

POLICY TITLE	AODA, IASR & Accessibility Standard for Customer Service – Ontario Specific	EFFECTIVE DATE	2020-06-04	
POLICY NUMBER	EHS-POL-09-02	REVISION NO.	02	
POLICY OWNER	VP Human Resources	REVISION DATE	2024-08-08	

1. POLICY STATEMENT

QM Environmental is committed to creating an inclusive and accessible environment and treating all people in a way that allows them to maintain their dignity and independence. We believe in integration 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 various provincial Accessibility laws. QM Environmental is committed to supporting the principles and requirements outlined in the legislation including identification, removal or prevention of barriers in areas such as customer service, employment, information and communication and procurement.

We have implemented this policy and an Accessibility Plan to meet the requirements of the various provincial legislation. This policy provides the provision of accessible information & communication and employment services for persons with disabilities, and related Customer Service Standard.


This plan applies to all current QM employees or those who conduct business with others on behalf of QM.

Our accessibility Policy and Plan ensures that:

- **Creating an inclusive and accessible environment and** treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.
- Meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility.
- Ensuring **accessible employment services for persons with disabilities**
- Complying with the **various provincial accessibility laws including ensuring that we are meeting any reporting and training requirements**

2. Customer Service Standard

- Our policy, plan and accommodation procedures are communicated and acknowledged by all employees.
- We have a process to identify and prioritize the removal of barriers for persons with disabilities.
- We have a process in place to ensure the safety of employees and visitors with disabilities during emergency situations.
- We have a process in place to communicate planned or unexpected disruption to services or facilities for customers with disabilities and establishes a process to will promptly notify the customers or client. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed in a convenient and visible location.
- We provide customers who wish to provide feedback to QM Environmental on the provision of goods and services to people with disabilities can provide feedback via email, in person, verbally or in writing. All feedback will be directed to the head of Human Resources and communicated with all Senior Management.

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- QM welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises in all public areas.

3. Additional Accessibility Standards

- We will provide training to employees conducting business on behalf of QM on the various provincial accessibility laws and on the Human Rights Legislation, as applicable, as it relates to people with disabilities. Training will be conducted at onboarding and in our leaning management system.

Employment

- We will make recruitment, assessment and selection accessible
- Our plan makes information accessible to employees using accessible formats and communication supports.
- We have developed accommodation plans for employees with disabilities
- We help employees with disabilities return to work
- We make performance management, career development and job changes accessible to employees

Information and Communication Systems


- QM is committed to meeting the communication needs of people with disabilities.
- QM has taken or will take the following steps to ensure new websites and content on those sites conform with WCAG 2.0, Level A
- QM welcomes questions and feedback about our accessibility Plan or Policy, training or on providing services to visitors, recruits or employees with a disability, please contact our Human Resources department anytime. Phone Toll-Free 1.800.251.7773/ email human.resources@qmenv.com

4. COMMUNICATION, TRAINING & AWARENESS

- This policy is acknowledged by all employees during initial release, at onboarding, and as the policy is reviewed or revised via electronic signature on the company LMS (Learning Management System).

5. RELATED PROCEDURES/WORK INSTRUCTIONS

- Accessibility Plan
- Accommodation Policies & Procedures
- Early and Safe Return to Work Accommodation Policy
- Early and Safe Return to Work Accommodation Program
- Emergency Response Procedures for Persons with Disabilities
- Communication Plan

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6. FORMS/DOCUMENTS

- NA

7. RECORDS

- NA

8. DEFINITIONS

- NA

9. REVISION HISTORY

Date	Description	Revision
2022-04-01	<ul style="list-style-type: none"> • Updated to new branding template • Added related documentation section 	01
2022-05-12	<ul style="list-style-type: none"> • No changes to policy • Policy reviewed and resigned by new President and CEO 	02
2024-08-08	<ul style="list-style-type: none"> • Policy reviewed and updated to include IASR standard 	03

10. APPROVAL

Agnes Wietrzynski
President & CEO

2024-08-08
DATE


SIGNATURE

Jasmyń Kozłowski
Vice President, Human Resources

2024-08-08
DATE


SIGNATURE

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