



608 Colby Dr
Waterloo, ON N2V 1A2

Phone: 519-725-5000
Fax: 519-725-5002

Multi-year Accessibility Plan 2023-2027

Statement of Commitment

BGL Contractors Corp is committed to fully support the AODA. We will strive to meet the needs of our employees and customers with disabilities and are working hard to remove and prevent barriers to accessibility. BGL Contractors Corp. 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 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.

Customer Service Standard

The following measures have been implemented by BGL Contractors Corp.:

- Training is provided to all workers which includes:
 - training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.
 - Tips on how to interact and communicate with people with various disabilities
- If the event of a temporary disruption in one of our facilities or services, the reason for the disruption, anticipated duration, and alternate facilities or services, if any, will be communicated in a method as is reasonable to the circumstances.
- Clients and visitors who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public. If clients and visitors are accompanied by a support person, the support person will be accommodated.

Employment

BGL Contractors Corp. is committed to fair, safe, and accessible employment practices for all current and future employees. We will continue to ensure employment policies and practices are inclusive of people with disabilities. We will make documents available in accessible formats to employees if requested.

Procurement

When procuring or acquiring goods, services, or facilities, we will incorporate accessibility criteria and features. Where we determine that it is not possible to incorporate accessibility criteria or features when procuring or acquiring goods, services, or facilities we will provide a written explanation upon request.

Design of Public Spaces

We will incorporate accessibility design, criteria and features when procuring or redesigning any space owned, leased, or rented by BGL Contractor's Corp.

Feedback

If you would like to make a comment regarding the accessibility provisions made available by BGL and its employees they are to contact Top Management in one of the following methods,

In person: 608 Colby Dr, Waterloo, Monday-Friday 8:00 AM-5:00 PM

Phone: 519-725-5000

Fax: 519-725-5002

Email: contact@bglcc.ca