

Multi-Year Accessibility Plan

Introduction and Statement of Commitment

Multiplex Construction Canada Limited (“Multiplex”) is committed to creating and maintaining an accessible environment for all employees, customers and visitors and to meeting the objectives and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

Multiplex is dedicated to fostering a welcoming, inclusive, and fair environment for both clients and employees, ensuring that people with disabilities are treated in a manner that preserves their dignity and independence. We are committed to ensuring equal access and participation for people with disabilities and working to remove and prevent barriers to accessibility.

This Multi-Year Accessibility Plan (“the Plan”), together with the Accessibility for Ontarians with Disabilities Policy, were developed in accordance with the requirements of AODA, and together they outline the steps Multiplex is taking to meet those requirements, to improve opportunities for people with disabilities and our commitment and strategy to achieving accessibility.

The 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.

The Plan is available in an accessible format upon request.

Customer Service

Multiplex is committed to providing accessible customer service to people with disabilities. This means ensuring that our services, and facilities are delivered to people with disabilities with the same high quality and timeliness as to others.

In alignment with the AODA’s Customer Service Standard, Multiplex will:

- Ensure that our services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Utilize alternative or integrated methods of communication, as needed, to ensure that persons with disabilities can effectively interact with Multiplex, and to the extent applicable, obtain, use, or benefit from our services.
- Guarantee that persons with disabilities have an opportunity equal to that afforded to others to obtain, use, and benefit from any services provided by Multiplex.

Information and Communication

Multiplex is dedicated to ensuring that our information and communication systems and platforms are accessible to people with disabilities. In pursuit of this goal, we have undertaken the following actions:

- Multiplex’s websites and web content conform to Level AA of the WCAG 2.0, ensuring that our digital platforms are accessible to individuals with disabilities.

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- A commitment has been made to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. These supports will be provided in a timely manner and at no additional cost, thereby ensuring equal access to information.
- A process has been established for receiving and responding to feedback that is accessible to people with disabilities. This includes offering multiple ways to give feedback (e.g., phone, email, accessible online forms).

Employment

Multiplex is committed to fair and accessible employment practices.

The following measures have been implemented by Multiplex:

- Inform applicants about the availability of accommodations for applicants with disabilities in our recruitment process at all stages of the recruitment process.
- When an employee or a new hire with a disability request accommodation, we will engage in a consultative process with them. This will involve identifying an appropriate accommodation solution that considers both the individual's specific accessibility requirements stemming from their disability and Multiplex's capacity to provide the requested accommodation.
- Consider the disabilities and accommodation requirements of employees in relation to performance management and career advancement processes.
- An individualized emergency response plan will be developed for any employee with a disability who needs one. This plan will be updated whenever there's a change in the employee's work location or during reviews of the employee's accommodations.
- Develop a return-to-work plan for employees with disabilities who have taken leave due to their disability and require specific accommodations related to their disability in order to resume work.

Training

Multiplex provides training programs to employees, volunteers, and other staff on Ontario's accessibility legislation and the sections of the Human Rights Code relevant to people with disabilities, and also maintains records of the trainings provided.

Design of Public Spaces

Multiplex is committed to complying with accessibility laws and the Accessibility Standards for Public Spaces under AODA. This includes adhering to these standards during the construction, major modification, maintenance, and restoration of public spaces.

In case of any service disruption to the accessible features in public spaces, as mandated by the Design of Public Spaces Standard, Multiplex will inform the public about the disruption and provide information on available alternatives.

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Accessible formats of this document are available upon request.