielsen, President**

Introduction

At Onyx Mechanical Inc., we take our commitment to accessibility very seriously. We believe that everyone should have equal access to our services, regardless of their abilities. To achieve this goal, we have established policies and procedures that are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. Our accessible customer service and employment policies ensure that people with disabilities are treated with respect and dignity, and that they have the same opportunities to access our services as anyone else.

We understand that our obligations under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws are just one part of our overall commitment to non-discrimination and inclusion. We recognize that people with disabilities face many barriers in their daily lives, and we are committed to doing our part to remove those barriers and create a more inclusive society. Whether it's through our hiring practices, our training programs, or our product development initiatives, we are always looking for ways to improve our accessibility and ensure that people with disabilities have the same opportunities to succeed as anyone else.

At Onyx Mechanical, we are proud of our commitment to providing excellent services to all customers, including people with disabilities, and we will continue to work hard to ensure that everyone who interacts with our organization feels valued and respected.

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

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.



We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Customer Service

Onyx Mechanical Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide services and facilities to people with disabilities with the same high quality and timeliness as others.

We provide accessibility training to every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

Information and Communications

Onyx Mechanical Inc. is committed to making our information and communications accessible to people with disabilities.

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will consult with the person making the request in determining the suitability of an accessible format or communication support.

We notify the public about the availability of accessible formats and communication supports by posting a notice in our front lobby and on our website.

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



Employment

Onyx Mechanical Inc. is committed to fair and accessible employment practices.

- We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
- We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.
- We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.
- We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability.
- Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding that employee during an emergency.
- We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.
- We have a written process to develop individual accommodation plans for employees.
- We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- Our performance management, career development and redeployment processes consider the accessibility needs of all employees.



Training

Onyx Mechanical Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

For More Information

For more information on this accessibility plan, please contact:

Kimberley Montgomery

Phone: 416.666.4105

Email: kimberley@onyxmech.com

Our accessibility policy and plan is publicly posted at www.onyxmech.com

Standard and accessible formats of this document are free on request from:

Kimberley Montgomery

Phone: 416.666.4105

Email: kimberley@onyxmech.com

