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Serco Canada Inc. Driver Examination Services

Multi-Year Accessibility Plan

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Multi-Year Accessibility Plan

1. BACKGROUND

In 2005, the Ontario Government passed the ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) and the goal of the legislation is to make Ontario accessible by 2025. To achieve this goal, the act required the development of accessibility standards. The standards detail what an organization needs to do to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The standards have been combined under one regulation, the INTEGRATED ACCESSIBILITY STANDARDS REGULATION which includes the following:

- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Built Environment Standard

2. STATEMENT OF COMMITMENT

This multi-year accessibility plan outlines Serco Canada Inc.'s strategy to prevent and remove barriers to persons with disabilities and to meet the requirements of the AODA. Serco Canada Inc. is committed to treating all persons with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. The Accessibility Plan will be reviewed and updated at least once every 5 years but may be reviewed more frequently depending on needs and legislative changes. The plan will be posted on the Company website and will be provided in an accessible format, upon request. The Transportation Standard does not apply to Serco Canada Inc.

3. SCOPE

This plan applies to all policies and actions that Serco Canada Inc. and the support office has implemented or will implement to comply with the AODA and the accessibility standards.

4. DEFINITIONS

Board of Advisors – will consist of incumbents from the following positions: Quality and Corporate Assurance Director, Human Resources Manager, Operations Standards and Training Manager, Governance and Stakeholder Director, SGT Operations Manager and Director of Operations. An assigned designate can replace an advisor on a short term/temporary basis in the event the advisor is unavailable.



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Disability – any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

5. **RESPONSIBILITIES**

The **Board of Advisors** are responsible to review and update the Accessibility Plan at least once every 5 years but may review the plan more frequently depending on needs and legislative changes. The Board of Advisors will ensure that the plan is posted on the Company website and will provide the document in an accessible format as required.

6. **PLAN**

Section 6 lists achievements to Date or Plans for Achievement for the four standards required under regulation.

6.1 **CUSTOMER SERVICE STANDARD**

Commitment:

Serco Canada Inc. is committed to providing goods and services in a respectful and accessible manner to all customers, including persons with disabilities.

Serco Canada Inc. has complied with all of requirements as outlined in the Accessibility Standards for Customer Service. *Please refer to the Accessibility Standards for Customer Service Policy, PL-5602, for more detailed information.*

Status: Complete/Ongoing

Serco Canada Inc. has created and put in place a customer service plan that:

- Has taken the following into consideration: Communication Disabilities, allowances for assistive devices i.e., wheelchairs, walkers, and Oxygen tanks, as well as service animals
- Considers a person’s disability when communicating with them
- Welcomes support persons
- Informs customers when accessible services aren’t available
- Invites customers to provide feedback
- Tracks and documents all training conducted.
- Involves ongoing training for new employees on AODA and the Customer Service Standard.

Status: Complete/Ongoing



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6.2 INFORMATION AND COMMUNICATION STANDARD

Commitment:

Serco Canada Inc. is committed to making Company information and communication accessible to persons with disabilities. Serco Canada Inc. shall ensure that when receiving and responding to feedback that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

Serco Canada Inc. has put the customer service plan in writing and made the plan available to the public and Serco Canada Inc. employees.

- The plan can be accessed on ProgramVision
- The plan is available in accessible formats, if requested

Status: Complete

Feedback

Feedback can be made through the customer comment card, through a Customer Feedback Form – DESF-0701, a paper customer survey, via telephone to the call centre and through the Company website (www.DriveTest.ca).

Status: Complete

Accessible Formats and Communication Supports

The following are some examples of steps that have been taken to ensure communication and information needs are being fulfilled:

- Bell Relay Service to transcribe calls for persons with a hearing disability.
- Clipboards for form completion, if required
- Training employees who communicate with customers on how to address and communicate effectively and appropriately with persons with various types of disabilities as outlined in O. Reg. 429/07, s. 6.

Status: Complete

Emergency Procedures and Plans

Each DriveTest Centre across the province has location specific emergency procedures and plans in place.

If a request is made for emergency information in an accessible format, Serco Canada Inc. will respond promptly to this request to accommodate persons with a disability by allowing them enough time to plan for emergency situations as needed.

Status: Complete



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Accessible Website and Web Content

At what time the new website is launched or Serco Canada Inc.'s existing site undergoes significant changes or refreshers after **January 1, 2012**, the Company will conform to the WCAG 2.0 Guidelines, Level A.

As of **January 1, 2021**, any website or web content published by Serco Canada Inc. will conform to the WCAG 2.0 Guidelines, Level AA. Exclusion to the following guidelines would be providing captions on live videos or audio descriptions for pre-recorded videos.

Status: In Progress/Ongoing

Training

Serco Canada Inc. provides training to all employees, third parties operating on Serco Canada Inc.'s behalf and all individuals that are involved in developing Serco Canada Inc.'s policies, procedures, or practices on Ontario's accessibility laws and on the *Ontario Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and follows steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

Serco Canada Inc. will ensure that employees are provided training on:

- The Ontario Human Rights Code as it relates to people with disabilities
- Integrated Accessibility Standards Regulation requirements that apply to Serco Canada Inc.

Training will be provided as follows:

- New hire orientation program
- Refresher training conducted every 3 years
- As needed based on policy and/or legislative changes

Status: Complete

Kiosks

When installing self-service kiosks, Serco Canada Inc. will consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks. The following features will be considered:

- Technical
- Structural
- Access Path

Status: Complete



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6.3 EMPLOYMENT STANDARD

Commitment:

Serco Canada Inc. is committed to fair and accessible employment practices and providing accessibility for persons with disabilities throughout all aspects of the recruitment, assessment, or selection processes and throughout all processes related to the employment relationship.

Recruitment, Assessment or Selection Process

Serco Canada Inc. will notify the public and employees that, when requested, persons with disabilities will be accommodated during the recruitment, assessment, and selection processes. If a job applicant requests accommodations, we will consult with them and make adjustments that best suit their needs.

Status: Complete

Notice to Successful Applicants

When making offers of employment, Serco Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

Status: Complete

Informing Employees of Supports

Serco Canada will inform its current employees of the workplace accommodation policy and procedure. New employees will also be informed of these policies during the new hire orientation program. Changes made to these policies will be communicated to all employees when required.

Status: Complete

Accessible Formats and Communication Supports for Employees

When necessary, Serco Canada will consult with an employee who has a disability to provide or arrange for the availability of accessible formats and communication supports when requested by the employee. All communication supports will be reviewed during this process.

Status: Complete

Individual Workplace Emergency Response Information

Serco Canada Inc. provides individualized workplace emergency response information to employees who have identified to their manager or supervisor that they have a disability that requires accommodations.

An individualized emergency response plan will be developed in confidence with the manager or supervisor and the employee requiring accommodations. The employee will provide consent to



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the manager or supervisor to share the plan with the person designated to provide assistance to the employee. The plan will be signed and stored in the employee's file.

Serco Canada Inc. will review the emergency response information when:

- the employee changes work locations
- the employee's overall accommodation needs are reviewed

Status: Complete

Documented Individual Accommodation Plan

Serco Canada will accommodate an employee with a disability up to the point of undue hardship. The accommodation measures will be documented in a written individualized accommodation plan.

Status: Complete

Return to Work Process

Serco Canada Inc. will accommodate an employee who has a disability when returning to work from any form of leave. The return-to-work plan will be documented in a written individualized return to work plan document.

Status: Complete

Performance Management, Career Development and Advancement and Redeployment

Serco Canada will take into consideration the accessibility needs and individualized accommodation plans during the employee's performance management, career development and advancement and redeployment processes.

Status: Complete



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6.4 BUILT ENVIRONMENT

Commitment:

Serco Canada Inc. is committed to meeting the Accessibility Standards for the Design of Public Spaces when building new or redeveloping existing public spaces and services at each location.

- Public Spaces that would apply to certain DriveTest Centres are as follows:
 - Service counter height
 - Power operated doors
 - Width of doorways and aisles as per O. Reg. 332/12 Article 3.8.1.3
 - Waiting areas
- The outside features of the building such as sidewalks, parking spaces and signage are managed and maintained by the landlord.
- In the event of a service disruption, Serco Canada Inc. will notify the public of the service interruption and of alternatives that are available.

Status: Complete

7. PLAN COMMUNICATION

Serco's Customers

For more information on this accessibility plan, please contact **Serco Canada Inc.** at AODA@drivetest.ca.

Serco's Employees

For more information on this accessibility plan, please contact the **Human Resources Department**, CanadaHumanResources@serco-na.com.

Note: Accessible formats of this document are available upon request.

8. REVIEW

The multi-year accessibility plan will be reviewed by the AODA Board of Advisors and updated at least once every 5 years but may be reviewed more frequently depending on needs and legislative changes.