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Multi-Year Accessibility Plan	
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Intent

This accessibility plan outlines the strategy of Boshart Industries to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Boshart Industries is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is in effect from 2022 to 2026.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Indira Sangapu by indira.sangapu@boshart.com

Completed Initiatives

Boshart Industries has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

Requirement: Accessibility Policy

We are committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.



Actions taken:

- The Accessibility and Accommodation policy was developed and approved
- The Accessibility and Accommodation policy was reviewed and updated in accordance with internal review processes
- The Accessibility and Accommodation policy will be made available in an accessible format to customers requesting a copy of the policy

Actions planned:

- Continue to review the Accessibility and Accommodation policy at least every three years or whenever the practices and/or procedures at Boshart Industries change to ensure it is up to date and all AODA requirements are integrated
- Continue making the Accessibility and Accommodation policy available in an accessible format to customers requesting a copy of the policy

Requirement: Multi-year accessibility plan

Boshart Industries is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and the needs of Boshart Industries' stakeholders with disabilities.

Actions taken:

- A multi-year accessibility plan was developed in 2012 and updated in 2016. It is revised again in 2022.
- Post updated multi-year accessibility plan to Boshart Industries website

Actions planned:

- Provide the plan in an accessible format on request
- Prepare annual status updates on what has been done to achieve accessibility plan, post the update to the website and make the update available to the public in an accessible format if requested
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders

Information and Communication Standards

Requirement: Accessible formats and communication supports

We are committed to making information and communication accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

We will incorporate accessibility requirements under the IASR information and communication standard to ensure that information and communications systems and platforms are accessible and they meet the needs of persons with disabilities.

Boshart Industries will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

There are situations where accessible formats and communication supports may not be provided. These situations include when:

- it is not technically possible to convert a document to an accessible format. In this case, we will explain why and provide a short summary
- the information comes from another organization
- we do not control the information
- the information is found on products or product labels

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible
- a summary of the unconvertible information or communications

Actions taken:

- Implemented multiple formats for communicating with our customer service including phone and email.

Actions planned:

- Develop processes to ensure information can be made accessible to people with disabilities upon request
- Develop guidelines and best practices for creating accessible documents
- Work with employees that create documents that are accessible
- Develop best practices to make email communication more accessible
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal
- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication Supports

Requirement: Accessible websites and web content

External-facing websites and web content controlled directly by Boshart Industries will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the IASR.

We will also consider conforming to WCAG 2.0 Level A and Level AA standards for our intranet site. This will improve inclusion and provide employees using adaptive technologies better access to information.



Actions taken:

- New public websites, significantly refreshed websites and any web content posted after January 1, 2018 meets WCAG 2.0 Level A other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- The AODA Project Screening tool addresses information posted to internet and intranet site

Actions planned:

- Beginning January 1, 2021: all public websites and web content posted after January 1, 2021 will also meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Establish a governance procedure to ensure web sites and web content conform to the appropriate standards
- Create processes and guidance documents to ensure information posted on our intranet sites are accessible
- Conduct web accessibility audits on all existing websites and web content in order to determine if AODA requirements are met and develop remediation plan if content does not conform to the requirements
- Ensure any future digital services or computer programs are designed for accessibility striving for all users to have equal access to information and functionality
- Ensure forms are designed and conform with accessibility criteria

Integrated Accessibility Standard Regulation - Employment standard

As a committed leader to maintaining healthy and safe workplace, we have a strong organizational history of accommodating its employees with disabilities and creating an inclusive work environment.

We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

We recognize that by removing barriers across the employment life cycle will create a workplace that is diverse, accessible and enables employees to reach their full potential.

Requirement: Recruitment

Actions taken:

- All postings to the public-facing careers website include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. All postings include the following statement:

Boshart Industries is an equal opportunity employer and value diversity at our company. Employment decisions are made without regard to race, colour, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

We are committed to making our interview process fully accessible for people of all abilities. Accommodations will be provided upon request, to support candidates' participation in all aspects of the recruitment process. If you require an accommodation for the recruitment/interview process, please let us know to ensure that the appropriate accommodations are in place.

- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that takes into account the applicant's unique abilities
- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities.

Actions planned:

- Continue addressing barriers to recruitment
- Continue to accommodate employees
- Ensure the online recruitment portal will meet WCAG 2.0 Level AA standards

Requirement: Documented individual accommodation plans

Actions taken:

- We have Accessibility and Accommodation policy that includes documented processes and information on accommodating employees with varying abilities

Actions planned:

- Continue to review documented processes and procedures and look for ways to enhance the accommodation program

Customer Service Standards

We strive for service excellence in all of our interactions with our customers. From the very first moment of contact with our employees, clients should feel that we are listening and responding to customer needs.

We will meet the requirements of AODA and the IASR. The organization proactively identifies barriers to accessibility and determines appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities.

Actions taken:

- A Customer Experience Office has been developed to look for opportunities to improve our services and processes in an effort to make it faster, easier and more efficient to do business with Boshart Industries. These enhancements will improve our accessible services

- All employees, managers and senior managers have been trained on interacting with customers of all abilities and we maintain records of the training that is provided
- Assistive devices and service animals are permitted on Boshart premises in areas where customers have access
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and /or served
- Customers are informed when accessible services are temporarily unavailable

Actions planned:

- Continue to train new employees on accessible customer service
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances
- Develop digital services with accessibility at its core, striving for all users to have equal access to information and functionality
- Work to ensure all online forms are accessible
- Develop tip sheets for employees on interacting with person of varying abilities
- Develop meeting/public information protocols to ensure the needs of persons with disabilities are met

Requirement: Feedback

Feedback on how services were delivered to people with disabilities will be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback will be collected by phone, by email via Boshart Industries website and in person at our service locations.

Feedback will be accepted in accessible formats and with other communication supports as required. Feedback will be considered to improve services and when reviewing the multi-year plan.

Actions taken:

- Implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone and email

Actions planned:

- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities