

# GREYSTONE

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## **Accessibility for Ontarians with Disabilities Act, 2005(AODA) – Multi-Year Accessibility Plan**

Greystone Project Management has adopted this Multi-Year Accessibility Plan to ensure a professional work environment where everyone is treated with respect, made to feel included and welcome, and have their need for accommodation respected.

To achieve this commitment, we have established policies, procedures and practices in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan is reviewed and updated at a minimum every 5 years.

### **Customer Service Standard**

Greystone Project Management is committed to excellence in serving all customers including people with disabilities and we continue to carry out our functions and responsibilities in the following areas:

#### **Actions Taken:**

- Development of a Customer Service Policy with copies available upon request.
- Mechanisms created for feedback receipt, and process to respond to inquiries, feedback and/or complaints by phone, email, mail or in person.
- Training of our employees regarding assistive devices that may be used by our customers with disabilities while accessing our goods or services as well as the purpose and requirements of the AODA legislation.

### **Information and Communications**

Greystone is committed to making public company information feedback processes accessible to people with disabilities including conforming to Web Content Accessibility Guidelines.

#### **Action Taken:**

- Greystone has taken steps to make our website and content conform to WCAG 2.0, Level AA requirements.
- Feedback can be submitted through our website online “Contact Us” form, which is available at:

<https://www.greystoneconstruction.ca/contact>

Feedback may also be made in writing, by telephone, fax or email to:

**Greystone Project Management Inc.**  
**8 Crescent Road Unit A-1, Huntsville, ON P1H 0B3**  
**Phone: 705-789-1418**  
**Email: [Greystone@greystoneconstruction.ca](mailto:Greystone@greystoneconstruction.ca)**

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## **Employment**

We are committed to accommodating people with disabilities and meeting their needs to ensure they have the same opportunities as others. All applicants will be informed that the recruitment and hiring process will be modified to accommodate their disabilities, if requested.

### **Actions Taken:**

- Development, training and return-to-work processes take into account the accessibility needs of employees with disabilities.
- Job applicants are notified that the recruitment and hiring processes will be modified to accommodate their disabilities if requested.
- When an employee or new hire with a disability makes a request for accommodation, we will consult with the individual to determine the suitable accommodation in a manner that takes their accessibility needs into account.
- When providing performance management or career development information to an employee with a disability, Greystone will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.

## **Training**

Greystone Project Management will provide training to employees and new staff who fulfill the applicable duties, as soon as practical.

### **Actions Taken:**

- Provide ongoing training to employees as well as ensuring the provision of polices and materials as part of our orientation package.

An accessible format of this plan will be made available upon request.