



mform's MULTI-YEAR ACCESSIBILITY PLAN

2023 - 2026

mform is committed to meeting the accessibility needs of persons with disabilities in an effective and timely manner by preventing and removing barriers for persons with disabilities in accordance with the *Integrated Accessibility Standards Regulation (IASR)*. *mform Construction Group's* goal is to foster an inclusive organizational culture that is guided by the principles and requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *IASR* and the *Ontario Human Rights Code ("Code")*.

mform Construction Group's Multi-Year Accessibility Plan

Part I – General Requirements

Establishment of Accessibility Policies: *mform* has developed all policies and procedures necessary to comply with the requirements set forth by AODA.

Accessibility Plans: *mform* has completed the development and implementation of its Accessibility plan. HR and management are to identify barriers in the workplace on an ongoing basis. HR will review the plan periodically and make changes as needed.

Training: *mform* has trained all applicable parties necessary to fulfill the requirements set forth in this regulation and will continue to provide training to new hires as needed.

Part II – Information and Communications Standards

Feedback: On an ongoing basis, *mform* will review all feedback processes across the company to ensure all staff are aware of the need to accommodate upon request and how to handle said requests. This will continue to be integrated into the scheduled training on the Integrated Accessibility Standard.

Accessible Formats and Communication Support: *mform*, will determine what accessible formats & communication supports will be provided upon request and in collaboration with the person with disabilities. *mform* will endeavour to provide such alternative formats and communication supports in a timely manner in accordance with a mutually agreed upon schedule.

Emergency Procedures, Plans or Public Safety Information: *mform* has posted emergency procedures, plans or safety information in an area where it is available to the public. HR or their designate will review this information periodically and make changes as needed.

Accessible Websites and Web Content: All existing content, including new content or changes made to the *mform's* website conforms to the WCAG 2.0 Level AA Standards.

Part III – Employment Standards

Recruitment – General: On an ongoing basis, *mform* includes a statement in job advertisements about the availability of accommodation for applicants with disabilities and identifies different options for where job advertisements may be posted (e.g., Paper, website bulletin board, etc.). Sample recruitment statement for accommodation: We are committed to providing accommodation for persons with disabilities. If you require accommodation, we will work with you to meet your needs throughout the recruitment process.

Recruitment, Assessment or Selection Process: On an ongoing basis, *mform* reviews how to notify applicants – telephone, email, letter or other alternative means that takes into account their need for accommodation. *mform* regularly identifies barriers in the recruitment process: location of interview room, format of tests (if applicable), room set up for interviewee, interviewing timelines, supports, paperwork. *mform* regularly reviews interview guidelines that takes into account accommodation for persons with disabilities.

Notice to Successful Applicants: *mform* includes a statement in employment agreements confirming that *mform* will support the accessibility needs of its employees.

Informing Employees of Supports: *mform's* employee handbook includes a policy to inform employees of *mform Construction Group's* commitment to support employees with disabilities. New hires are provided with accessibility policies and training as a part of their onboarding process as well.

Accessible Formats and Communication Supports for Employees: On an ongoing basis, *mform* conducts an audit of regular communications. A list of what an employee will require is obtained to ensure that their accessibility needs are met through an individualized accessibility plan.

Workplace Emergency Response Information: In the event that *mform* becomes aware of an employee's disability, the Company ensures that the employee is provided with information on emergency response protocols that will take into account their individualized requirements. *mform* will review individualized workplace emergency response information every year, or as changes occur (i.e., legislation updates, job transfers, etc.). *mform* is committed to ensure the individualized emergency response information is updated and communicated to affected employees.

Documented Individual Accommodation Plans: On an ongoing basis, *mform* will review and update its existing written process for implementing accommodation plans for persons with disabilities. A template to document individual accommodation plans when the need arises has been created and is reviewed on a regular basis.

Return to Work Process: On an ongoing basis, *mform* will review and update its existing written process for implementing a return-to-work plan for persons with disabilities. A template to document the return-to-work process has been created and is reviewed on a regular basis.



Performance Management: On an ongoing basis, *mform* will review its existing Performance Management process. This includes evaluating different options for administering the performance management process to take into account the individual needs of persons with a disability and consider the different methods to provide feedback to employees – on paper, verbally, on-line, etc. If a person with a disability has an Individual Accommodation Plan (IAP), *mform* will take into account how information needs to be communicated to these individuals.

Career Development and Advancement: On an ongoing basis, *mform* will review its existing Succession Plan and Career Development processes and will keep IAP's in mind when making career development and advancement decisions.

Redeployment: On an ongoing basis, *mform* will review its existing re-deployment processes to take into account the individual needs of persons with a disability as well as any IAP's.

Part IV – Customer Service Standards

Support Persons: Individuals with disabilities are welcome to have a support person accompany them at all times while on our premises. If confidential information is being shared, *mform* will ask the individual for consent to share it in the presence of their support person.

Service Animals: We welcome individuals with disabilities accompanied by service animals and are committed to providing accessible entry to our premises. If the animal is not visibly identified as a service animal, staff may request documentation confirming its role. *mform* will ensure that employees who interact with the public are trained on how to appropriately engage with individuals with disabilities who are accompanied by a service animal.

FOR MORE INFORMATION ON THIS PLAN, PLEASE CONTACT:

Human Resources

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mform's accessibility policies (The Customer Service Standard Policy & the Integrated Accessibility Standards Regulation Policy) are available upon request. The policies and the multi-year accessibility plan are also available in accessible format, upon request.

LAST REVISED: JULY 2, 2025

