AODA Multi Year Accessibility Plan

Bureau Veritas is committed to treating all individuals in a way which allows them to maintain their dignity and independence. We believe in equal opportunity and an inclusive work environment. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will do so by identifying and removing barriers to accessibility and meeting the requirements under the Accessibility for Ontarians with Disabilities Act 2005 (“AODA”).

Bureau Veritas will ensure that its policies and practices are consistent with ensuring every reasonable effort to accommodate people with disabilities under AODA are upheld, provided such accommodation(s) do not cause Bureau Veritas undue hardship.

Bureau Veritas recognizes the importance of:

- Adhering to the Customer Service Standards set forth in the Accessibility for Ontarian’s with Disabilities Act (AODA).
- Providing individuals with disabilities access to all Bureau Veritas goods and services.
- Ensuring clear communication and addressing the needs of all individuals with disabilities.

The Multiyear Accessibility Plan is applicable to all Bureau Veritas employees, contractors, and other individuals engaged in business on behalf of Bureau Veritas, including but not limited to senior management, managers, supervisors, full-time employees, part-time employees, contract employees, off-site employees, interns and volunteers ("Employees and Contractors").

In order to gain a clear understanding of any barriers to accessibility at Bureau Veritas, situational feedback was gathered from Bureau Veritas staff from all levels of the Organization who may have experienced barriers to accessibility.
<table>
<thead>
<tr>
<th>Initiative</th>
<th>Section &amp; Regulation Description</th>
<th>Action</th>
<th>Compliance Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment of Accessibility Policies</td>
<td>3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.</td>
<td>Bureau Veritas has created, implement and maintains policies that meet AODA requirements.</td>
<td>January 1, 2014</td>
<td>Completed</td>
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<td>AODA Panel</td>
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<td>A cross-functional team has been created to ensure Bureau Veritas’ compliance with the AODA and a clear representation of all levels of staff.</td>
<td>January 2012</td>
<td>Completed</td>
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<td>Accessibility Plans</td>
<td>4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years</td>
<td>Bureau Veritas has established, implemented, and maintains a Multi-year Accessibility Plan; it will be reviewed every 3-5 years to ensure the document continues to address Bureau Veritas’ strategy to prevent and remove barriers.</td>
<td>January 1, 2014</td>
<td>Completed</td>
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| Training | 7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities, (a) all employees, and volunteers; (b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. | •Bureau Veritas provides training to all employees, consultants and volunteers to ensure that all training addresses AODA Regulations and the Human Rights Code.  
•Training will be executed on an ongoing basis and at the time when changes are made to applicable policies and practices via internal training programs, online modules, in person, and departmental meetings  
•Additional training will be given when an employee is assigned new responsibilities as they related to all AODA requirements. | January 1, 2015 | Completed |
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<td>Filing Reports</td>
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<td>Bureau Veritas will file all AODA annual reports.</td>
<td>Annually</td>
<td>Annually</td>
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<td>Kiosks</td>
<td></td>
<td>At this time kiosks do not apply to Bureau Veritas.</td>
<td>N/A</td>
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| Feedback                       | 11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request | - Bureau Veritas will make every effort to respond to all feedback in 7 business days.  
  - All feedback that speaks to accessibility will be directed through the Human Resources Office.  
  - Bureau Veritas has developed an accessibility survey which can be accessed on the Maxxam.ca AODA page to provide feedback. | January 2014    | Completed |
| Accessible Formats & Communication Supports | 12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person’s accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. | - Bureau Veritas is committed to providing individuals with disabilities accessible information and alternative communication methods when requested.  
  - Bureau Veritas will ensure that IT and Marketing review accessible formats and communication, technology supports currently available.  
  - Bureau Veritas will review the need to incorporate language in marketing materials to advise the availability of material in accessible format upon request. | January 2016    | Completed |
|                                |                                  | Bureau Veritas will ensure all staff are aware of the option to provide literature in accessible format and develop clear guidelines for situations when a suitable agreement cannot be made.                                                                                                                                  | January 2016    | Completed |
|                                |                                  | Bureau Veritas will notify the public of the availability as it relates to accessible formats and communication supports.                                                                                                                                                      | January 2016    | Completed |
| Emergency Procedures, Plans or Public Safety Info | 13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication | Bureau Veritas has prepared emergency procedures and plans and this information is available to the public via the external website in accessible format.  
  - All Bureau Veritas staff in Ontario are made aware of the availability of individual emergency evacuation plans during the New Employee Onboarding orientation session(s). | January 2012    | Completed |
supports, as soon as practicable, upon request.

• Employees with an identified disability will receive an individualized workplace emergency response plan. The department manager or supervisor will be informed of the plan to ensure the employee exits the area safely in the event of an emergency.

Accessible Websites & Web Content

14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.

• Bureau Veritas is committed to ensuring that our website and its content conforms with the WWW Consortium Web Content Accessibility Guidelines (“WCAG”) 2.0 Level A requirement and future Level AA.

Employment Standards

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| Recruitment - General       | 22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. | • Bureau Veritas will ensure employees and applicants are aware that accommodations are available both during the recruitment process and while working.  
  • Bureau Veritas will ensure that information relating to accommodation is visible on job descriptions and on the Bureau Veritas careers page; candidate are encouraged to alert Human Resources if an accommodation is required.  
  • When an applicant is selected for an interview, the candidate will be informed of their accommodation options. | January 2016      | Completed    |
| Recruitment & Selection Process | 23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. | • Bureau Veritas will incorporate language in all notifications to applicants in accordance with AODA, that accommodation is available upon request  
  • Review of recruitment process to ensure accessible features are | January 2016      | Completed    |
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<tr>
<th>Notice to Successful Applicants</th>
<th>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</th>
<th>Bureau Veritas will ensure all potential and active employees are aware of the AODA policies at the time a position is offered.</th>
<th>January 2016</th>
<th>Completed</th>
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<td>Informing Employees of Supports</td>
<td>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</td>
<td>Bureau Veritas will ensure all employees are aware of Accessibility policies via the recruitment process, internal Intranet system, and monthly tailgates.</td>
<td>January 2016</td>
<td>Completed</td>
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<td>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</td>
<td>Bureau Veritas will include the commitment to Accessibility in each new hire orientation process.</td>
<td>January 2016</td>
<td>Completed</td>
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<td>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</td>
<td>All updates and/or changes to policies will be communicated via the internal intranet system, email, staff meetings and annual reviews.</td>
<td>January 2016</td>
<td>Completed</td>
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<td>Accessible Formats &amp; Communication Supports for Employees</td>
<td>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order</td>
<td>Bureau Veritas will develop a record of the information is readily available in accessible formats and what, if any documents need to be adapted upon request.</td>
<td>January 2016</td>
<td>Completed</td>
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26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. Establish a consultation process to determine the needs of the employee and if the request is reasonable or the request cause undo hardship for the organization.

**Workplace Emergency Response Information**

27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.

As part of the EHS Orientation for new employees, individual plans will be developed when required. A central confidential database will be available to easily evaluate to ensure the needs of staff continue to be met.

**Documented Individual Accommodation Plans**

28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

The employee will discuss with their Human Resources representative their requirements and develop a detailed list of their needs or tools required to function in their role in a meaningful way.

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan

The employee will discuss with their Human Resources representative their requirements and develop a detailed list of their needs or tools required to function in their role in a meaningful way.

2. The means by which the employee is assessed on an individual basis.

A detailed Functional Abilities Form will be given to the employee along with a Physical Demands analysis and job description. Together, Human Resources, the employee, Third Party Insurance, a medical professional and/or support worker will determine the best accommodation plan to serve the needs of the employee and the
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<td>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</td>
<td>Bureau Veritas has a third party insurance provider who is responsible for facilitating the collection of medical information, requesting further medical evaluation and providing a determination if modified duties or accommodation are supported.</td>
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<td>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</td>
<td>In Ontario Bureau Veritas does not have employees who are represented by a bargaining agent. If an employee choses to have a representative from the workplace act as their representative, the employee is required to sign a release allowing Bureau Veritas to discuss the employees current situation with a representative of their choosing. Additionally, the selected representative will be required to sign a confidentiality agreement.</td>
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<td>5. The steps taken to protect the privacy of the employee’s personal information.</td>
<td>All cases as they relate to medical issues, including accommodation, are managed by Bureau Veritas’ independent third party insurance provider. Working with the third party insurers, Bureau Veritas strives to ensure that all employee information is not shared with unauthorized individuals. All requests for information require a signed release, and all communication with internal employees are only on a need to know basis as it relates to the specific concern.</td>
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<td>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</td>
<td>Most Individual Accommodation plans have a specific review date; the purpose of the review is to ensure that the modified plan continues to be relevant and that the employee is not working in conditions that are not</td>
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7. If an individual accommodation plan is denied, the reasons for the denial will be provided to the employee. If an individual accommodation plan is denied the employee will be told by the HR representative the reasons for the denial, the appeal process and what is required for approval to be granted.

8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability. i) The individual accommodation plan will include information explaining the specific accommodations that will be put in place, how the accommodations will be addressed, where to locate accessible formats, communication supports and who to contact if an issue is encountered.

   (ii) The accommodation plan will include individualized workplace emergency response information specific to the individual if there is a need identified.

Return to Work Process

29.(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.

   • Bureau Veritas has a comprehensive and structured disability leave management program. We will ensure that employees are aware of the Return to Work process for those who have been absent from work due to a disability and require accommodations.

   • All Return to Work plans will be documented.

29. (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans,
as described in section 28, as part of the process.

**Performance Management**

30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

- Bureau Veritas will ensure that accessibility needs are taken into account during an employee’s annual Performance Appraisal and ensure that all parties involved in the evaluation process are aware of the need for accommodations and that accommodations are available.

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| January 2016 | Completed |

**Career Development & Advancement**

31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

- Bureau Veritas will ensure that accessibility needs are taken into account during an employee’s Career Development and all career development plans will be documented, available in accessible formats and that all available resources are used to ensure all employees have equal opportunity during their career with Bureau Veritas.

- Bureau Veritas will ensure that accessibility needs are taken into account during an employee’s Career Development and all career development plans will be documented, available in accessible formats and that all available resources are used to ensure all employees have equal opportunity during their career with Bureau Veritas.

| January 2016 | Completed |

**Redeployment**

32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

- Bureau Veritas continually reviews role descriptions to ensure that all staff have the opportunity to develop new skill and remained engaged. If redeployment is required, every effort is made to keep the employee in their original position but if not feasible, to place them into a position that is comparable, fulfilling and professionally challenging.

| January 2016 | Completed |

**Conclusion**

In accordance with AODA and Bureau Veritas’ objective to treat all individuals equal and for them to maintain their dignity and independence, we thank you for taking the time to review our Multi Year Accessibility plan. We believe in an equal opportunity and an inclusive work environment and are therefore committed to reviewing the Bureau Veritas Multi Year Accessibility plan every 3-5 years.

To learn more about AODA, please click on [https://www.ontario.ca/page/accessibility-laws](https://www.ontario.ca/page/accessibility-laws)
If you have any questions, or have feedback related to Bureau Veritas’ Multi-Year Accessibility Plan please send a confidential email to AccessibilityOntario@bvlabs.com or call our confidential voicemail box at 905-817-5849.

For Bureau Veritas employees, if you have any questions or feedback related to Bureau Veritas’ Multi Year Accessibility plan, please contact your Human Resources representative.