



## **Accessible Information and Communications Policy (AODA)**

### **Intent**

Ashland Construction Group Ltd. provides accessible information and communications for persons with disabilities, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations. This policy sets out the standards for providing accessible information and communications.

### **Definitions**

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

### **Guidelines**

Ashland Construction Group Ltd. strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges to provide accessible formats and communication supports for persons with disabilities upon request. This includes but is not limited to our feedback process and all publicly available safety and emergency information, such as evacuation procedures and floor plans. The company also ensures that our website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication supports by the website at [www.ashlandconstructionltd.com](http://www.ashlandconstructionltd.com) . Requests for accessible formats or communication supports should be submitted to the Human Resource Manager by mail, phone or on the website. The company consults with the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.



## **Exceptions**

These standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the company does not control through a contractual relationship.

## **Unconvertible Information or Communications**

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If ASHLAND CONSTRUCTION GROUP LTD. determines that information or communications are unconvertible, the company provides the individual who made the request with an explanation as to why and a summary of the information or communications.

## **Feedback**

Ashland Construction Group Ltd. will conduct a review of all feedback processes across the organization, to ensure that processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports upon request.

Ashland Construction Group Ltd. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request with five (5) business days.

We encourage feedback about our accessibility including customer service, website and employment practices.

Feedback may be made via the website at: [www.ashlandconstructionltd.com](http://www.ashlandconstructionltd.com)

Feedback may also be in writing, by telephone, fax or email to:

Human Resource Manager  
340 Bowes Road, Concord, ON L4K1K1  
Tel: 905-660-3060 Fax: 905-660-4515  
Email: [accessibility@ashlandltd.com](mailto:accessibility@ashlandltd.com)