

Integrated Accessibility Standards Regulation -MULTI YEAR ACCESSIBILITY PLAN (2014 – 2019)

This Plan outlines Shipmaster Containers Limited phased-in strategy to prevent and remove barriers to accessibility by meeting its requirements under the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

SECTION OF THE ACT AND OVERVIEW	ACTION PLAN	RESPONSIBILITY	DEADLINE	STATUS
Part I: General				
3. Establishment of Accessibility Policies <ul style="list-style-type: none"> Develop, implement and maintain policies on how Shipmaster Containers Ltd achieves or will achieve accessibility Create statement of Commitment Make the document available to the public 	<ul style="list-style-type: none"> Newly created policies that incorporate new requirements. Incorporates requirements into practices and procedures as required. Policy will be posted on external web site and internally on bulletin boards. Policy will be available in alternate formats on request 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration 	January 1, 2014	Complete
4. Accessibility Plans <ul style="list-style-type: none"> Create a multi-year plan–review at least once every 5 years Post plan on website Prepare annual status report on website 	<ul style="list-style-type: none"> Accessibility plan will be created and updated on an on-going basis as new information becomes available. The accessibility plan is posted on the external website and provided in an accessible format upon request. 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration 	January 1, 2014	Complete/Ongoing
6. Self-service Kiosks <ul style="list-style-type: none"> Defined as interactive electronic terminal, point of sale device Incorporate accessibility features for the kiosks **NOT APPLICABLE AT THIS TIME** 	<ul style="list-style-type: none"> At this time, the company does not maintain a kiosk but will consider what accessibility features could be implemented into potential kiosks. 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration Senior Management Team 	January 1, 2014	Ongoing Review
7. Training <ul style="list-style-type: none"> Training provided to all employees, volunteers, contractors Topic: Human Rights Code pertaining to persons with disabilities Must keep a record of the dates when the training was offered and number of participants trained 	<ul style="list-style-type: none"> Existing employees will attend training sessions as well as review AODA training booklet, policies and sign off on them. Training will also be incorporated into orientation with new employees, contractors 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration 	January 1, 2015	Complete and ongoing for new employees

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	<p>required to review AODA training booklet, polices and sign off on them.</p> <ul style="list-style-type: none"> Employees will be required to acknowledge training. All training records will be kept. 			
Part II: Information & Communication Standards				
<p>11. Feedback</p> <ul style="list-style-type: none"> Process for receiving and responding to feedback shall ensure that the processes are accessible or arrange for accessible formats upon request Shall notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> Current feedback process will be enhanced to improve accessibility. Changes will include an in person resource (TBD) to deal with accessibility issues. Information regarding the availability of accessible formats will be posted on the external website and via communication methods e.g. internal bulletin boards, telephone and email. 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration 	January 1, 2015	Complete/Ongoing
<p>12. Accessible formats and communication supports</p> <ul style="list-style-type: none"> Shall upon request provide or arrange for the provision of accessible formats and communication supports: <ul style="list-style-type: none"> in a timely manner at a cost that is no more than the regular cost charged to other persons shall consult with the person making the request in determining the accessible format or communication supports Shall notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> Consultation will occur with the person requesting alternate formats and the request will be documented and format needs confirmed. A general statement of availability will be posted on the external website. 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration 	January 1, 2016	Complete/Ongoing
<p>13. Emergency procedure, plans or public safety information</p> <ul style="list-style-type: none"> Emergency procedures, plans or public safety information shall be provided in an accessible format or with appropriate communication 	<ul style="list-style-type: none"> Developed process and policy 	<ul style="list-style-type: none"> HR Consultant Director of Finance & Administration Senior Management Team 	January 1, 2012	Complete/Ongoing

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supports, upon request				
<p>14. Accessible websites and web content Ensure internet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:</p> <ul style="list-style-type: none"> • New websites and web content to Level A by January 1, 2014 • All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions). 	<ul style="list-style-type: none"> • IT Department will be notified of this requirement. • External website will be updated 	<ul style="list-style-type: none"> • IT Department • Director of Finance & Administration 	January 1, 2014 (new sites) January 1, 2021 (all)	Ongoing
Part III: Employment Standards				
<p>20. Scope and interpretation</p> <ul style="list-style-type: none"> • Applies to employees – not volunteers or non-paid individuals 				
<p>22. Recruitment – general</p> <ul style="list-style-type: none"> • Shall notify employees and public about the availability of accommodations for applicants with disabilities 	<ul style="list-style-type: none"> • Availability of accessibility is required and will be provided on all job postings, internal and external. This will also be noted directly on the website (on postings). 	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	January 1, 2016	Upcoming but already following the guideline Ongoing
<p>23. Recruitment – assessment or selection process</p> <ul style="list-style-type: none"> • Shall notify applicants when selected to participate in an assessment or selection process that accommodations are available upon request in relation to materials or processes to be used • If request is submitted, employer shall consult with applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to disability 	<ul style="list-style-type: none"> • Barriers will be removed from all job postings. • All job postings will notify its employees and the public about the availability of accommodation for job applicants with disabilities. All applicants invited to interviews will be asked if they require assistance or accommodation. 	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	January 1, 2016	Upcoming but already following the guideline Ongoing
<p>24. Notice to successful applicants</p> <ul style="list-style-type: none"> • Shall notify successful applicant of its policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> • When offering a job to a successful applicant, Shipmaster Containers Limited will inform them of internal policies on 		January 1, 2016	Upcoming but already following the guideline Ongoing

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	<p>accommodating employees with disabilities.</p> <ul style="list-style-type: none"> • New hire packages will contain AODA training booklet. Other formats may be available upon request. 			
<p>25. Informing employees of supports</p> <ul style="list-style-type: none"> • Shall inform its employees of its policies used to support its employees with disabilities including provision of job accommodations • Needs to be communicated to new employees as soon as practical upon hire • Update all employees that there is a change to the related policies 	<ul style="list-style-type: none"> • When offering a job to a successful applicant, Shipmaster Containers Limited will inform them of internal policies on accommodating employees with disabilities. • New hire packages will contain AODA training booklet. Other formats may be available upon request. • Changes to accommodation policies will be communicated to all employees 	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	January 1, 2016	<p>Upcoming but already following the guideline</p> <p>Ongoing</p>
<p>26. Accessible formats and communication supports for employees</p> <ul style="list-style-type: none"> • Employer shall consult with employee requesting the accommodation for the following: <ul style="list-style-type: none"> ○ information that is needed in order to perform job ○ information that is generally available to employees • Employer shall consult with employee on suitable format/support 	<ul style="list-style-type: none"> • Implement, review and update policies and procedures for the provision of job accommodations. • This will include a consultative process. 	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	January 1, 2016	<p>Upcoming but already following the guideline</p> <p>Ongoing</p>
<p>27. Workplace emergency response information</p> <ul style="list-style-type: none"> • Shall provide individualized workplace emergency response information to employees who have a disability • If an employee who receives individualized workplace emergency response information 		<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	January 1, 2016	<p>Upcoming but already following the guideline</p> <p>Ongoing</p>

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<p>requires assistance and with the employee's consent, employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee</p> <ul style="list-style-type: none"> • Shall review the individualized workplace emergency response information: <ul style="list-style-type: none"> ○ when the employee relocates ○ when the employee's overall accommodations needs or plans are reviewed ○ when employer reviews its general emergency response policies 				
<p>28. Documented individual accommodation plans (IAP)</p> <ul style="list-style-type: none"> • Shall have a written process for the development of documented individual accommodation plans for employees with disabilities. Needs to include the following: <ul style="list-style-type: none"> ○ manner in which an employee requesting accommodation can participate in the development of the IAP ○ employee is assessed on an individual basis ○ employer can request an evaluation by an outside medical or other expert at the employer's expense ○ steps need to be taken to protect the privacy of the employee's personal information ○ frequency with which the IAP will be reviewed and updated ○ if an IAP is denied, the manner in which the reasons for the denial will be provided to the employee ○ means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs • IAP shall, if requested, include any information regarding accessible formats and communication supports provided, and if 	<ul style="list-style-type: none"> • Shipmaster Containers Limited will have a written process for assessing the request for, and developing, an individual accommodation plan for any employee with a disability who requests accommodation. <p>Among other elements, the process will outline how:</p> <p>the employee's disability needs will be assessed</p> <p>the employee's personal information will be protected</p> <p>the employee can participate in developing the accommodation plan</p> <p>the employee can request that</p>	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	<p>January 1, 2016</p>	<p>Upcoming but already following the guideline</p> <p>Ongoing</p>

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<p>required, include individualized workplace emergency response information. It shall also include any other accommodations to be provided.</p>	<p>a representative from the workplace participate in developing the plan</p> <p>the reasons for denying a plan are communicated to the employee</p> <p>the accommodation plan can be made accessible and is reviewed and updated</p>			
<p>29. Return to work process</p> <ul style="list-style-type: none"> • 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 • Shall document the process • Process shall outline steps the employer and employee will take to facilitate the return • Shall use the individual accommodation plans as part of the process 	<ul style="list-style-type: none"> • Shipmaster Containers Limited will have a written 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. • The return-to-work process will include developing an accommodation plan. 	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	<p>January 1, 2016</p>	
<p>30. Performance management</p> <ul style="list-style-type: none"> • Shall take into account the accessibility needs of employees with disabilities when using performance management process in respect of employees with disabilities 	<ul style="list-style-type: none"> • Shipmaster Containers Limited will take into account the accessibility needs of its employees with disabilities when: <ul style="list-style-type: none"> providing career development engaging in performance management discussions considering redeployment of the employee 	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	<p>January 1, 2016</p>	<p>Upcoming but already following the guideline</p> <p>Ongoing</p>
<p>31. Career development and advancement</p>	<ul style="list-style-type: none"> • Shipmaster Containers 	<ul style="list-style-type: none"> • HR Consultant 	<p>January 1, 2016</p>	<p>Upcoming but</p>

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<ul style="list-style-type: none"> • Shall take into account the accessibility needs of its employees with disabilities when providing career development and advancement to employees with disabilities <ul style="list-style-type: none"> ○ i.e. providing additional responsibilities, movement from one job to another at a higher pay band or level in the organization 	<p>Limited will take into account the accessibility needs of its employees with disabilities when:</p> <p>providing career development engaging in performance management discussions</p> <p>considering redeployment of the employee</p>	<ul style="list-style-type: none"> • Director of Finance & Administration 		<p>already following the guideline</p> <p>Ongoing</p>
<p>32. Redeployment</p> <ul style="list-style-type: none"> • Shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities 	<ul style="list-style-type: none"> • Shipmaster Containers Limited will take into account the accessibility needs of its employees with disabilities when: <p>providing career development engaging in performance management discussions</p> <p>considering redeployment of the employee</p>	<ul style="list-style-type: none"> • HR Consultant • Director of Finance & Administration 	<p>January 1, 2016</p>	<p>Upcoming but already following the guideline</p> <p>Ongoing</p>