

AODA ACCESSIBILITY PLAN

Introduction:

Bill Gosling is committed to working towards full compliance with current standards of The Accessibility for Ontarians with Disabilities Act, 2005 ("the AODA").

We affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA):

The AODA Accessibility Plan outlines the policies, achievements and actions that Bill Gosling have taken and the work underway to improve opportunities for people with disabilities.

Statement of Commitment:

Bill Gosling is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Bill Gosling has developed, implemented and continues to monitor and maintain policies that provide guidance and direction on how we have achieved and will continue to achieve all accessibility requirements under this legislation.

In order to ensure our commitment, Bill Gosling Outsourcing has created and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers which will be posted on the company website as well as within our internal system of record.

Standards of Accessibility under AODA:

General Requirements AODA MULTI-YEAR ACCESSIBILITY PLAN

Accessible Emergency Information

Bill Gosling is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

Bill Gosling has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. Accessibility policies and plans have been developed and implemented and our multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities

Accessibility Policies and Plans:

Policy review takes place within the organization on an annual basis or as required based on changes in legislation.

Training:

Training Accessibility and inclusion of people with disabilities is of the greatest importance to Bill Gosling. With this said, training is provided to employees on Accessibility Standards and policies regarding Human Rights elements have been created and provided for as well.

Training is provided in a way that best suits the duties and needs of employees. Bill Gosling has taken the following measures to ensure our employees are provided with the training needed to meet current standards and legislation:

Provide training in an accessible format taking into account the accessibility needs of a person with a disability; ensure new employees review and acknowledge policies upon hire and throughout continued employment; data base of training records maintained to include names and date of completion

Customer Service Standard:

Bill Gosling will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law
- The following measures have been implemented:
 - Annual review or as required of policies and practices governed by the legislation
 - Senior Management approval with advice from Human Resources to ensure compliance
 - Computer based training modules provided to all employees
 - Publication of our policy and plan to the company website
 - Multiple channels for feedback
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to enter the premises with their support person and service animal. At no time will a person

with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises.

Information and Communications Standard

Bill Gosling is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

Feedback is always welcome and can be provided for in a variety of different options.

The company website will be reviewed and tested to ensure compliance and conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Employment standards

Bill Gosling is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. Bill Gosling will accommodate people with disabilities throughout the recruitment and onboarding process.

For more information or additional details on this Accessibility Plan, please contact:

Bill Gosling Outsourcing Corp.

By mail:

Attention: Human Resources Department

55 Mulcaster Street

Suite 600

Barrie, Ontario

L4M 0J4

By Phone: 1-844-200-2467

By Fax: 905-470-8155

By Email: HRNorthAmerica@billgosling.com