

ACCESSIBILITY STANDARDS – Multi-Year Plan

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 INTEGRATED



Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Linde Canada has developed and implemented policies governing how it achieves accessibility and meets its legal requirements	Compliant	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Plan has been created and will be updated as needed and requirements are met Posted to website Reviewed in 2021	Compliant	January 1, 2014
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	All Linde Canada employees and contractors receive training on accessibility standards as it relates to people with disabilities. Training will be available in an accessible format as requested and training records will be kept.	Compliant	January 1, 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Linde Canada has a process for receiving and responding to feedback. If requested, Linde Canada will make arrangements for providing this in an accessible format and communications supports.	Compliant	January 1, 2015
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Upon request, Linde Canada will provide accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost.	Compliant	January 1, 2016
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Linde Canada consults with any employees requesting accessible format or communication support in a timely manner.	Compliant	January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Linde Canada's AODA policy provides this information. This policy is posted on Linde Canada's website; internal and external. this is also communicated to all applicants during the hiring process.	Compliant	January 1, 2016

14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Linde Canada will continue to make its website and web content conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0 .	Compliant	January 1, 2021
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PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Linde Canada notifies employees and the public about the availability of accommodation for applicants with disabilities by including a statement in all internal and external job postings.	Compliant	January 1, 2016
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	Linde Canada continues encourage people with disabilities to participate fully in all aspects of the organization by notifying successful applicants of the Accessibility policies in place at Linde Canada	Compliant	January 1, 2016
		23.(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Linde Canada will consult with applicants and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.		
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Successful applicants are informed of availability of accommodations during Onboarding	Compliant	January 1, 2016
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	All employees have been informed of our policies pertaining to job accommodations.	Compliant	January 1, 2016
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Mandatory training completed by all new employees	Compliant	January 1, 2016

25		25.(3)Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Upon a change to an existing policy, Linde Canada will take into account an employee's accessibility needs.	Compliant	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a)information that is needed in order to perform the employee's job; and (b)information that is generally available to employees in the workplace.	Linde Canada supports this requirement on an as needed basis	Compliant and Ongoing	January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Linde Canada supports this requirement on an as needed basis	Compliant and Ongoing	January 1, 2016
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Linde Canada supports this requirement on an as needed basis	Compliant and Ongoing	January 1, 2012
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	With employee's consent, information is provided to the Emergency Response Staff assigned to the person requesting assistance.	Compliant and Ongoing	January 1, 2012

27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Linde Canada provides the information required as soon as it becomes aware of the need for accommodation due to the employee's disability	Compliant	January 1, 2012
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Linde Canada supports this requirement on an as needed basis	Compliant and Ongoing	January 1, 2012
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Linde Canada has developed and implemented a written policy and process for Individual Accommodation Plans for employees with disabilities.	Compliant	January 1, 2016

28		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 	Linde Canada has a step by step process documentation plan that outlines all the elements required under the regulation	Compliant	January 1, 2016
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<p>Linde Canada has developed a return to work process which details the specific plans for employees returning to work following a disability related absence and who require accommodation to return to work.</p> <p>b) Linde Canada has a documented a return to work process in place.</p>	Compliant	January 1, 2016

29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	<p>a) Linde Canada's return to work process outlines the steps it will take to facilitate the return to work of employees absent due to disability or a disability related leave.</p> <p>b) Linde Canada uses and will continue to use Individual Accommodation plans as part of the process.</p>	Compliant	January 1, 2016
29		<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>The Return to Work Process does not replace or override any other return to work process required by other statute.</p>	Compliant	January 1, 2016
30	Performance Management	<p>30.(1) An employer that uses performance management in respect of its employees shall 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.</p>	<p>Linde Canada takes into consideration employees with disabilities, as well as individual accommodation plans during the performance review and management process.</p>	Compliant	January 1, 2016
31	Career Development & Advancement	<p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>Linde Canada takes into consideration employees with disabilities, as well as individual accommodation plans during the performance review and management process.</p>	Compliant	January 1, 2016
32	Redeployment	<p>32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>Linde Canada takes into consideration employees with disabilities, as well as individual accommodation plans during the performance review and management process.</p>	Compliant	January 1, 2016

PART IV – Design of Public Spaces

Section	Initiative	Description	Action	Status	Compliance Date
80	Exterior paths of travel	80.(22) Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in Reg. 413/12, s. 6.	As we develop & improve public spaces we will apply the design of public space requirements	Compliant	January 1, 2017
80	Accessible Parking	80.(32) Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in Reg. 413/12, s. 6.	As we develop & improve public spaces we will apply the design of public space requirements	Compliant	January 1, 2017
80	Obtaining Services	80.(40) Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas.	As we develop & improve public spaces we will apply the design of public space requirements	Compliant	January 1, 2017
80	Maintenance	80.(44) In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 1.Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2.Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working	Will be managed on an ongoing basis	Compliant	January 1, 2017