



Accessibility Policy

STATEMENT OF ORGANIZATIONAL COMMITMENT

Waterloo Biofilter Systems Inc. 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.

Waterloo Biofilter Systems Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Waterloo Biofilter Systems Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Waterloo Biofilter Systems Inc. is committed to excellence in serving and providing goods and services to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

TRAINING

We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training includes:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

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We train every person as soon as practicable after being hired and provide training in the 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.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, all reasonable measures will be taken to include the person with a disability.

COMMUNICATION

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- providing visual materials and aids
- providing information both verbally and in written format
- relocating meetings to environments more suitable for the individuals needs ie. Away from heavy machinery

We will work with the person with disabilities to determine what method of communication works best for them.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

If the service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services and facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, service or facilities

FEEDBACK PROCESS

Waterloo Biofilter Systems Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

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- In writing via email to info@waterloo-biofilter.com, or service@waterloo-biofilter.com
- By phone at 519-856-0757
- In person at 65 Massey Road, Suite C, Guelph ON N1H 7M6

All Feedback, including complaints, will be handled in the following manner:

- 1) The feedback will be provided to the appropriate departmental manager.
- 2) The department manager will discuss the feedback both with their department and the senior leadership team.
- 3) A list of possible resolutions to remove the identified barrier will be generated.
- 4) Resolutions that can be reasonably implemented will be executed. Any policies or procedure documents associated with the item will be updated to reflect this change in process.

Customers can expect to hear back in 30 day.

Waterloo Biofilter Systems Inc. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

NOTICE OF AVAILABILITY OF DOCUMENTS

Waterloo Biofilter Systems Inc. notifies the public that documents related to accessible customer service are available upon request by posting a notice on our company website.

Waterloo Biofilter Systems Inc. will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

INFORMATION AND COMMUNICATIONS

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 take into account 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:

- a) In a timely manner, taking into account the person's accessibility needs due to disability; and
- b) At a cost that is no more than the regular cost charged to other persons.

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We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by stating their availability on our website.

We are also actively working to improve our websites accessibility by completing projects that will align it with the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

EMPLOYMENT

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 consult with the applicants and provide or arrange for suitable accommodation.

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 takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

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 providing assistance to 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 will review the individualized workplace emergency response information:

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- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

Recognizing that every individual is unique, we take a collaborative approach to working with each employee when writing individual accommodation plans for the employee.

If an employee has been absent from work due to a disability and requires disability-related accommodations in order to return to work, we will work collaboratively with the employee to develop their return to work plan.

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

CHANGES TO EXISTING POLICIES

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.



Multi-Year Accessibility Plan

STATEMENT OF ORGANIZATIONAL COMMITMENT

Waterloo Biofilter Systems Inc. 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.

INTRODUCTION

Waterloo Biofilter Systems Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Waterloo Biofilter Systems Inc. is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. 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 providing 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.

SECTION 1. PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

Customer Service

All employees of Waterloo Biofilter are trained in customer service standards as they relate to working with people with disabilities during their onboarding and orientation. All employees have completed training modules on the *Accessibility for Ontarians with Disabilities Act, 2005* as well as the *Ontario Human Rights Code*.

Information and Communications

Waterloo Biofilters Accessibility Policy is posted and available on our company website. Additionally, we have developed a process for receiving feedback on how we provide accessible customer service.

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Employment

Waterloo Biofilter notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring upon request.

We work collaboratively with any employee requiring accommodation due to a disability to develop their individualized accommodation plan, this is not limited to and includes return to work plans where applicable.

Training

All employees of Waterloo Biofilter are trained in customer service standards as they relate to working with people with disabilities during their onboarding and orientation. All employees have completed training modules on the *Accessibility for Ontarians with Disabilities Act, 2005* as well as the *Ontario Human Rights Code*.

SECTION 2. STRATEGIES AND ACTIONS

Information and Communications

We are actively working to improve our websites accessibility by completing projects that will align it with the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements. A third-party web development organization has been engaged to assist us with this project. An audit of our website has been conducted and projects identified to bring it to this standard. Work is currently underway to achieve this goal.

Employment

Waterloo Biofilter offers accommodation upon request for both job applicants and employees. As the company continues to grow and develop more policies around employment, the company will continue to offer accommodation where requested and is committed to providing a tailored approach to suit each individual's needs.

FOR MORE INFORMATION

For more information on this accessibility plan, please contact:

Hillary Craggs

Human Resources Generalist

hillary@waterloo-biofilter.com

519-856-0757 x277

Our accessibility plan is publicly posted on our website.

Standard and accessible formats of this document are free on request.

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