



Air Products Canada Ltd

Accessibility Plan

Multi-Year Accessibility Plan - 2023

Air Products Canada Ltd

Accessibility Plan

Intent

This accessibility plan outlines the strategy of Air Products Canada Ltd to prevent and remove barriers for people with disabilities and comply with the requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

Statement of Commitment

Air Products Canada is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises or access our information. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities and that we are meeting their needs in a timely and integrative manner that respects their dignity and independence.

Multi-Year Accessibility Plan

Air Products Canada Ltd has established, implemented and will maintain its Multi-Year Accessibility Plan outlining its strategy to identify, remove, prevent barriers and increase accessibility for persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Our plan will be reviewed and updated at least once every 5 years and posted on the Company's website. The Multi-Year Accessibility Plan will be made available in alternative formats upon request.

1) Establishment of Accessibility Policies

Air Products Canada Ltd developed, implemented and maintains a ***Workplace Accessibility and Accommodations for People with Disabilities Policy*** governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility.

2) Multi-Year Accessibility Plan

Air Products Canada Ltd established, implemented, 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. Our accessibility plan is posted on our website and is provided in an accessible format upon request. We review and update the accessibility plan at least once every five years.

3) Training

Air Products Canada Ltd provides training on the requirements of the accessibility standards with regards to the AODA Regulation and on the Human Rights Code as it pertains to persons with disabilities to employees through an online platform. Training records specifying when training was completed and how many employees took the training are kept and maintained on Air Products' Learning system.

4) Information & Communication Standards

Air Products Canada Ltd ensures the process for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request and determining the best suitable format according to the disability need. The Company's accessibility plan is also posted on our Canadian website informing the public about our commitment and the availability of accessible formats and communication supports.

5) Employment Standards

Air Products Canada Ltd is committed to fair and accessible employment practices including accommodating people with disabilities during the recruitment process and during employment. The company will ensure that job postings specify that accommodation is available for applicants with disability during the recruitment Process. Successful applicants are informed of availability of accommodations during interview Process. The Company will ensure that every person with a disability has an equal opportunity with respect to recruiting, hiring, career development, performance management, advancement, redeployment, without discrimination and receive accommodation where required, in accordance with applicable human right and accessibility laws.

6) Return to work

Air Products Canada Ltd is committed to safely returning employees who have been absent from the workplace due to a disability and require disability-related accommodations. Individual accommodation plans we will developed for employees based on each of their specific requirement.

7) Customer Service Standards

Air Products Canada Ltd provides Customer Service training to all its Ontario employees in accordance with the requirements.

Contact Information

For more information on this accessibility multi-year plan or to receive a copy of the plan in a different accessible format, please contact our Human Resource Department:

- Phone: 1.905-816-6670
- Email: at hrcanada@airproducts.com

Compliance Plan

SECTION 1 : General					
	Initiative	Description	Actions	Status	Compliance Date
1	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 referred to in this Regulation	Policy created	Completed	01-Jan-14
		(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies	Statement posted in all locations and website	Completed	01-Jan-14
		(3) Every obligated organization, other than a small organization, shall, (a) prepare one or more documents describing the policies it developed under subsection (b) make the documents publicly available and, on request, provide them in an accessible format.	detailed posted on our website	Completed	01-Jan-14
2	Multi-year 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.	Multi-year accessibility plan (reviewed 2019) Posted on newly created website (2023)	Completed	01-Jan-14 01-Dec 23
3	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	Training delivered on ongoing basis to employees through our company's online platform	Ongoing	01-Jan-15

		facilities on behalf of the organization.			
		2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.		Completed	01-Jan-15
		3) Every person referred to in subsection (1) shall be trained as soon as practicable.	As part of New Hire training	Ongoing	01-Jan-15
		(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.		Ongoing	01-Jan-15
		(5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Our in-house training program tracks and logs this information	Ongoing	01-Jan-15

SECTION 2 : Information & Communication Standards

	Initiative	Description	Actions	Status	Compliance Date
4	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.		Completed	01-Jan-15
5	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.	Request will be send to the Canadian Human Resources Department	Ongoing	01-Jan-15

		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Request will be send to the Canadian Human Resources Department	Ongoing	01-Jan-15
		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		Completed	01-Jan-15
6	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.		Confirming	01-Jan-21
SECTION 3: Employment Standard					
7	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.	Candidates are informed of availability of accommodations on job postings	Ongoing	01-Jan-16
8	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. (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.	Candidates are informed as part of the interview process of the availability of accommodations	Ongoing	01-Jan-16
9	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.		Ongoing	01-Jan-16

10	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.	Employee are made aware via the Accessibility Policy posted on the intranet website and via AODA Employee Training	Ongoing	01-Jan-16
		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Mandatory AODA training completed by all new employees	Ongoing	01-Jan-16
		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.	Employees informed of any new changes	Ongoing	01-Jan-16
11	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.	Various options are available based on type of accommodation needed	Ongoing	01-Jan-16
		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Managed on a case by-case-basis	Ongoing	01-Jan-16
12	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.	Managed on a case-by-case basis	Ongoing	01-Jan-12

		(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.	The designated employee will be informed as soon as possible	Ongoing	01-Jan-12
		(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.	The designated employee will be informed as soon as possible	Ongoing	01-Jan-12
		(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.	The Emergency Preparedness Training is mandatory to be completed annually based on the location where the employee works	Ongoing	01-Jan-12
13	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.	Managed case-by-case	Ongoing	01-Jan-16

		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 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.</p>	Managed case-by-case	Ongoing	01-Jan-16
14	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization, (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 (b) shall document the process.</p>	Manage case-by-case	Completed	01-Jan-16

		29. (2) The return to work process shall, (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 (b) use individual documented accommodation plans, as described in section 28, as part of the process.	Managed case-by-case and engage medical third party recommendation if needed	Ongoing	01-Jan-16
		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.	Manage case-by-case	Completed	01-Jan-16
15	Performance Management	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.	Managed on a case by case basis	Ongoing	01-Jan-16
16	Career development and advancement	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.	Managed on a case by case basis	Ongoing	01-Jan-16
		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.	Managed on a case by case basis	Ongoing	01-Jan-16