



**PATTISON Outdoor Advertising LP
Accessibility for Persons with Disabilities
Multi-Year Accessibility Plan**

Reviewed Nov 2023

*In Compliance with O. Reg. 191/11
Integrated Accessibility Standards*



Introduction

Canada's leading Out-of-Home (OOH), Transit and Digital display advertising company. With the widest variety of products in over 200 markets coast to coast, our advertisers benefit from unparalleled advertising opportunities. Based in Toronto, we are powered by over 400 sales professionals and support associates across the country, providing clients with unmatched service, insights and campaign innovation.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility throughout Ontario. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard – including the areas of Information & Communication, Transportation and Employment (O. Reg. 191/11) and the Accessible Built Environment which has not yet been regulated.

This multi-year accessibility plan outlines our ongoing efforts to identify, remove, and prevent barriers to accessibility in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

Our accessibility plan aims to:

- Identify and address barriers to accessibility within our organization
- Ensure our policies, practices, and procedures comply with AODA requirements
- Provide training and resources to our staff members on accessibility
- Continuous improvement of accessibility measures within our organization

Statement of Commitment

PATTISON Outdoor is committed to ensuring equal access and participation for people with disabilities and our ongoing efforts to identify, remove, and prevent barriers for persons with disabilities in Ontario. We are dedicated to creating an inclusive and accessible environment for all individuals, and will continue to strive towards achieving full compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Pattison Outdoor Advertising will work diligently to implement, monitor, and review our plan to ensure that all members of our community have an equal opportunity and can fully participate, and access our services without barriers in a timely manner.

In fulfilling our mission, PATTISON Outdoor strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them the benefit from the same services, in the same place, and in a similar way as other guests.

We are required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the Integrated Accessibility Standards Regulation (IASR) and Accessibility for Ontarians with Disabilities (AODA).

In accordance with the requirements set out in the IASR, we will:

- Post the multi-year accessibility plan on our website (www.Pattisonoutdoor.com)
- Provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years
- Review and update the accessibility plan in consultation with persons with disabilities

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



PATTISON Outdoor 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 after being hired as part of our onboarding process 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.

In fulfilling our mission, **PATTISON Outdoor** strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them the benefit from the same services, in the same place, and in a similar way as other guests.

Questions or comments about **PATTISON Outdoor** accessibility plan are welcome. Please contact Jaclyn McCrorie - Human Resources Director at (905)282-6842 or by email at JMcCrorie@Pattisonoutdoor.com



General Requirements

Constituent	Requirement	Action	Status
1. Creating Accessibility Policies	<p>Sec. 3.2 Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p>Sec. 3.3 Prepare one or more written documents describing its policies</p>	<ul style="list-style-type: none"> - Developed a "Statement of Commitment" adhering to AODA standards and requirement and publicly accessible. - Developed "Accessibility Policy" to comply with the integrated Accessibility Standard. - Developed "Accessibility Standards for Customer Service" to comply with the integrated Accessibility Standard. - Ensure communication is accessible and relayed to new/existing employees, customers and general public – via website and/or printed materials. <i>Documents available in alternate formats upon request.</i> 	Complete
			Complete
			Under Review
			Complete
2. Accessibility Plan	<p>Sec. 4.1 Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation</p>	<ul style="list-style-type: none"> - Develop and implement a Multi-Year Accessibility Plan. <i>Documents available in alternate formats upon request.</i> - Review and adjust multi-Year accessibility plan every 3-5 years to ensure compliance. 	Complete
			Complete
3. Emergency Plan	<p>Sec.27.1, employers must provide personalized emergency response plans to workers who have temporary or permanent disabilities</p> <p>(in an event of an emergency evacuation)</p>	<ul style="list-style-type: none"> - Employees offered individualized response assistance outlined by a "Persons Requiring Assistance" list that is reviewed yearly. - Developed Fire Safety Plan created by "National life Safety Group", assigned Chief Fire Wardens to ensure emergency procedures are in place and followed. 	Complete
			Complete
4. Accessibility Report	<p>Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations.</p>	<ul style="list-style-type: none"> - Required accessibility and compliance reports have been filed by the deadlines, most recently in 2023. - Next report: December 31, 2026. 	Complete
5. Training	<p>Sec. 7 Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human</p>	<ul style="list-style-type: none"> - PATTISON Outdoor Training materials are reviewed yearly to ensure on-going compliance with IASR. - All employees are trained on the requirements of the accessibility standards. 	Complete
			Complete



	Rights Code as it pertains to person with disabilities.		
6. Self-Service Kiosks	<p>Sec 6. (1) Without limiting the generality of section 5, the Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.</p> <p>(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks</p>	<ul style="list-style-type: none"> - Not currently applicable. - AODA will be considered, if self-services become applicable in future. 	Not Applicable

Information & Communications Standards

Constituent	Requirement	Action	Status
1. Feedback from Customers	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 the provision of accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> - Review and maintain PATTISON Outdoor Feedback Procedures, as necessary, by ensuring all customers and the general public are aware PATTISON Outdoor has a fully accessible feedback process - via website and/or printed materials. <i>Documents available in alternate formats upon request.</i> - Process allows customers to provide feedback in numerous formats (phone, email etc.) 	Complete
			Complete
2. Accessible Formats and 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	<ul style="list-style-type: none"> - PATTISON Outdoor provides alternate formats to persons with disabilities, including general information based on employee's job, upon request. - PATTISON Outdoor shall notify public about the availability of accessible formats and communication supports through our website at www.pattisonoutdoor.com including large print, e-text, audio. 	Under Review
3. Emergency Procedures/Plan or Public Safety Information	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	<ul style="list-style-type: none"> - Not publicly available. 	Not Applicable



<p>4. Accessible Websites and Web content</p>	<p>Sec 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.</p>	<ul style="list-style-type: none"> - Conduct website(s) accessibility audit. - PATTISON Outdoor Audit; to review for both WCAG 2.0 Level A and Level AA compliance. - PATTISON Outdoor to ensure all new websites implemented after January 1, 2014, and web content on those sites, conform to at minimum WCAG 2.0 Level A requirements. Level AA compliance is required on all PATTISON Outdoor websites by January 1, 2021. - PATTISON Outdoor will ensure web developers are aware of requirement and that our website is compliant before deadline of January 1, 2021. 	<p>Under Review</p>
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Accessible Employment

Constituent	Requirement	Action	Status
<p>1. Employment/ Recruitment</p>	<p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<ul style="list-style-type: none"> - Review PATTISON Outdoor recruitment process to ensure they are accessible, including Performance management, Talent Acquisition, Career Development, Advancement and Deployment. - Review and update PATTISON Outdoor Human Resources Policies and Procedures to include allegiance to persons with disabilities through employment process. - PATTISON Outdoor notifies applicants of its policies to accommodate employees with disabilities. - PATTISON Outdoor developed and implemented "Employment Accommodation policy" for new and existing employees, and applicants with disabilities during employment cycle by December 31, 2015. - PATTISON Outdoor developed and implemented "Return to Work Policy and Procedures" for employees returning to work from a leave due to a disability by December 31, 2015. 	<p>Ongoing</p>
	<p>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.</p>		<p>Ongoing</p>
	<p>Complete</p>		
	<p>Complete</p>		
	<p>Complete</p>		



Accessible Work Environment

Constituent	Requirement	Action	Status
1.Design of Public and Indoor Spaces	Improve Accessibility within PATTISON Outdoor work space/environment in Ontario.	<ul style="list-style-type: none">- Ensure working accessibility within office building that is equipped with elevators, and designated accessible parking spaces for individuals with mobility impairments.- Maintain reception area by removing and preventing barriers.- Maintain Washroom by reception area to prevent barriers, ensure visibility and accessibility to accommodate employees with disabilities.	Complete
			Ongoing