**Multi-Year Accessibility Plan**

Selig Group believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

This plan covers the five-year period from 2023 to 2028 and is specific to the Ontario operations. It will be modified annually, to improve and reflect on Selig Group’s achievements in improving accessibility and services for those with disabilities, and to maintain compliance with AODA. Further information on Selig Group’s commitment to the AODA can be found in our Accessibility policy.

This plan is posted online at [www.Seliggroup,com](http://www.Seliggroup,com), and on location at 100 Industrial Road in Bradford, ON. For more information, or to receive this document in alternative format, please contact Human Resources at:

Email: [johallarn@Seliggroup.com](mailto:johallarn@Seliggroup.com)

Tel: 905.751.2140

Accessibility Requirement: **Customer Service**

Selig Group is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

* Selig Group has remained in compliance with the Customer Service Standard.
* Service animals and/or support person are permitted in the facility.
* Feedback can be provided over the phone or via email. Alternative accommodation to provide feedback can be made upon request.

Accessibility Requirement: **Information and Communication**

Selig Group is committed to making our information and communication accessible to people with disabilities.

* Selig Group has created a new website with greater accessibility attributes, including assistive technology, screen-reader optimization, keyboard navigation optimization, and designed with various disability profiles.
* Feedback can be provided by email.
* Selig Group continues to make available communication in formats that are accessible and will make accommodations upon request.
* Emergency procedures have been put into place to provide assistance to visitors, contractors or employees who require additional assistance.

Accessibility Requirement: **Employment**

Selig Group is committed to fair and accessible employment practices. Our commitment to this policy is stated in each job advertisement.

* Online job boards are in accessible formats for easier use by all applicants.
* Policies are posted that inform employees of supports available.
* Forms and communication are in accessible formats upon request.
* Accommodation plans are individualized with employees who request accommodations.

Accessibility Requirement: **Training**

Selig Group is committed to providing up-to-date and relevant training for employees on AODA and accessible customer service requirements. As new or updated information becomes available, training requirements will be reviewed and revised.

Accessibility Requirement: **Design of Public Spaces**

Selig Group is committed to ensuring that all employees can participate fully intheworkplace. The Ontario facility moved into a new facility located at 100 Industrial Road in Bradford, which has been designed to be wheelchair accessible and ensure full participation in the workplace.

Accessibility Requirement: **Procurement**

Selig Group does not currently have any obligations under the procurement standard.

Accessibility Requirement: **Self-Service Kiosks**

Selig Group does not currently have any obligations under the self-service kiosk standard.

Accessibility Requirement: **Transportation**

Selig Group does not currently have any obligations under the transportation standard.

Last Review: July 25, 2023