



Aurum Human Resources Policy

Policy Name: Accessibility Policy

Policy Number: AUR-POL-2-022

Approval: David DeVries, EVP

Creation Date: March 19, 2025

Implementation Date: March 31, 2025

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1. Purpose:

The purpose of this policy is to establish guidelines and procedures to ensure compliance with the Integrated Accessibility Standards Regulation (IASR) of Ontario under the Accessibility for Ontarians with Disability Act, 2005, the Accessibility British Columbia Act, 2021, The Alberta Human Rights Act, the Accessible Saskatchewan Act, 2023, and Accessibility for Manitobans Act (AMA), 2013.

Aurum is committed to integrating accessibility into regular workplace processes. This policy aims to provide an inclusive and accessible work environment for all employees, customers, and stakeholders by identifying, removing, and preventing barriers to accessibility.

2. Scope:

This policy applies to all Aurum's personnel, sub-contractors, and any other individuals who represent or act on behalf of Aurum and its subsidiaries and affiliates. It encompasses all aspects of our operations, including but not limited to facilities, communication, information, and employment practices.

3. Policy Statement:

AURUM is committed to fostering a culture of inclusivity and promoting accessibility, in all aspects of our organization. We recognize the importance of providing equal opportunities for all individuals, including those with disabilities, to participate fully in our services, programs, and activities.

AURUM is dedicated to meeting the accessibility requirements outlined in provincial regulations for all provinces and territories that Aurum may work in and will take active measures to identify, prevent, and remove barriers that may impede accessibility for our personnel and for our clients, and the general public. We will integrate accessibility considerations into our decision-making processes and continuously strive to improve our accessibility performance.

4. Guidelines:

4.1 General:

- Aurum is committed to ensuring that all employees are aware of the guidelines used to support employees with disabilities, including policies on the provision of job accommodation that consider an employee's accessibility needs.
- All operations and services must be sensitive and responsive toward employees with disabilities.

- Aurum will not tolerate discriminatory behavior and, wherever possible, must eliminate systemic barriers to full participation, ensuring equitable opportunities, and positive attitudinal change.
- Our activities include our commitment to not creating barriers for our clients or the general public when we are performing our work.

4.2 Communication:

- Aurum will provide information in accessible formats upon request, including alternative formats such as large print and digital texts.
- Efforts will be made to ensure that all publicly available information is accessible, including websites, documents, and other communication materials.

4.3 Training:

- Aurum will provide mandatory AODA training to all employees, and contractors, ensuring they are aware of their roles and responsibilities in achieving and maintaining accessibility.
- Employees and contractors will be trained on the Human Rights Code as it pertains to people with disabilities.
- Aurum will train managers on their responsibilities in supporting an inclusive workplace and accommodating employees and clients with disabilities.
- Aurum will establish partnerships and routinely consult with community leaders to identify and create new opportunities for accessibility.

4.4 Employment:

- Aurum will develop and maintain hiring practices that are inclusive and accessible to individuals with disabilities.
- Aurum will provide accommodations during the recruitment, selection, and onboarding processes.
- Aurum is willing to develop and maintain individualized workplace emergency response plans for employees with disabilities upon request, within the limits of safety.
- If an employee with individualized workplace emergency response information requires assistance during emergencies, then Aurum with the employee's consent, is willing to provide the emergency response information to the employees who are designated to assist during emergencies, as soon as possible after they receive it, the request for accommodation due to the employee's disability.

4.5 Facilities:

- AURUM will design and maintain physical spaces to be accessible, removing barriers that may impede mobility or use by individuals with disabilities.
- We will ensure that, where possible, all new construction and major renovations undertaken by Aurum, comply with the accessibility standards of the applicable provincial regulations.

4.6 Customer Service:

- Aurum will give training to all applicable employees about providing accessible customer service, or facilities, and accommodating the diverse needs of our clients and customers.

4.7 Feedback and Accessibility Concerns:

- Aurum will establish a mechanism for receiving and addressing feedback and concerns related to accessibility.
- Aurum will ensure that customer feedback mechanisms are accessible and provide accommodations when handling inquiries and complaints.
- We will promptly respond to and resolve any accessibility issues raised by employees, clients, or the public.

5 Responsibilities:**5.1 Employer:**

- Aurum will establish and uphold accessibility policies in compliance with AODA.
- Aurum will provide necessary resources and support for implementing accessibility initiatives.
- Aurum will ensure accessibility considerations are integrated into all aspects of business operations.

5.2 Managers/Supervisors:

- Managers must ensure workplace accommodations are provided to employees with disabilities.
- Managers should promote a culture of inclusivity and address accessibility concerns promptly.
- Managers must support employees in understanding and complying with accessibility policies.

5.3 Employees:

- Employees must comply with accessibility policies and participate in required training.
- Employees should support an inclusive work environment and report accessibility barriers.
- Employees must treat colleagues, customers, and stakeholders with respect and inclusivity.

5.4 HR Department:

- HR should oversee accessibility initiatives, policies, and compliance.
- Facilitate accommodations and training programs for employees and managers.
- HR must monitor and address any accessibility-related complaints or concerns.
- Ensure hiring and retention practices align with AODA accessibility standards.

Associated Forms, Procedures, and Reference Materials:

- Accessibility for Ontarians with Disabilities Act (AODA), 2005, the act
<https://www.aoda.ca/the-act/>
- Accessible British Columbia Act, 2021
<https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019>
- The Alberta Human Rights Act
<https://albertahumanrights.ab.ca/issues-at-work/disability-illness-and-injury/>

- The Accessible Saskatchewan Act, 2023
<https://accessiblesk.saskatchewan.ca/>
- Accessibility for Manitobans Act (AMA), 2013
<https://accessibilitymb.ca/>