

Multi-Year Accessibility Plan (2026–2031)



VDK Group Inc. is committed to providing an inclusive and barrier-free environment for employees, customers, visitors, and job applicants. We support the full participation of persons with disabilities and comply with the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

VDK Group Inc. will identify, remove, and prevent barriers to accessibility and integrate accessibility into our policies, procedures, and organizational practices.

Accessibility is a shared responsibility of management, employees, and individuals interacting with the organization.

Customer Service Accessibility:

Objective

Provide accessible goods, services, and facilities to persons with disabilities.

Actions

- Maintain policies allowing the use of assistive devices, service animals, and support persons.
- Provide notice of temporary disruptions to accessible services or facilities.
- Maintain an accessibility feedback process to receive and address concerns.

Accessibility Training:

Objective

Ensure employees understand accessibility responsibilities and legal requirements.

Actions

Provide accessibility training to:

- All employees
- Supervisors and managers
- Individuals developing company policies
- Individuals providing goods, services, or facilities on behalf of the organization

Training will include:

- AODA requirements
- Integrated Accessibility Standards Regulation
- Ontario Human Rights Code as it relates to disability
- Communication and interaction with persons with disabilities
- Use of assistive devices
- Role of service animals and support persons

Training will be provided as soon as practicable after hire and when accessibility policies change.

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Accessible Information and Communication:

Objective

Ensure accessible information for employees, customers, and visitors.

Actions

- Provide accessible formats and communication supports upon request.
- Consult with individuals requesting accessible information to determine the appropriate format.
- Provide emergency procedures and public safety information in accessible formats upon request.
- Maintain accessible feedback processes.

Accessible Employment Practices:

Objective

Ensure accessibility throughout the employment lifecycle.

Actions

Recruitment

- Include accommodation statements in job postings.

Application Process

- Provide accessible formats for application materials upon request.

Assessment and Selection

- Adapt interview processes and assessments when accommodation is required.

Consultation

- Work with applicants and employees to identify appropriate accommodations.

Workplace Accommodation

- Maintain individualized accommodation plans.
- Maintain return-to-work processes.
- Consider accessibility in performance management, career development, and redeployment.

Workplace Emergency Response Information:

Objective

Ensure employees with disabilities receive individualized emergency response information.

Actions

- Provide individualized emergency response plans when required.
- Review plans when:
 - An employee moves work locations
 - Accessibility needs change
 - Emergency policies are updated

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Policy Review and Barrier Removal:

Objective

Ensure ongoing compliance and continuous improvement.

Actions

- Review accessibility policies periodically.
- Update policies as legislation or organizational practices change.
- Identify and remove barriers within workplace practices and facilities.

Accessibility Feedback and Continuous Improvement:

Objective

Encourage feedback to improve accessibility.

Actions

- Maintain an accessibility feedback process.
- Review feedback regularly to identify barriers.
- Implement improvements where appropriate.

Implementation and Responsibility

The initiatives outlined in this Multi-Year Accessibility Plan will be implemented between **2026 and 2031**. Accessibility improvements will be reviewed on an ongoing basis to ensure continued compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and related regulations.

Implementation and monitoring of this plan are the responsibility of Human Resources and Management, who will work together to ensure accessibility practices are maintained, barriers are addressed, and accessibility considerations are integrated into organizational policies, procedures, and operations.

This plan will be reviewed and updated at least once every five years, or sooner if required due to legislative changes or organizational needs.

Plan Availability

The VDK Group Inc. Multi-Year Accessibility Plan (2026–2031) will be made available upon request in accessible formats.