

PURPOSE

This Multi-Year Accessibility Plan (“Accessibility Plan”) outlines the short and long-term strategies of **Waste Connections of Canada Inc.** (the “Company”) to prevent and remove barriers, improve opportunities for people with disabilities, and otherwise meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). This Accessibility Plan was most recently updated/implemented as of **November 1, 2023**.

STATEMENT OF COMMITMENT

Our Company is committed to treating all people in a way that allows them to maintain their dignity and independence. Our Company believes in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

The Company has appointed an Accessibility Coordinator with the mandate of ensuring compliance with the Company’s obligations under the AODA. However, the Company also relies on all of its employees, volunteers and partners to assist with maximizing accessibility within the Company by:

- Identifying potential barriers to accessibility and proposing ways to remove them
- Participating in training
- Learning how to interact with persons with disabilities, including those who require the use of a support person or service animal
- Learning how to use existing accessibility devices

COMPLIANCE

By no later than **December 31st** of each calendar year, the Accessibility Coordinator (including his or her designates), will review the AODA, Regulations and Accessibility Standards to identify upcoming compliance obligations and establish a schedule for achieving and/or maintaining compliance within any requisite timelines.

The Accessibility Coordinator (including his or her designates), in conjunction with management, human resources, health and safety, compliance, and other business partners, will regularly but no fewer than once per year:

- Review the AODA, regulations and accessibility standards with a view to ensuring ongoing compliance;
- Review existing policies and strategies and evaluate their effectiveness at removing barriers to accessibility, making changes as needed;
- Identify new barriers to accessibility and develop and implement removal strategies;
- Evaluate the physical accessibility to all premises owned or operated by the Company in Ontario in which the Company does business to ensure barrier-free accessibility and prepare and remit to the Company a report detailing potential barriers to accessibility along with



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recommended strategies for minimizing or eliminating such barriers;

- Evaluate communication methods as well as the manner in which goods and services are provided to the public and other third parties to ensure barrier-free accessibility;
- Ensure all required documents required by the *AODA*, regulations and standards are posted in appropriate locations and otherwise made available in accessible formats;
- Secure a certification of compliance from any business partner, including third party service providers, in respect of any *AODA* compliance obligation falling outside of the Accessibility Coordinator's area of influence; and
- Prepare and file any required accessibility compliance report(s).

SELF-SERVICE KIOSKS

The Company will have regard to the accessibility needs of persons with disabilities if and when designing, procuring, or acquiring self-service kiosks.

EMPLOYMENT

The Company is committed to fair and accessible employment practices which are inclusive of persons with disabilities. To this end, the Accessibility Coordinator (including his or her designates) shall, by no later than **December 31, 2023**, and no less than once per year thereafter:

- Review the Company's recruitment, selection, hiring and onboarding processes to ensure compliance with the requirements of the Accessible Employment Standards;
- Review the Company's performance management, career development and advancement, and redeployment practices to ensure that the accessibility needs of employees are appropriate taken into account throughout when the Company is engaged in these processes;
- Review the Company's processes for preparing and providing individualized workplace emergency response information and documented individual accommodation plans to ensure *AODA* compliance;
- Consult with management, human resources, and other business partners, as appropriate, to ensure that all employees with disabilities who have requested such support have been provided with accessible formats and communication supports for any information that is needed for the employee to perform his or her job and that is otherwise generally made available in the workplace; and
- Arrange for and/or provide necessary training on the *AODA*, Integrated Accessibility Standards Regulation, and the *Human Rights Code* as it pertains to persons with disabilities, and ensure appropriate records are kept.

TRAINING

In accordance with the *AODA*, the Company will provide training to employees, volunteers and other staff on the *AODA*, Integrated Accessibility Standards Regulation, and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and other staff.

This training will include instruction on the following:

- Purposes and requirements of the *AODA*, including the Integrated Accessibility Standards Regulation (Regulation 191/11) and all five (5) Accessibility Standards
- Requirements of the *Human Rights Code* as it pertains to persons with disabilities
- How to interact and communication with persons with various types of disabilities as well as those who use an assistive devices, or require the assistance of a service animal or support person
- How to use equipment or devices available from the Company that may help with the provision of goods or services to a person with a disability
- What to do if a person with a particular type of disabilities is having difficulty accessing our goods or services

The Company will take the following steps to ensure that it has a standardized training program in place to ensure employees, volunteers and other staff are provided with the training needed to meet Ontario's accessible laws:

- Develop training materials on the *AODA*, the Integrated Accessibility Standards and the *Human Rights Code*;
- Develop a process to maintain records of who has received training and the dates on which accessibility training took place;
- Develop a process whereby new employees will receive training as soon as practicable at the start of their employment;
- Provide the established training to all employees, volunteers and other staff that is appropriate to the duties of each person; and
- Conduct an audit of the training material and the record keeping to ensure legislative compliance.

Notwithstanding the timelines set out above, training will take place as soon as practicable for all current affected employees, volunteers and other staff of the Company.

ACCESSIBLE CUSTOMER SERVICE STANDARD

The Company is committed to providing accessible customer service for its customers. Goods and services are provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities are integrated wherever possible. Persons with disabilities are given an opportunity equal to that given to others to obtain, use or benefit from the goods and services provided by and on behalf of the Company.

By no later than **December 31, 2023**, the Accessibility Coordinator (including his or her delegates) assures adherence to the following:

- Persons with disabilities may use their own assistive devices and/or support persons when accessing goods or services.

- Persons with disabilities are permitted to utilize their service animals in all aspects of service provision unless the animal is otherwise excluded by law.
- Notice of temporary disruptions to services or planned power interruptions are made conspicuous utilizing multiple sources including the Company website.
- The development and implementation of a customer feedback process through which persons with disabilities are encouraged to provide information and feedback about goods and services they receive. The customer feedback process is posted on the Company's website. Print copies and alternate formats are available upon request.

Since **December 31, 2021**, the Company has designated an employee(s) who is responsible for responding to customer feedback pertaining to accessibility and ensuring the appropriate action(s) are taken to rectify an accessibility issue. The contact information is posted on the Company's website.

Since **December 31, 2021**, the Company has provided all customer feedback pertaining to accessibility to the Accessibility Coordinator (including his or her delegates) to be included in the annual review of the Accessibility policies, procedures and ensure compliance with this plan and the relevant legislation.

WEBSITE / COMMUNICATIONS

By no later than **December 31, 2021**, the Accessibility Coordinator (including his or her designates) will consult with its information technology and website support partners and will thereafter work to ensure that all websites that are directly controlled by the organization (directly or through a contractual relationship that allows for modification) and content on those sites posted after January 1, 2012 conform with WCAG 2.0, Level AA, to the extent required by the AODA.

On an ongoing basis, the Accessibility Coordinator (including his or her designates), will also consult with the Company's human resources, legal, information technology and website support partners to ensure that:

- Existing feedback processes are accessible to persons with disabilities upon request;
- Any emergency procedures, plans and public safety information prepared by the Company which is made available to the public shall be provided in an accessible format, upon request; and
- All other publicly available information required by the AODA shall also be provided in an accessible format, upon request.

DESIGN OF PUBLIC SPACES

The Company will ensure that all public spaces owned or operated by the Company that are newly constructed or redeveloped comply with the Design of Public Spaces Standards as set out in the Integrated Accessibility Standard, including standards relating to (but not necessarily limited to) the following elements:

- Exterior paths of travel (outdoor sidewalks, walkways, ramps, stairs and curbs)
- Parking (number and type of accessible spaces, aisles and signage)



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- Services (service counters, queuing guides and waiting areas)

The Company is committed to making every reasonable effort to provide persons with disabilities opportunities equal to others as it relates to accessible buildings and public spaces including adherence to the following:

- Common areas are kept free of obstacles to accessibility and that there is regular maintenance on elevators and automated door operators to ensure proper functioning
- Regular inspections of offices and common areas are performed in accordance with the *Occupational Health and Safety Act* and with consideration to the needs of people with disabilities
- Limited service disruptions that would restrict availability to accessible areas of its public spaces
- In the event of a service disruption, the Company will notify the public of the service disruption and alternatives will be made available.
- All re-developed or newly constructed outdoor eating areas, sidewalks, walkways, ramps, stairs, service counters and waiting areas adhere to legislative requirements.
- All newly constructed or redeveloped off-street parking provide:
 - Wider parking spaces for people who use mobility aids such as wheelchairs;
 - Standard-width parking spaces for people who use mobility assistive devices such as canes, crutches and walkers;
 - Access aisles to allow persons with disabilities to get in and out of their vehicles.

The Company will also develop procedures for preventative and emergency maintenance of the accessible elements in public spaces, as well as dealing with temporary disruptions when accessible elements in public spaces are not in working order.

In respect of any construction, renovation or redevelopment project entered into on or after **January 1, 2022**, the project lead or other appropriately responsible party has certified, using the attached form, that the construction, renovation or redevelopment project has or will be designed and executed in compliance with the accessibility requirements of the *AODA*, including the Design of Public Spaces Standards. Such certification shall be provided to the Accessibility Coordinator:

- Prior to receiving final approval to commence any construction, renovation or redevelopment project affecting a public space in Ontario;
- Upon completion of any construction, renovation or redevelopment project affecting a public space in Ontario; and/or
- At any other time when requested by the Accessibility Coordinator (including his or her designate).

AVAILABILITY OF ACCESSIBILITY PLAN

This Accessibility Plan will be included in the Employee Handbook and will be provided in an accessible format, upon request. This Accessibility Plan will be reviewed and updated regularly, but no less than once every three (3) years.

This Accessibility Plan is also posted publicly on the Company's website.

FEEDBACK PROCESSES

By **December 31, 2023**, the Company will review its internal and external feedback processes (if any) to ensure they are accessible to people with disabilities upon request. The Company will also ensure by **December 31, 2023** that all publicly available information is made accessible in a timely manner, if requested.

MORE INFORMATION

For more information on this or any other accessibility policy, or to receive a copy of any of the policies or other documents or records required by the *AODA*, please contact the Company's Accessibility Coordinator at:

Attention: Legal Department/Accessibility Coordinator
Waste Connections of Canada Inc.
6220 Hwy 7, Suite 600, Woodbridge ON, L4H 4G3
T: 905-532-7510 F: 905-532-7576

This Accessibility Policy will be made publicly available. Accessible formats of this document are available for free, upon request.

CERTIFICATION OF COMPLIANCE

Accessibility for Ontarians with Disabilities Act, 2005

Design of Public Spaces Standards

I HAVE REVIEWED, in detail, the building plans and other relevant documentation pertaining to the following construction, renovation or redevelopment projects affecting public spaces which have been undertaken by the Company in Ontario:

I HAVE ALSO REVIEWED, in detail, the Design of Public Spaces Standards and the other accessibility requirements set out in the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11), being a Regulation to the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

I HAVE UNDERSTOOD AND CONSIDERED the requirements of the Design of Public Spaces Standards, the Integrated Accessibility Standards Regulation and the AODA and the applicability of those requirements to the projects listed above, and **HEREBY CERTIFY** that the listed projects have been designed and built (as appropriate) in compliance with these legal requirements.

DATED this ____ day of _____, 20__

Print Name

Signature

Position