



Accessibility for Ontarians with Disabilities Act (AODA) Multi-year Plan

GES Canada Limited/SHOWTECH Power and Lighting (“the Company”) is dedicated to ensuring equal access and participation for individuals with disabilities. We are committed to treating people with disabilities in a manner that respects their dignity and independence. We believe in integration and are dedicated to meeting the needs of people with disabilities promptly. We will achieve this by removing and preventing barriers to accessibility and fulfilling our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario’s accessibility laws.

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

Introduction

The Company strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Company is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

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.

Past Achievements to Remove and Prevent Barriers

The Company has completed the following accessibility initiatives.

Customer Service

- Reviewed policies to ensure barriers are removed and the Company is meeting required standards



Information and Communications

- Reviewed processes for receiving feedback to ensure they were accessible to people with disabilities, by providing accessible formats or communication support, upon request

Employment

- Notified job applicants and those who were selected for interviews, that accommodations for applicants with disabilities are available upon request
- Applicants who requested accommodations were consulted to ensure the accommodation is suitable and takes into account the applicant's accessibility needs

Training

- The Company provided training via Always Honest Program on Human Rights and Customer Service

Strategies and Actions

Customer Service

The Company is committed to providing accessible customer service to people with disabilities, with the same high quality and timeliness as others.

The initiatives the Company is planning to continue;

- Continue to train staff on accessible customer service and how to interact with people with various types of disabilities
- Continue to assess and update policies to ensure they are accessible to people with disabilities
- Continue to evaluate processes to ensure inclusion and equitable participation of employees with disabilities

Information and Communications

The Company is committed to making our information and communications accessible to people with disabilities.



- We will continue to, upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
- Continue the practice of preparing individualized accommodation and emergency response plans for employees with disabilities, when requested

Employment

The Company is committed to fair and accessible employment practices.

- Will update onboarding process for new hires, appropriate to needs of the employee
- Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans
- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability

Training

- Ensure all training materials are available in accessible formats, such as large print, audio
- Provide assistive technologies and accommodations during training sessions to support employees with disabilities

For More Information

For more information on this accessibility plan, please contact;

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Our accessibility plan is publicly posted at Website and/or Social Media Addresses

Standard and accessible formats of this document are free on request from;

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