



MULTI-YEAR ACCESSIBILITY PLAN

We are committed to building inclusive spaces that empower individuals of all abilities to thrive.

Ensuring Compliance with the Accessibility for Ontarians with Disabilities Act

A MESSAGE FROM THE CFO

At Fermar Paving Limited, we believe that accessibility is not just a legal obligation—it's a commitment to creating a welcoming, inclusive environment where everyone can thrive. Our mission is to ensure that people of all abilities can engage with our services, programs, and workplace without encountering unnecessary barriers.

The Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, require us to develop, implement, and update a multi-year accessibility plan. However, we view this plan not merely as compliance, but as an opportunity to lead by example and make meaningful, lasting change.

This accessibility plan outlines the specific steps we will take to identify, remove, and prevent barriers across all areas of our organization. From improving physical spaces and enhancing digital accessibility to fostering inclusive customer service and workplace practices, our leadership team is committed to building an environment that values diversity, equity, and accessibility.

Accessibility isn't just the responsibility of one department—it requires collaboration across every part of the organization, from our frontline employees to senior management. As such, our leadership will ensure that all employees are trained and empowered to contribute to this vision. We will continuously review our progress and update the plan at least every five years to stay aligned with the evolving needs of our community.

We encourage feedback from our employees, customers, and stakeholders throughout this journey. Together, we can create a future where everyone has equitable access to opportunities and services—a future that reflects the values of dignity, respect, and inclusion.

Sincerely,

Kelly Miles
Chief Financial Officer
Fermar Paving Limited

Introduction

Fermar Paving Limited is a proudly Canadian, family-owned business with over 50 years of experience in delivering high-quality construction and paving solutions. Renowned for our expertise in heavy civil construction, asphalt paving, and site development, we are committed to innovation, safety, and sustainability. At Fermar, we are passionate about creating infrastructure that stands the test of time and contributes positively to the communities we serve.

Achievements in Accessibility

Accessibility is a core pillar of Fermar's values. We are committed to building inclusive spaces that empower individuals of all abilities to thrive. Over the years, Fermar has integrated accessibility standards into every phase of our projects, from design to execution, ensuring compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Some of our key achievements include:

- Implementing tactile indicators and seamless pedestrian crossings in urban paving projects to enhance mobility for individuals with visual and physical impairments.
- Developing workforce programs to ensure accessibility considerations are deeply understood by our teams.
- Partnering with community organizations to advocate for accessible infrastructure that meets diverse needs.

Statement of Commitment

Fermar Paving Limited is dedicated to fostering an inclusive environment both within our organization and across the projects we deliver. Our commitment to accessibility extends beyond regulatory compliance—we see it as an ethical responsibility to ensure equitable access to public infrastructure.

Executive Summary of the Plan

To align with our commitment, Fermar is implementing a strategic Accessibility Action Plan. This plan outlines key initiatives to enhance inclusivity, including advanced training for staff on accessibility standards, proactive integration of universal design principles, and collaboration with experts and stakeholders to address barriers in infrastructure.

Through these efforts, Fermar aims to:

- Continuously innovate in creating accessible and sustainable urban environments.
- Promote awareness of the importance of accessible design within the construction industry.
- Ensure that our projects improve the quality of life for all members of the community.

By prioritizing accessibility in our practices and designs, Fermar Paving Limited reaffirms its commitment to excellence and inclusivity, ensuring that our work contributes meaningfully to building a barrier-free society.

Fermar Paving Limited strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Fermar 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 provide 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

Fermar has completed the following accessibility initiatives:

Customer Service

Fermar confirms that it has consistently complied with the Customer Service Standards as required by applicable laws and regulations. We are committed to providing accessible and inclusive services that meet the needs of all individuals, including persons with disabilities.

1. Customer feedback

Customers were able to provide feedback through multiple accessible channels, including:

- **Online Forms:** available on our website
- **In-Person feedback:** forms were available at our offices, and site offices with assistance provided by staff when needed
- **Email and Phone:** Customers could directly share their feedback via dedicated email addresses and phone.

2. Action taken to address feedback when/if received

Each piece of feedback was/will be reviewed by Human Resources and responded to promptly

3. Addressing potential barriers to feedback

To ensure all customers could provide feedback without barriers, we:

- Offered alternate formats for feedback tools (e.g. paper, digital, or verbal feedback)
- Provide clear instruction in plain language

Our organization remains committed to continuous improvement and will continue to engage customers, adapt services, and address barriers to ensure compliance with the Customer Service Standards.

Information and Communications

Our organization confirms that it has adhered to the Information and Communication Standards by ensuring the accessibility of all communications and information shared with customers, employees, and the public. We are committed to providing materials and information in formats that accommodate diverse needs.

1. Accessible Communication Practices

We have implemented the following measures to ensure compliance:

- **Accessible formats:** Key documents, reports, and public information are made available in accessible formats such as large print, Braille, and digital formats
- **Website Accessibility:** Our website complies with the Web Content Accessibility Guidelines ensuring that all users, including those with disabilities, can access information easily
- **Alternative Communication Channels:** For individuals who cannot access information through standard methods, we offer phone, email, or in-person assistance.

We conduct periodic reviews and updates to maintain compliance and enhance our communication practices. This includes integrating and responding to evolving accessibility standards. Our organization remains dedicated to fostering an inclusive environment where information is accessible to everyone.

Employment

Our organization confirms that it complies with Employment Standards by fostering an inclusive and accessible work environment. We ensure equitable opportunities throughout the employment lifecycle, from recruitment to retirement, for individuals with disabilities.

1. Recruitment and Hiring Practices:

To create an inclusive hiring process, we:

- **Accessible Job Postings:** Ensure job advertisements are available in accessible formats upon request and use inclusive language to encourage applicants of all abilities to apply.
- **Accommodation During Recruitment when requested:** Inform all candidates about the availability of accommodations during the interview and assessment process. Accommodations are tailored to individual needs.

2. Employee Accommodation Plans:

To support employees with disabilities, we:

- **Individualized Accommodation Plans:** Develop tailored plans in consultation with employees, considering their specific needs and ensuring confidentiality.

- **Return-to-Work Programs:** Offer structured return-to-work processes for employees recovering from illness or injury, including modified work arrangements.
- **Workplace Adjustments:** Implement adjustments such as ergonomic workstations, assistive devices, flexible hours, and remote work options when required.

Our organization regularly reviews employment policies, practices, and physical environments to ensure compliance with current standards and best practices. We also engage with employees to identify and address emerging barriers proactively. Our organization is committed to fostering an equitable, accessible, and inclusive workplace for all employees.

Training

Our organization confirms that it complies with Training Standards by providing accessibility training to all employees, contractors, and volunteers. This ensures that everyone understands their responsibilities under the applicable accessibility legislation and can deliver inclusive and equitable service.

1. Training Programs Implemented:

We have developed comprehensive training programs tailored to the roles and responsibilities of our team members, including:

- **General Accessibility Training:** All staff are trained on the principles of accessibility, including customer service, employment standards, and the organization's accessibility policies. Training includes understanding the rights of people with disabilities and strategies for identifying and removing barriers.
- **Role-Specific Training:** Frontline Staff: Trained on effective communication techniques, including using assistive devices, interacting with service animals, and supporting individuals with disabilities.
- **Ongoing Training Updates:** Staff are retrained when policies are updated or new accessibility requirements come into effect.

2. Delivery of Training:

We provide training through diverse and accessible formats to meet varying needs:

- **In-Person Workshops:** Interactive sessions conducted by accessibility experts.
- **E-Learning Modules:** Online training that is self-paced and equipped with accessibility features (e.g., closed captioning, screen reader compatibility).
- **Printed Materials:** Accessible manuals and guides available in alternate formats upon request.

Our organization ensures that all employees are equipped with the knowledge and skills needed to support an accessible and inclusive environment for colleagues, customers, and the public.

Section 2. Strategies and Actions

Projects and programs our organization plans to accomplish to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Customer Service

Fermar is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Ongoing Initiatives to Comply with the Customer Service Standard:

1. Ongoing Accessibility Training for Staff

- **Description:** Provide mandatory accessibility training to all new hires during onboarding to ensure they understand how to deliver accessible and inclusive customer service.
- **Timeframe:** Within the first two weeks of employment for new staff

2. Regular Customer Feedback Collection and Analysis

- **Description:** Maintain accessible channels for customers to provide feedback and regularly review this feedback to identify and address issues.
- **Timeframe:** Feedback to be collected continuously; analysis and reporting conducted annually or on an as needed basis.

3. Updates to Accessibility Policies and Procedures

- **Description:** Review and update customer service policies to align with evolving accessibility standards and feedback from stakeholders.
- **Timeframe:** Policy reviews to occur annually, with updates implemented immediately upon identification of necessary changes.

4. Monitoring and Evaluation of Customer Service Practices

- **Description:** Regularly monitor frontline staff and service processes to ensure compliance with accessibility requirements and identify areas for improvement.
- **Timeframe:** Immediate corrective actions as necessary.

By maintaining these initiatives, our organization will continue to meet and exceed compliance requirements for the Customer Service Standard, fostering an inclusive and welcoming environment for all customers.

Information and Communications

Planned Initiatives to Ensure Accessible Information and Communications:

1. Accessibility Training for Staff

- **Description:** Provide training to employees involved in creating or managing information and communications (e.g., IT staff) to ensure they understand accessibility requirements.
- **Timeframe:** Initial training for all relevant staff and contractors upon hiring.

2. Accessible Website Compliance

- **Description:** Ensure the organization's website complies with standards for accessibility, including features such as alt text, keyboard navigation, and compatibility with screen readers.
- **Timeframe:** Maintain ongoing monitoring and updates annually.

3. Alternate Format Availability

- **Description:** Make all public-facing information available (e.g., brochures, policies, reports) in accessible formats such as large print, Braille, and audio upon request.
- **Timeframe:** Ensure all new materials are available in alternate formats at the time of request.

5. Accessible Feedback Mechanisms

- **Description:** Offer multiple accessible ways for individuals to provide feedback on information and communication practices, including online forms, email, phone, and in-person options.
- **Timeframe:** Fully operational within three months, with ongoing improvements based on user feedback.

By implementing these initiatives, our organization will continue to improve the accessibility of our information and communication practices, ensuring inclusion for all individuals, including those with disabilities.

Employment

Planned Initiatives to Ensure Fair and Accessible Employment Practices:

1. Inclusive Recruitment Practices

- **Description:** Review and update recruitment processes to ensure accessibility, including job postings, application methods, and interviews. Inform candidates about the availability of accommodations during recruitment.
- **Timeframe:** Ongoing implementation for all recruitment activities.

2. Individualized Accommodation Plans

- **Description:** Develop and implement formal processes for creating individualized accommodation plans for employees with disabilities. Include input from the employee, management, and external experts as needed.
- **Timeframe:** Plans developed as needed for employees.

3. Accessible Onboarding for New Employees

- **Description:** Ensure onboarding materials and training are available in accessible formats (e.g., large print, screen-reader compatible files). Provide accommodations for orientation activities.
- **Timeframe:** Accessible onboarding program developed as needed for employees.

4. Return-to-Work Programs

- **Description:** Enhance existing return-to-work programs to support employees recovering from illness or injury. Include accommodations like modified work duties or schedules.
- **Timeframe:** Program revisions completed within three months; implemented as needed.

These initiatives aim to promote equity, inclusivity, and accessibility at every stage of the employment cycle, ensuring fair opportunities and a supportive workplace for all employees.

Training

Planned Initiatives to Provide Training on Accessibility Laws and the Ontario Human Rights Code

1. Accessibility Training for New Employees

- **Description:** All new employees will receive training on the requirements of Ontario's accessibility laws, including the Accessibility for Ontarians with Disabilities Act (AODA), and the Ontario Human Rights Code as it applies to people with disabilities. This will ensure they understand their responsibilities in providing accessible services and supporting inclusive environments.
- **Timeframe:** To be completed as part of the onboarding process for all new employees within the first 2 weeks of employment.

2. Ongoing Refresher Training for Current Employees

- **Description:** Provide refresher courses for all employees to keep them up to date with changes to accessibility laws and human rights policies. This will reinforce their understanding of accessibility and inclusivity in the workplace and customer service.
- **Timeframe:** Implemented as needed.

By implementing these initiatives, our organization ensures that all employees are well-informed about Ontario's accessibility laws and the Ontario Human Rights Code, supporting a culture of inclusion and compliance.

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted on our website at www.fermarltd.com

Standard and accessible formats of this document are free on request from:

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