

Accessibility for Ontarians with Disabilities Act (AODA)
Multi-Year Plan for the Integrated Accessibility Standards

Compliance Date	Initiative	Required	Smart & Biggar Action	Status
January 1, 2014	Accessibility Policies	Create an Accessibility Policy that is published on Intranet and posted on the organization's website.	Our Accessible Client Service Policy is published on our intranet and posted publicly on our website.	Complete
	Accessibility Plan	Create a Multi-Year Plan for the Integrated Accessibility Standards that is posted on the organization's website and provide the plan in an accessible format if requested. Review and update the Plan at least every five years.	Our Accessibility Plan is available to all Smart & Biggar team members on our Intranet, and has been published to our external website. Our Firm will make every effort to provide our Accessibility Plan in an accessible format in a timely manner, upon request.	Complete
	Accessible Website and New Web Content	New public websites or significant updates to an existing websites and web contents posted or published after January 1, 2012 must meet WCAG 2.0 Level A (with the exception of live captions and pre-corded audio descriptions)	Smart & Biggar will take reasonable steps to ensure that new content posted on our website conforms with WCAG 2.0 Level A guidelines. The Firm will ensure that the design of any new public website, or significant changes to our existing site, will conform with WCAG 2.0 Level A guidelines.	Ongoing
January 1, 2015	Training	Develop training to cover AODA and the Human Rights Code as it pertains to persons with disabilities.	All Smart & Biggar team members will receive training that covers the AODA and the Ontario Human Rights Code. New team members will complete an on-line course as part of the on-boarding process. Team Members who deal directly with our clients and the public on a regular basis, will receive more comprehensive training to ensure they have the knowledge and skills to effectively communicate and interact with people with disabilities.	Ongoing
	Feedback	Ensure that feedback processes are accessible upon request.	Feedback processes on our client services and accessibility policies and programs are available (by telephone, in person, by email and regular post) and upon request, in accessible formats.	Complete
January 1, 2016	Accessible Public Information	Make all public information accessible.	The Firm will make every effort to provide all public information in an accessible format, in a timely manner, upon request and at a cost that is no more than the regular cost.	Complete
	Recruitment	Notify employees and the public about the availability of accommodation for applicants with disabilities as part of the recruitment process.	Our job postings indicate that workplace accommodations are available upon request.	Complete

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January 1, 2016	Assessment or Selection Process	Notify candidates, when they are individually selected to participate in an assessment or selection process, that accommodations are available, upon request.	Job applicants who are invited to attend an interview are informed that accommodations are available upon request.	Complete
	Notice to Successful Applicants	When making offer of employment, notify the successful applicant of policies for accommodating employees with disabilities.	Our employment offer templates include a clause that explains accommodations are available upon request.	Complete
	Informing Employees of Supports	Inform all employees of our policies used to support employees with disabilities.	All policies and information regarding the provision of job accommodations that take into account a team member's accessibility needs due to a disability are available on our intranet.	Complete
	Accessible formats and communications support for Employees	Provide for or arrange for the provision of accessible formats and communications support for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.	Smart & Biggar will make every effort to provide team members with information they need to do their job, emergency procedures and plans, public safety information, feedback and surveys and newsletters or other information that is generally available to team members in the workplace, in accessible formats upon request.	Complete
	Written Accommodation Plans	Develop and implement a written process for individual accommodation plans for employees with disabilities.	A written process is in place for dealing with individual accommodation plans for team members with disabilities, who have requested such accommodation.	Complete
	Return to Work Plans	Develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.	We have formal short-term and long-term disability programs. Our professional Talent Advisors work with a third-party disability management firm and team members to create personalized return to work plans based on their disability-related accommodations, if applicable.	Complete
	Performance Management	Performance management plans must 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.	In cases where a performance improvement plan needs to be implemented, the accessibility needs of the team member in question are taken into consideration.	Complete
January 1, 2017	Accessible Public Spaces	Make new or redeveloped public spaces (reception desk, reception waiting area and boardrooms) accessible.	The Design of Public Spaces Standards will be considered when building new or making major modifications to public spaces, including service-related elements in the reception and waiting areas, and publicly accessible meeting rooms and service counters.	Ongoing
January 1, 2021	Websites	All public websites and web contents posted or published after January 1, 2012 must meet WCAG 2.0 Level AA (with the exception of live captions and pre-corded audio descriptions)	Smart & Biggar will take reasonable steps to ensure that our website and any web content posted or published on our website after January 1, 2012 (other than live captions and pre-recorded audio descriptions) conform from WCAG 2.0 Level AA, except where meeting the requirement is not practicable.	Ongoing