

# MULTI-YEAR ACCESSIBILITY PLAN

## SGS IN CANADA

### CUSTOMER SERVICE STANDARD

| AODA REQUIREMENT  | DEADLINE        | ACTIVITY  | STATUS   |
|---|-----------------|---|--|
| Develop a Customer Service Accessibility Policy including<br>01  process to communicate based on individual needs<br>02  access for people with service animals<br>03  access for people with support persons<br>04  process for notifying public of any disruption in services<br>05  develop/deliver training to ensure all existing staff, and any new staff, are trained in all aspects of Customer Service Standards<br>06  process for public to provide feedback<br>07  review corporate policies to ensure that they consider persons with disabilities | January 1, 2012 | Accessible Customer Service Plan (WI-CA-[ENV]GEN-LAK-AN-020) completed January 1, 2012 for Environmental Operations. Has been updated and is currently Revision 1.1<br><br>Training completed for all staff located at the Lakefield ON site. | Corporate Policy completed April 2014.<br><br>01- 04 completed<br>05 completed<br>06 completed<br>07 completed |

### INTEGRATED ACCESSIBILITY STANDARD

| AODA REQUIREMENT   | DEADLINE                           | ACTIVITY   | STATUS               |
|--|------------------------------------|--|----------------------|
| Develop Accessibility Policy                                     | January 1, 2014                    | Implement company policy   | Completed            |
| Make Accessibility Policy available online                       | January 1, 2014                    | Post policy on Canada portal on Company website  | Completed            |
| Develop Multi-Year Accessibility Plan<br>Refile Every Five Years | January 1, 2017<br>January 1, 2022 | Completed<br>Draft Pending   | Completed<br>Pending |
| Multi-Year Accessibility Plan posted online                      | January 1, 2014                    | Post policy on Canada portal on Company website<br>Will be posted once submitted online  | Completed            |
| File Accessibility Policy and Plan                               | December 31, 2014                  | File initial report.<br>File every three years<br>Review progress in AODA Oversight Committee and update and file as required. | Completed            |

| <b>AODA REQUIREMENT</b>   | <b>DEADLINE</b> | <b>ACTIVITY</b>   | <b>STATUS</b> |
|---|-----------------|---|---------------|
| Provide Training on the Integrated standards and including Human Rights Code training             | January 1, 2015 | <ul style="list-style-type: none"> <li>Schedule training session for staff</li> <li>Incorporate Human Rights Code training into new orientation program SHINE</li> </ul>  | Completed     |
| Develop process for receiving and responding to feedback  | January 1, 2015 | Online process exists.<br>AODA Committee established  | Completed     |
| Provide/arrange for accessible formats and communication supports in a timely manner as requested | January 1, 2016 | Accommodation policy for employees in place.  | Completed     |
| Website compliant with WCAG Level A   | January 1, 2014 | SGS website is managed by the global headquarters in Geneva.<br>Reviewing opportunities for technology improvement for Ontario, Canada to meet this standard today and will continue to establish a plan to meet the requirements, working on compliance with WCAG 2.0 as well as ARIA. | IN PROCESS    |
| Website compliant with WCAG Level AA  | January 1, 2021 | In progress from our global headquarters in Geneva.   | IN PROCESS    |
| During recruitment notify applicants that accommodation is available during the process           | January 1, 2016 | Recruitment policy has been updated.  | Completed     |
| Accommodation policies  | January 1, 2016 | Accommodation policy is already in place and includes a process for developing and documenting accommodations plans.  | Completed     |
| Create Individual accommodation plans for any existing employees with disabilities.               | January 1, 2016 | Accommodations plans are captured under the RTW process as well as the Employment Accommodation Policy.   | Completed     |
| Return to Work process  | January 1, 2016 | RTW process is already in place   | Completed     |
| Individual Emergency plan   | January 1, 2012 | Communication issued to all employees in ON to self disclose if they have a disability and require an individual emergency response plan  | Completed     |
| Design of Public Spaces   | January 1, 2017 | Identification and barriers to physical space for employees and public will be reviewed.<br><br>Committee has been established along with a Terms of Reference.   | Ongoing       |