



Accessibility for Ontarians with Disability Act (AODA) Multi-Year Accessibility Plan

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1. Message from the CEO

On behalf of Miller Waste Systems Inc., I am pleased to share with you Miller Waste's Multi-Year Accessibility Plan which outlines our continued commitment to identifying, removing and preventing accessibility barriers.

Miller Waste Systems Inc. is a leading waste management company focused on providing our customers, employees, and communities with sustainable solutions. With a growing fleet of over 1,200 collection vehicles and over 2,000 employees, we have branch operations throughout Ontario, Manitoba, New Brunswick, and Nova Scotia. Miller Waste specializes in waste and recycling collection, dumpster bin rentals, Anaerobic Digestion Facilities (producing renewable electricity and the CFIA (Canadian Food Inspection Agency) fertilizer), landscaping materials, processing and marketing of materials as well as the design, construction and operation of waste diversion facilities.

As one of the Waste Management industry leaders, we have made significant accomplishments to improve accessibility since the launching of the Accessibility for Ontarians with Disabilities Act (AODA) and Miller's Corporate Accessibility Policy in January 2014. As a market leader, we need to work hard to remove barriers that limit the full participation of all those who live and work in our communities. To achieve the goal, Miller's new Multi-Year Accessibility Plan reaffirms our ongoing commitment to accessibility and guides us as we continue our accessibility journey.

Miller Waste's commitment to providing accessible, equitable and barrier-free services to all residents, customers, and employees helps us enhance our capacity to achieve customer service excellence, meet legislative and policy obligations, and make our community more equitable, inclusive and prosperous.

Blair McArthur, Owner & CEO of Miller Waste Systems Inc.

2. Introduction – Core Values

The Accessibility for Ontarians with Disabilities Act (AODA) was adopted in 2005 with the goal of making Ontario completely accessible for individuals with disabilities by 2025. To reach this goal, businesses and organizations that provide goods and services to people in Ontario, are required to meet certain accessibility standards in 5 areas: (1) Customer Service; (2) Information and Communications; (3) Employment; (4) Training; and (5) the Design of Public Spaces.



Since 2012, Miller Waste Systems Inc. has committed to excellence in serving all customers including people with disabilities and creating a more inclusive work environment. Our tremendous effort in achieving this goal started with training all our employees and others who deal with the public or other third parties on their behalf. For all new hires, the training program has been provided during the orientation program. For existing employees, online training took part on an ongoing basis. The training program includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements;
- Miller's accessibility plan related to the customer service standard;
- 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;
- What to do if a person with a disability is having difficulty accessing Miller's goods and services;
- Additional training when any changes are made to the AODA guidelines.

In addition, we implemented an Accessible Customer Service Policy to ensure that people with disabilities are given the same opportunity to access and benefit from our services, in the same place and in a similar way as other customers. To eliminate physical barriers, we have installed ramps, automatic door openers, and wheelchair-accessible sidewalks and washrooms.

Miller Waste Systems Inc. is committed to further eliminating barriers and improving accessibility for persons with disabilities and to providing services in a way that respects the dignity and independence of people with disabilities. The Integrated Accessibility Standards Regulation ("IASR") under AODA, which incorporates the remaining 4 accessibility standards, requires us to establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to prevent and remove barriers for persons with disabilities through the requirements under the IASR.

The following accessibility standards are applicable to Miller Waste Systems under the IASR:

1. Customer Service
2. Information and Communications
3. Employment
4. Training
5. Design of Public Spaces

Under the IASR, Miller Waste Systems Inc. will:

- Establish, review and update this Accessibility Plan
- Post this Accessibility Plan on Miller Waste Systems Inc.'s public website at www.millerwaste.ca
- Provide this Accessibility Plan in an accessible format, upon request
- Review and update this Accessibility Plan at least once every 5 years



1. Customer Service

Miller Waste Systems Inc. is committed to exceptional customer service and experience. This includes service provision that is both accessible to and inclusive of employees, residents and customers visiting our facilities with disabilities. The Accessible Customer Service Standard under the IASR requires Miller to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

Initiatives:

- Implement a Customers with Disabilities policy that applies to all Miller locations to ensure that customers with disabilities are treated with respect and dignity.
- Implement a Duty to Accommodate policy that applies to all Miller employees and job candidates to ensure that our employees and job candidates do not face barriers to pursuing career opportunities, working or continuing to work because of disabilities.
- Review the AODA customer service guidelines and update them to reflect the high standards in accessible customer service.
- Develop a comprehensive Accessibility Plan for further improvements and revisions and reflect learnings from customers, job candidates, and employee experience feedback.
- Continue to reinforce the emphasis on accessibility within all customer-facing business units of Miller.
- Continue to evaluate our existing programs and services to ensure the inclusion and equitable participation of employees, residents and customers with disabilities in all locations.

Outcomes:

- People with disabilities receive the same quality of services provided by Miller within the same timeline as others and benefit equally from customer service initiatives.
- Miller employees have access to tools, resources, policies and procedures to support accessible customer service.

2. Information and Communications

Miller Waste Systems Inc. is committed to making company information and communications accessible to persons with disabilities. We will incorporate new accessibility requirements under the Information and Communication Standard to ensure that our information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Initiatives:

- **Emergency Procedure, Plans or Public Safety Information:** Public safety information that is prepared by Miller and made available to the public will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.



- **Accessible Websites and Web Content:** Miller is currently in the process of updating its websites and content on those sites to conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA by:
 - Auditing all websites and content for Level AA compliance;
 - Implementing the necessary changes to bring the websites and web content into conformance with applicable Level AA requirements.
- **Accessible Formats and Communication Supports:** Ensure all of our publicly available information is made accessible upon request. Where a request for an accessible format or communication support is received, we will:
 - Assess current forms of company communication, consider accessibility requirements when creating new forms of communication, and make appropriate changes and accommodations.
 - Consult with the individual requesting to determine their accessibility needs and what would be a suitable format or support.
 - Provide the requested information promptly.
 - Provide the information at regular cost (if any).
- **Feedback:** Take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request.
 - Identify all existing feedback processes and will review those processes for accessibility.
 - Take proactive steps to remove those barriers if any barriers to accessibility are identified.

Outcomes:

- Miller Waste employees, residents, and customers with disabilities will have equal access to all our information through communication supports, alternate formats, accessible websites and digital content upon request and alternate formats are available in a timely manner.
- Miller Waste employees, residents, and customers with disabilities are aware of how to participate in providing and receiving a response to feedback.
- Miller Waste employees have the tools and resources to develop and provide information in accessible formats.
- All forms of information provided to the public are evaluated before release if there is anything that would make it hard for someone with a disability to read, see, hear or understand.

3. Employment

Miller Waste Systems Inc. is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Initiatives:

- **Workplace Emergency Response Information:** Individualized workplace emergency response information is provided to the employee if such information is necessary given the nature of the



employee's disability; Communicate to the employee's respective manager and Safety personnel, where the employee's consent has been obtained, and on an as-needed basis; Review and assess on an ongoing basis to ensure that accessibility issues are addressed.

- **Recruitment and Selection:** Notify job applicants when they are individually selected to participate in a selection process that accommodations are available upon request in relation to the materials and processes to be used in the assessment or selection process.
- **Notice to Successful Applicants:** Notify the successful applicant of our policies for accommodating employees with disabilities.
- **Informing Employees of Supports:** Inform new and existing employees of policies that support employees with disabilities and policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability; Keep employees up to date on changes to existing policies on job accommodations with respect to disability.
- **Accessible Formats and Communication Supports for Employees:** Provide or arrange suitable accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.
- **Documented Individual Accommodation Plans/Return to Work Process:** Accommodate an employee with a disability and facilitate an employee's return to work after absenteeism due to disability; Review and assess the existing processes to ensure that they include a method for the development of documented individual accommodation plans for employees with a disability if such plans are required.
- **Performance Management, Career Development and Redeployment:** Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans 1) when using our performance management process in respect of employees with disabilities; 2) when providing career development and advancement to our employees with disabilities; 3) when redeploying employees with disabilities. In order to meet this obligation, we will review, assess, and modify existing policies, procedures and practices to ensure compliance with the Integrated Accessibility Standards Regulation.

Outcomes:

- Equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities can participate fully as job applicants and employees of Miller Waste.
- Increased employment, employee engagement, and advancement of employees with disabilities within our organization.
- Accommodate persons with disabilities during the recruitment, assessment and hiring processes, and employment with appropriate measures.
- All potential, new, and existing Miller Waste employees can review current recruitment policies, job descriptions, processes, and communications and request to reflect required accessibility standards if needed.



- All potential, new, and existing Miller Waste employees can monitor and request required individual accommodation plans and return-to-work policies for employees who have been absent due to a disability.
- All Miller Waste employees with or without disabilities can participate in performance management, career development, and re-deployment processes and request to ensure the accessibility needs of employees with disabilities.
- Take the opportunity to identify and take any necessary steps to prevent and remove other accessibility barriers impacting employment.

4. Training

Miller Waste Systems Inc. is committed to implementing a process to ensure that all employees, third-party contractors who provide goods & services, as well as persons participating in the development and approval of Miller's policies, are provided with appropriate training on the requirements of the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities.

Initiatives:

- Provide training to our employees, contractors, persons who participate in developing the organization's policies and other staff members who provide goods, services or facilities on behalf of Miller on the requirements of the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to persons with disabilities. Training will be provided in a way that best suits the individual's actual duties.
- Develop appropriate organizational policies and training content; Deliver training in a consistent and ongoing manner; Maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided; Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Outcomes:

- All Miller Waste employees understand their responsibilities to provide accessible services and facilities that consider the needs of employees, residents, and customers with disabilities.
- Employees with disabilities have equitable access to learning, development and career growth opportunities.
- All new and existing Miller employees are provided with computer-based training about persons with disabilities and ensure that the training always remains current.
- All new and existing Miller employees are provided adequate training on applicable accessibility laws and Human Rights Legislation as it relates to people with disabilities and receives timely updates on any changes on an ongoing basis.



5. Design of Public Spaces

Miller Waste System Inc. will work toward meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which can include accessible off-street parking, ramps, sidewalks, entrances, service counters, waiting areas, and washrooms.

Other

For more information on this Accessibility Plan or a copy of this plan in an accessible format, please contact Miller Waste Systems Inc. by any of the following means:

- By telephone:
 - English: 1-905-475-6356
 - Toll-Free: 1-800-465-5914
- Fax:
 - 1-905-475-6396
- By email: Career@millerwaste.ca
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