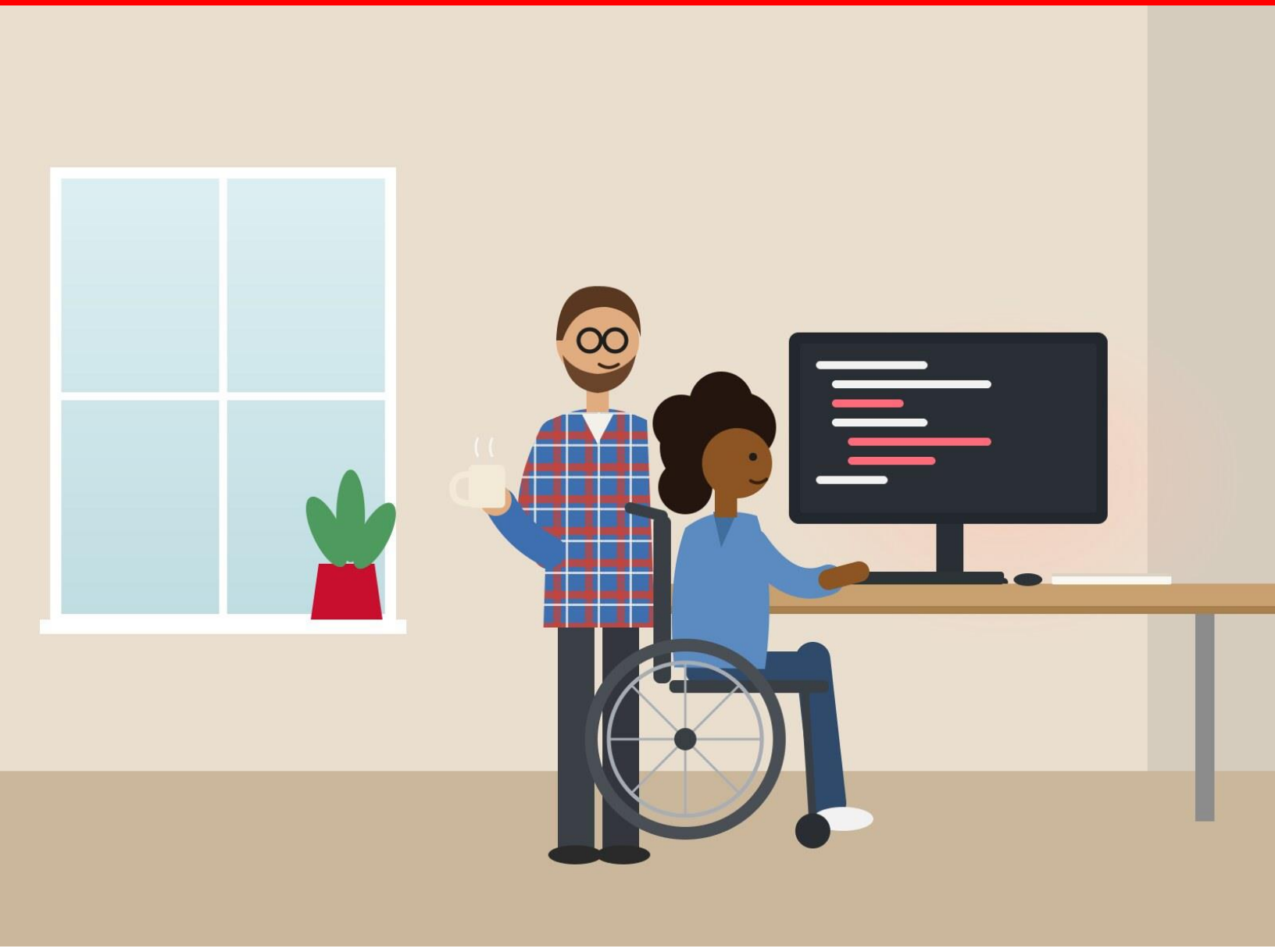
PATTISON ID

Multi-Year Accessibility Plan

2026 – 2030

Accessibility for Ontarians with Disabilities Act, 2005



Human Resources

Pattison ID Commitment

Pattison ID is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do this by identifying, preventing and removing barriers to accessibility, and by meeting our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

About this Plan

This Plan covers 2026 to 2030 and sets out what Pattison ID has in place and what we will do each year to meet AODA requirements. It applies to all Pattison ID employees, facilities and services in Ontario.

Review: the Plan is reviewed and updated at least once every five years.

- **Reporting:** Pattison ID files its AODA accessibility compliance report with the Province of Ontario by December 31, 2026 and December 31, 2029.
- **Availability:** the Plan is posted on the Pattison ID website and is available in an accessible format.
- **Related policies:** Ontario Accessibility & Accommodation Policy

Part I – General Requirements

Requirement	What Pattison ID does	Target
Accessibility policies	The Ontario Accessibility & Accommodation Policy sets out how we meet AODA, including our customer service, information and communications, employment and training requirements. The policy is publicly available, policies are available in an accessible format on request, and we post a notice saying so.	In place
Multi-year accessibility plan	This Plan is posted on our website, available in an accessible format on request, and reviewed at least every five years.	2026; review 2030

Requirement	What Pattison ID does	Target
Training	Every employee and volunteer, anyone who helps develop our policies, and anyone who provides goods, services or facilities on our behalf (such as contractors and/ or agency workers) is trained on AODA and the *Human Rights Code* as it applies to people with disabilities. New hires are trained during onboarding, training is provided again whenever our accessibility policies change, and HR keeps records of training dates and the number of people trained.	2026, ongoing

Part II – Information and Communications

Requirement	What Pattison ID does	Target
Feedback	HR receives and responds to accessibility feedback in a timely manner through an online feedback form posted on our website with this Plan, an internal feedback form on WorkVivo, our main phone line, mail and in person. A paper feedback form is available from HR on request, and feedback can be given in an accessible format on request.	In place
Accessible formats and communication supports	On request, we provide information in an accessible format or with communication supports, in a timely manner and at no extra cost. We consult with the person to choose a suitable format. As an enhancement, we are introducing larger fonts on internal platforms in 2027–2028.	In place; larger fonts 2027–2028
Emergency and public safety information	Emergency procedures, evacuation plans and public safety information are available in an accessible format on request. Evacuation plans are reviewed in 2029 to make sure they meet the needs of people with disabilities.	In place; review 2029
Accessible websites	Our websites must meet WCAG 2.0 Level AA, which has been required since January 1, 2021. We are assessing Pattison ID websites in 2026, will fix any gaps by 2027, and are adding an accessibility page describing the feedback process. Video captions and text contrast are reviewed across digital content.	Assess 2026; remediate by 2027

Part III – Employment

Requirement	What Pattison ID does	Target
Recruitment – general	Job postings and our careers page state that applicants with disabilities are welcome and that accommodation is available on request.	In place
Interviews and assessments	Candidates invited to an interview or assessment are told accommodation is available. If one is requested, HR consults with the candidate to arrange it.	In place
Offers of employment	Every offer letter notifies the successful applicant of our policies for accommodating employees with disabilities.	In place
Informing employees of supports	New hires learn about our accommodation policies during onboarding, and all employees are told when those policies change. Employees are also told how to request tools such as height-adjustable desks, readers, extra screens and headphones.	In place; ongoing
Accessible formats for employees	On request, we provide job information and general workplace information in an accessible format, chosen with the employee.	In place
Workplace emergency response information	Individualized emergency response information is provided as soon as practicable to employees whose disability requires it, shared with a designated helper with the employee's consent, and reviewed when the employee moves to a different location, when their accommodation needs or plan are reviewed, and when we review our general emergency procedures.	In place
Individual accommodation plans	Our written process for documented individual accommodation plans is set out in the Ontario Accessibility & Accommodation Policy. Managers will be trained on it in 2027.	2026; manager training 2027
Return to work	Our documented return-to-work process is set out in the Ontario Accessibility & Accommodation Policy and uses individual accommodation plans.	2026, ongoing

Part IV – Customer Service and Facilities

Requirement	What Pattison ID does	Target
Service animals and support persons	Visitors may use their own assistive devices and may bring a service animal or support person onto our premises. Where a service animal is excluded by law, we offer another way to provide our services. A support person is required only after consulting with the visitor, and only where needed for health or safety.	In place
Notice of temporary disruptions	If an accessible feature or service is out of service, we post a notice at the location explaining the reason, expected duration and alternatives.	In place; ongoing
Customer service training	Everyone who provides goods, services or facilities on our behalf, including employees, volunteers and contractors, is trained on serving people with disabilities, including people who use assistive devices or are accompanied by a service animal or support person.	In place
Feedback	Customers can give feedback through the same channels described in Part II above.	In place
Design of public spaces	Since January 1, 2017, new builds and redevelopments of public-facing areas (parking, paths, service counters, waiting areas) meet the Design of Public Spaces standard. We also run a rolling review of plant and office facilities using a standard checklist, looking at door widths, automatic door openers, clutter and adjustable desks.	In effect; facilities review 2026–2027
Maintenance of accessible elements	For public spaces built or redeveloped since 2017, facilities staff carry out preventive maintenance of accessible elements (such as accessible parking, paths of travel, ramps, service counters and automatic door openers) as part of regular facility inspections, and urgent repairs to these elements are prioritized as emergency maintenance. When an accessible element is temporarily out of service, we post a notice explaining the reason, expected duration and alternatives, as described above.	In effect; ongoing

Year-by-Year Roadmap

Year	Focus	Key actions
2026	Foundations	Confirm HR as the accessibility contact and publish this Plan. Check that job postings and offer letters include the required accessibility wording. Document accommodation and return-to-work processes in the Ontario Accessibility & Accommodation Policy. Confirm AODA training for all employees, volunteers and contractors. Set up the online and WorkVivo accessibility feedback forms. Assess websites against WCAG 2.0 AA and begin fixing gaps. Start the facilities checklist review. File the compliance report by December 31.
2027	Managers and communication	Train managers on accommodation and return-to-work. Complete website fixes to meet WCAG 2.0 AA and add an accessibility page. Begin ALT text and larger fonts.
2028	Acting on feedback	Adopt high-contrast, colour-blind-friendly palettes and high-contrast whiteboard markers. Review shared equipment so employees who rely on it are not left on smaller screens. Build accessibility into purchasing of software, equipment, furniture and vehicles. Support assistive technologies.
2029	Programs, spaces and consultation	Review evacuation plans. Consult employees with lived experience of disability. File the compliance report by December 31.
2030	Review and renewal	Re-test websites to confirm they continue to meet WCAG 2.0 AA. Invite feedback during performance reviews and exit interviews. Mark the International Day of Persons with Disabilities on December 3. Complete the five-year review and prepare the next Plan.

Feedback and Contact

We welcome feedback on this Plan and on how we can remove barriers for people with disabilities. To give feedback or request this Plan in an accessible format, contact Human Resources:

- **Online:** the accessibility feedback form on the Pattison ID website, posted with this Plan

- **Employees:** the accessibility feedback form on WorkVivo, or a paper feedback form available from HR on request
- **Phone:** +1 438 817 7001
- **Mail:** Human Resources, Pattison ID, 1655 Feldspar Ct, Pickering ON, Canada L1W 3R7

We will acknowledge your feedback and respond in a format that works for you.