

Multi-Year Accessibility Plan

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that under the Integrated Accessibility Standards Regulations, Fortis Construction Group Inc. establish, implement, maintain, and document a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities.

Fortis Construction Group Inc. is committed to our multi-year accessibility plan, outlined below that describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan outlines the policies and actions that have been put in place to improve opportunities for all. Our accessibility plan is posted on our external website and will be provided in an accessible format upon request. Fortis Construction Group Inc. will review and update our accessibility plan at least once every five years, or as needed. The current plan covers a five-year period (2021-2026).

Customer Service Standard

Customer Service Policy

Fortis Construction Group Inc. has developed and implemented an Accessible Customer Service Policy. The policy is posted on our external website and will be provided in an accessible format upon request.

Customer Service Training

Fortis Construction Group Inc. has implemented a training program for employees and requires third-party agents who deal with customers on behalf of the company to be trained. In addition to general training requirements, all employees must be trained on how to:

- Interact and communicate with people who have various types of disabilities including people who use an assistive device or have a service animal or support person
- Use of equipment or devices available that may assist a person with a disability
- Handle a situation where a person with a disability is having difficulty accessing our goods, services, or facilities

Integrated Accessibility Standards

Information & Communications Standard

Fortis Construction Group Inc. is committed to making information and communications accessible to persons with disabilities. We will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Feedback, Accessible Formats & Communication Supports

Fortis Construction Group Inc. is committed to meeting the needs of people with disabilities. We welcome feedback from individuals on how effectively we are accommodating people with disabilities in the provision of our goods and services. Feedback may be provided verbally, in writing, in electronic format, or through other methods, using the contact information outlined in the administration section.

Accessible Websites & Web Content

Fortis Construction Group Inc. has committed to making our internet websites and web content accessible by ensuring it conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Employment Standard

Fortis Construction Group Inc. maintains compliance with requirements as set out in the Employment section of the legislation which include recruitment, notices, emergency response, individual accommodation plans, return to work process, performance management, career advancement, and redeployment.

Recruitment

Fortis Construction Group Inc. is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment process.

Notices

Inform employees of our policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Emergency Response

Fortis Construction Group Inc. is committed to providing individualized workplace emergency response information to our employees who have a disability, if the disability is such that the individualized information is necessary, and we are aware of the need for accommodation due to the employee's disability.

Individual Accommodation Plans & Return-to-Work Process

Fortis Construction Group Inc. will develop written individual accommodation plans for employees with disabilities, as needed. We will have a documented process in place for supporting employees who return-to-work after being away for reasons related to their

disabilities and require disability-related accommodation in order to return-to-work and will outline the steps that we will take to facilitate the return-to-work and include an individual accommodation plan. The return-to-work process referenced in this section does not replace or override any other return-to-work process created by or under any other statute.

Performance Management, Career Development & Redeployment

Fortis Construction Group Inc. will take into account the accommodation needs and/or individual accommodation plans of employees to provide employees with disabilities with the opportunities to advance within the organization. Fortis Construction Group Inc. will use performance management processes that take into account the accessibility needs of employees with disabilities. Fortis Construction Group Inc. career development and advancement opportunities will take into account the accessibility needs of our employees who have disabilities. Fortis Construction Group Inc. redeployment processes will consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met.

Built Environment

The Accessibility Standards for the Built Environment focus on removing barriers in two areas: public spaces, and buildings. This standard for the design of public spaces applies only to new construction and major changes to existing features. Fortis Construction Group Inc. will meet the requirements, if applicable, in accordance with the Built Environment standard schedule. We will seek consultation before making any built environment changes and will meet the specific requirements depending on the nature of the changes.

Accessible Formats

Fortis Construction Group Inc. will provide or arrange for a provision of accessible formats and communication supports, upon request, for persons with disabilities in a timely manner, taking into account the person's accessibility needs.

Accessibility Report

Fortis Construction Group Inc. accessibility compliance report will be updated and filed per the required schedule in accordance with the Ontario Ministry for Seniors and Accessibility.

Administration

If you have any questions or concerns regarding this policy or its related procedures, please contact hr@fortisgroup.ca or 1.519.419.7828. If an individual wishes to be contacted about their feedback, they must provide their name and contact information.