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| January 1, 2012 | Establishment of policies, practices and procedures to comply with Regulation 429/07 | CIRA has developed a policy that governs the provision of goods and services to persons with disabilities. The policies and procedures include:  
  - Taking into account person’s disability when communicating with them.  
  - Welcomes service animals and support persons.  
  - Provides notice of service disruptions.  
  - Provides a feedback process.  
  - Provides notice of availability of accessible formats on request. | HR             | Completed |
| Training        |                                                                              | CIRA has trained all employees who interact with third parties and the public, and all members of the team who develop policies and procedures for CIRA on the provision of our goods and services to persons with disabilities. | HR             | Completed |
# AODA Integrated Standards

## General

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| January 1, 2014 | Establishment of Accessibility Policy to comply with Ontario Regulation 191/11 | • CIRA has developed an accessibility policy for the Integrated Standards that apply to CIRA including Information and Communication and Employment.  
• CIRA has outlined the strategy to prevent and remove barriers for persons with disabilities in this plan.  
• The policy will be publically available in an accessible format when requested. | HR, Legal      | Completed by December 31, 2014 |
| January 1, 2015 | Training    | • CIRA will train all employees and all persons who participate in developing our policies on the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.  
• CIRA will maintain a record of training. | HR             | Completed by December 31, 2014 |

## AODA Information and Communication Standard

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| January 1, 2015 | Feedback    | • CIRA is reviewing all types of feedback processes.  
• CIRA will ensure that the processes for receiving and responding to feedback are accessible and | MarCom, PSG, HR | In progress     |
**January 1, 2016**

**Accessible formats and communication support**
- CIRA will evaluate options for various accessible formats.
- CIRA will consult with the person making the request to determine a suitable accessible format which takes into account the person’s disability.
- Accessible formats will be made available in a timely manner and at a cost that is no more than the regular cost charged to other persons.

**January 1, 2021**

**Accessible websites and web content that conform with WACG2.0 level AA**
- CIRA will ensure that all existing and new websites and web content will conform to WACG 2.0 Level AA.

Note: All WCAG 2.0 requirements only apply to websites, web content and web based applications that CIRA controls, directly or through a contractual relationship and where meeting the requirements are technically feasible.

### AODA Employment Standard

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<th>Status</th>
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<tbody>
<tr>
<td>January 1, 2016</td>
<td>Recruitment, Assessment and Selection</td>
<td>- CIRA will notify internal and external job applicants that accommodations for disabilities will be provided when requested and to support their participation in all aspects of the recruitment process.</td>
<td>HR, Hiring Managers</td>
<td>In progress</td>
</tr>
<tr>
<td>Date</td>
<td>Description</td>
<td>Details</td>
<td>Responsible Parties</td>
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| January 1, 2016 | Notice to successful applicants          | - Notification of accommodations will be included on all job postings and verbally communicated with applicants.  
- Alternative formats will be provided when requested.  
- CIRA will consult with the applicant to determine suitable accommodation for the applicant’s disability and provide accommodation or support accordingly. | HR, Hiring Managers            | In progress |
|              | Informing employees of support            | - When making an offer of employment, CIRA will advise the employee of CIRA’s policies to provide accommodation for disability, both verbally and in writing within the offer package. | HR, Managers, Team Leaders    | In progress |
| January 1, 2012 | Individualized Emergency Response        | - When requested, CIRA will develop and document an individualized emergency. | HR, JHSC                      | Ongoing    |
| Information | response information plan.  
  • CIRA will communicate to all employees that this plan is available for employees with temporary or permanent disabilities.  
  • The individualized emergency response plan will be reviewed once the employee moves to a different location in the organization and when CIRA reviews general emergency response plans. |
|---|---|
| January 1, 2016 | Documented Individual Accommodation Plans  
  • CIRA will ensure that employees with disabilities are provided with appropriate accommodations to meet the specific needs of the individual.  
  • CIRA will work with employees, when requested, to prepare and document individual accommodation plans. These plans apply to both temporary and permanent disabilities.  
  • The plan will be a written process for the accommodation of employees with disabilities and will be provided in an accessible format when requested. |
| Return to work process | • CIRA will develop and document a return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.  
  • Depending on the nature of the disability, the return to work process may include the |
| Performance management, career development and advancement | CIRA will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when providing feedback to employees regarding their performance.  
CIRA will take into account the accessibility needs as well as individual accommodation plans for employees with disabilities when providing career development and advancement. | HR  
Managers  
Team Leaders | Ongoing |