

Multi-year accessibility plan

Statement of commitment

6835031 Canada Inc / Group NB is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

6835031 Canada Inc / Group NB is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

6835031 Canada Inc / Group NB understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

6835031 Canada Inc / Group NB is committed to excellence in serving and providing services to all customers and clients including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a. all persons who participate in developing the organization's policies; and
- b. all other persons who provide services on behalf of the organization

Training of our employees on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's services or facilities.

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.

6835031 Canada Inc / Group NB is committed to ensuring that its customers find solutions for barriers commonly face by person with disabilities.

To with, 6835031 Canada Inc / Group NB commits to making the best possible efforts to implement those solutions to the barriers commonly face by person with disabilities.

- Training our Staff to interact and communicate with people with different types of disabilities;
- Training our Staff to not assume what employees or customers with disabilities can or cannot do;
- Continuously leaning about ways we can accommodate employees with disabilities;
- Making every document available for people with different types of disabilities, upon request;
- Welcoming job applications in a number of formats, including web, email and phone;
- Making sure that accessibility is always considered when making plans for evens and inviting attendees to tell us about their different needs.