



Providing MOHR Value since 1960

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Goldie Mohr Ltd Multi-Year Accessibility Plan

Introduction

Goldie Mohr Ltd strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Goldie Mohr Ltd is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. Goldie Mohr Ltd is committed to continuous improvement of our policies and procedures to better provide accessible services. We are committed to reviewing this and all of our policies and procedures on an annual basis to ensure we are meeting the requirements of the legislation and the needs of the general public. Goldie Mohr Ltd will investigate and respond to all complaints relating to the provision of services to people with disabilities in a timely and objective manner.

Customer Service

Goldie Mohr Ltd prides themselves in providing goods, services, and opportunities in ways that respect the dignity and independence of people with disabilities. Goldie Mohr Ltd provides training for staff on how to interact and communicate with people with disabilities. Our website is also designed with accommodations for audio and visual disabilities. Goldie Mohr Ltd is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Information and Communications

Goldie Mohr Ltd is in the process of updating their website to have better accommodation for audio and visual disabilities. It will also contain a tab for accessibility that will include this plan.

Goldie Mohr Ltd will respond to all feedback received by people with disabilities within a reasonable time and work to correct any issues that may arise. Goldie Mohr Ltd can also provide documentation, invoices, memos, feedback, or responses to feedback in other accessible formats upon request.

Employment & Procurement

Goldie Mohr Ltd is committed to welcoming people with disabilities with respect to recruitment, employment, training, career development, and career progression. Goldie Mohr Ltd is committed to fair and accessible employment and procurement practices. For Heavy Industrial Equipment, custom modifications can be procured as needed.

Training

Goldie Mohr Ltd is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities to all staff. This training is designed to give workers an understanding of how to deliver customer service to people with disabilities in any situation. The



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training is also a guideline for best practice with working with anyone. Training is developed and delivered in various formats. Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing GML’s goods and services.
- Staff personnel will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

This training is delivered to all new hires at their orientations and to all other employees at an annual training where we incorporate awareness training.

Design of Public Spaces

As a civil construction company, Goldie Mohr Ltd takes the design of public spaces, and the construction of those spaces seriously when it comes to accessibility. This includes ensuring proper curb cuts to sidewalks, level grading of the ground for digging and paving. Proper installation of facilities, curbs, signage, are all taken into consideration and executed with professionalism and due diligence. Goldie Mohr Ltd will meet accessibility laws when building or making major changes to public spaces.

Goldie Mohr Ltd has procedures in place to prevent service disruptions to the accessible parts of our public spaces to the best of their ability and will work to restore functionality to these services as quickly as possible.

For More Information

For more information on this accessibility plan, please contact Heather Cunnane at 613-838-5042 or safety@goldiemohrltd.ca

Our accessibility plan is publicly posted at Website and/or Social Media Addresses

Standard and accessible formats of this document are free on request from Heather Cunnane at 613-838-5042 or safety@goldiemohrltd.ca

Debbie Mohr-Caldwell
Debbie Mohr-Caldwell, Director

2025-01-02
Review Date

Ann McKenna
Ann McKenna, President

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Review Date