



Kaycan – Statement of Commitment and Multi-year Plan

This 2014-2021 accessibility plan outlines the policies and actions that Kaycan (“Kaycan Building Products”) has and continues to put in place to improve opportunities for people with disabilities.

Statement of Commitment

Kaycan is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (the “Act”).

Accessible Emergency Information

Kaycan is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

Training

Kaycan will provide training to employees on Ontario’s accessibility laws as it relates to people with disabilities. Training is provided to all new hires within the first 30 days of employment as part of the onboarding process.

Kaycan has taken the following steps to ensure employees were provided with the training needed to meet Ontario’s accessible laws by **January 1, 2015**.

Information and communications

Kaycan is committed to meeting the communication needs of people with disabilities. We have consulted with people with disabilities to determine their information and communication needs.

Kaycan has taken the following steps to make sure all new websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**.

- During the fourth quarter of 2013, Kaycan conducted a comprehensive review of its existing websites to identify any issues of non-compliance with WCAG 2.0, Level A. To the extent that is reasonably practicable, any identified issues were resolved on an ongoing basis.
- During that time, Kaycan also set up a system for the review of all new or significantly refreshed websites, to ensure that any such sites created after January 1, 2014 are created in conformity with WCAG 2.0, Level A.

Kaycan currently accepts feedback from members of the public in writing, by email and over the phone. We also accept feedback from employees directly to the Human Resources office.

During the training sessions for employees that we deliver in connection with the training requirements of the Act, we communicate to all employees the methods for accepting feedback.



Kaycan has taken the following steps to ensure that all publicly available information is made accessible upon request by **January 1, 2016**.

- We have posted a notice on our website that communicates that we will make information accessible to the public upon request.
- We have developed a system for accepting and processing such requests, this includes the manner in which members of the public can submit requests for accessible information.

Kaycan has taken the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**.

- By January 1, 2019, Kaycan established a committee to review its websites to identify any issues of non-compliance with WCAG 2.0, Level AA.
- Based on the results of that review, Kaycan worked to ensure that, by January 1, 2021, all of its sites, and any content published on those sites after January 1, 2012, conform to WCAG 2.0, Level AA, other than providing captions on live videos or audio descriptions of pre-recorded videos.

Employment

Kaycan is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- We have included a statement in all job postings conveying our commitment to accessible recruitment and hiring processes, and inviting individuals with accessibility concerns to communicate those concerns to us.
- We have included a similar statement in our written correspondence with job candidates during the recruitment and assessment process.
- At the time of hire, if applicable, we also communicate resources available for employees with disabilities.

Kaycan has taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- We conduct comprehensive reviews of our current practices, including a review of our Return to Work Plan and related processes.
- We consider all requests for modified work on a case-by-case basis, and together with the impacted employee, develop individualized plans pursuant to which tasks are adapted or reassigned as needed.
- We provide training to managers, as needed, so that they understand how best to support employees who have disabilities.

We take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in connection with performance management, career development and redeployment processes.

- We review our current processes to determine whether other formats and tools are available for employees who may have difficulty accessing our policies. We also accommodate individual requests for accessible formats.



- We communicate and promote the importance of focusing on achievement rather than ability or disability, and the retention and promotion of employees based on consistent, objective criteria.
- We determine whether additional training resources are necessary for employees with disabilities to ensure that they have the same development opportunities as others.
- We ensure that opportunities for transfer and promotion are provided in accessible formats.

Kaycan has taken the following steps to prevent and remove other accessibility barriers identified.

- We review our policies on renewal or revisions with a consideration to the concepts of accessibility.
- To the extent that policy and operational changes are warranted following the above review, we will put these changes into effect, and communicate any material changes to all employees.

For More Information

For more information on this accessibility plan or to request accessible formats of this document, please contact Kaycan as follows:

Kaycan employees:

Please contact Kaycan Human Resources department directly or by phone at 1-905-875-5328.

Kaycan customers, consumers, vendors and other members of the public:

Please contact Kaycan Human Resources department, by phone at 1-800-952-9226, by direct mail at Kaycan 3075 Trans-Canada Pointe-Claire, QC H9R 1B4, or email at info@kaycan.com