

Accessibility Standards Policy and Commitment

Fortis Construction Group Inc. is committed to excellence in serving all customers and to a diverse and inclusive workforce that includes persons with disabilities. Fortis Construction Group Inc. strives to conduct its business and operations in a manner that allows persons with disabilities to maintain their dignity and independence.

Fortis Construction Group Inc. is committed to meeting the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) and has developed a Multi-Year Accessibility Plan. Fortis Construction Group Inc. regularly reviews its strategies, policies, and practices to prevent and remove accessibility barriers from our workplaces.

Fortis Construction Group Inc. is pleased to make available the Accessibility Standard for Customer Service, the Accessibility Standard for Employment and the Accessibility Standard for Information & Communication developed in compliance with the AODA.

Accessibility Standard for Customer Service

Assistive Devices:

We will ensure that appropriate staff members are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our facilities. We will also allow people to use their own personal assistive devices when accessing our facilities to purchase goods or services of Fortis Construction Group Inc.

Communication:

We will communicate with people with disabilities in ways that take into account their disability, and will ensure that, to the extent reasonable, we will seek the input of people with disabilities as to how they wish us to communicate with them.

Service Animals:

A person with a disability who is accompanied by a service animal will be allowed to have the animal accompany them on our premises. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption of Services:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities a notice of disruption will be posted at the entry way of our facility, as early as is reasonably feasible, stating the approximate duration of disruption.

Training:

Fortis Construction Group Inc. will provide training to employees who deal with the public or other third parties on their behalf. Training will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, the Company plan related to the customer service standard. Staff will also be trained when changes are made.

Accessibility Standard for Employment

Fortis Construction Group Inc is proud of our diverse workforce and is committed to a safe, accessible, and inclusive environment, ensuring the workplace is free from discrimination and harassment.

Recruitment & Selection:

All job postings will notify potential applicants of the availability of accommodations during the recruitment process. If an applicant or candidate requires or would like more details about accessibility, he/she should contact the site-specific contact person identified on the job posting, typically the Human Resources Coordinator. Candidates selected will be notified directly during the selection process that accommodations are available upon request. These requests should be made in advance in order to consider an individual's disability-related needs to establish suitable accommodations.

Support for Employees:

All Fortis Construction Group Inc. employees are notified of our commitment to supporting individuals with disabilities. Employees are free to request information or communication in an accessible format, which will be provided upon consultation with the employee directly to determine specific needs. The provision of job accommodations will be handled on a case-by-case basis, respecting the employee's individual disability-related needs.

Emergency Response:

Individualized emergency response information will be documented, maintained, and updated as necessary for employees requiring assistance in the event of an emergency.

Return to Work Process:

Fortis Construction Group Inc maintains a documented return to work process for all employees that may have been absent from work due to a disability. Those who require disability-related accommodations upon their return to work will have an individualized plan developed to facilitate a successful return.

Performance Management:

Fortis Construction Group Inc. will consider the accessibility needs of employees during the performance management process and when providing career development or advancement opportunities.

Accessibility Standard for Information & Communication

Feedback Process:

Customers or prospective employees who wish to provide feedback on the way the Fortis Construction Group Inc. provides services or recruitment opportunities to people with disabilities can contact the Human Resources Department at hr@fortisgroup.ca. Customers and prospective employees can expect to hear back within three business days.