



CPL
AODA Multi-Year Plan

CPL is committed to eliminating barriers and improving accessibility for people with disabilities as stated in the Accessibility for Ontarians with Disabilities Act 2005 and Accessibility Standards for Customer Service, Ontario Regulation 429/07. It is the Policy of CPL, that people with disabilities receive accessibility in the provision of services provided by our Employees which are consistent with the principles of independence, dignity, integration and equality of opportunity.

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 as soon as practicable after being hired 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.

Accessibility Initiatives	Actions
Customer Service	<p>CPL is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.</p> <p>Using training modules for new hire and implementing refresher training via internal LMS for 2024.</p>
Information and Communications	<p>CPL is committed to making our information and communications accessible to people with disabilities.</p> <p>We will communicate with people with disabilities in ways that take into account their disability and work with them to determine what method of communication works for them.</p>
Employment	<p>CPL is committed to fair and accessible employment practices.</p> <p>Finalizing recruitment process from end to end including notifications to employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.</p> <p>Accommodation is available upon request for job applicants.</p> <p>Notifying successful applicants on policies for accommodating employees with disabilities during the offer process.</p> <p>Ongoing</p>
Training	<p>CPL is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.</p> <p>LMS program will be utilized to send automatic training as per a specified schedule to ensure proper training is provided to necessary functions within the organization, 2024</p>

Design of Public Spaces	CPL will meet accessibility laws when building or making major changes to public spaces. No new developments are planned.
Emergency Procedures	Emergency procedures are available in the CPL Emergency Preparedness and Response documentation. Accommodations in alternative formats upon request. Review and update Individualized workplace emergency protocols 2023/2024. Where an employee discloses a disability such that the individualized information is necessary, the company will share emergency information with the employee and determine the most appropriate and effective workplace response during an emergency. Manager and HSE Manager to handle on case by case Basis.
Feedback	Accessibility policies in place, employee feedback and customer feedback reviewed 2023. Continue to review methods of feedback via forms.
Accessible Websites & Web Content	Websites compliant with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
Performance Management	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. Manager and Human Resources to handle on a case by case basis.

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at Website: cplltd.com

Standard and accessible formats of this document are free on request.



CPL

Outsourcing Made Easy