



# Terraprobe

Consulting Geotechnical & Environmental Engineering  
Construction Materials Inspection & Testing

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## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

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### Intent

This 2021 to 2026 accessibility plan outlines the policies and actions that Terraprobe Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

### Statement of Commitment

Terraprobe Inc. is committed to providing equal treatment to people with disabilities with respect to the use and benefit of our services in a manner that respects their dignity, and that is equitable in relation to the broader public. 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.

### Plan

| General Requirements       |  |        |  |
|----------------------------|--|--------|--|
| Accessibility Requirement: | Establishment of accessibility policies  |        |  |
| Plan to Meet Requirements: | Policies have been established, implemented and will be posted publicly on Terraprobe's website. |        |  |
| Responsible Authority:     | Human Resources Department   | Notes: | Policies developed, posting on website in progress |

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| Accessibility Requirement: | Training on IASR and the <i>Human Rights Code</i>  |        |           |
| Plan to Meet Requirements: | <ol style="list-style-type: none"> <li>1. Ensure all employees and volunteers continue to complete the mandatory AODA and accessibility training during their onboarding, which would be appropriate to their duties.</li> <li>2. Document their training records electronically and in their files.</li> <li>3. Provide training in respect of any changes to the AODA policies on an ongoing basis.</li> </ol> |        |           |
| Responsible Authority:     | Human Resources Department   | Notes: | Satisfied |

### Information and Communications Standard

|                            |  |        |   |
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| Accessibility Requirement: | Feedback Process   |        |   |
| Plan to Meet Requirements: | Feedback process has been outlined in Terraprobe's Accessible Customer Service Policy and steps to follow in providing feedback have been made available on Terraprobe's website.  |        |   |
| Responsible Authority:     | Human Resources and IT Department  | Notes: | Feedback process has been developed, posting on website in progress |
| Accessibility Requirement: | Accessible formats and communication supports  |        |   |
| Plan to Meet Requirements: | Terraprobe is committed to providing accessible formats and communication supports for persons with disabilities, and will do so promptly upon request at a cost that is no more than the regular cost charged to other persons. We will also ensure that we take into consideration the accessibility needs of the person making the request. Terraprobe will continue to assess format requirements and communication support required to implement necessary tools for accommodation. |        |   |
| Responsible Authority:     | Human Resources and IT Department  | Notes: | Satisfied   |
| Accessibility Requirement: | Emergency procedures, plans or public safety information   |        |   |

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| Plan to Meet Requirements: | Emergency procedures have been documented and implemented in accordance with outlined specifications. Procedures are made available to employees internally on the main server and on health and safety boards. |        |           |
| Responsible Authority:     | Human Resources Department, Health and Safety Officer   | Notes: | Satisfied |
| Accessibility Requirement: | Accessible websites and web content   |        |           |
| Plan to Meet Requirements: | WCAG 2.0 requirements have been satisfied and guidelines will be adhered to in all future website modifications where required.   |        |           |
| Responsible Authority:     | IT Department   | Notes: | Satisfied |

### Employment Standard

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| Accessibility Requirement: | Recruitment, assessment and selection processes and informing employees of supports   |        |           |
| Plan to Meet Requirements: | <p>Terraprobe Inc. notifies employees and the public about the availability of accommodation for job applicants who have disabilities. It is posted on the Terraprobe's website postings, in all job postings on ICIMS and these are the primary sources for distribution. Any postings on Indeed are pulled directly from the ICIMS and this note is along included as a standard part each posting. Applicants are informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested Terraprobe Inc. consults with the applicant and provides or arranges for suitable accommodation.</p> <p>Successful applicants are made aware of Terraprobe Inc.'s policies and supports for accommodating people with disabilities through policies and training. Specifically, the AODA policies and standards are communicated in the online AODA training and employees must review policies listed in the Terraprobe Employee handbook.</p> |        |           |
| Responsible Authority:     | Human Resources Department  | Notes: | Satisfied |

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| Accessibility Requirement: | Accessible formats and communication supports for employees   |        |           |
| Plan to Meet Requirements: | <p>If an employee with a disability requests it, Terraprobe Inc. consults with the employee to provide or arrange for the provision of accessible formats and communication supports for the following:</p> <ul style="list-style-type: none"> <li>• Information needed in order to perform his/her job; and</li> <li>• Information that is generally available to all employees in the workplace.</li> </ul> <p>Terraprobe Inc. consults with the employee making the request to determine the best way to provide the accessible format or communication support.</p> <p>Requests are made directly to managers or Human Resources and managed on a 1:1 basis.</p>  |        |           |
| Responsible Authority:     | Human Resources Department and Department Managers  | Notes: | Satisfied |
| Accessibility Requirement: | Workplace emergency response information  |        |           |
| Plan to Meet Requirements: | <p>Where required, Terraprobe Inc. creates individual workplace emergency response information for employees with disabilities. This information takes into account the unique challenges created by the individual's disability and the physical nature of the workplace, and is created in consultation with the employee.</p> <p>This information is or will be reviewed when:</p> <ul style="list-style-type: none"> <li>• The employee moves to a different location in the organization;</li> <li>• The employee's overall accommodation needs or plans are reviewed; and/or</li> <li>• Terraprobe Inc. reviews general emergency response policies.</li> </ul> |        |           |
| Responsible Authority:     | Human Resources Department and Department Managers  | Notes: | Satisfied |

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| Accessibility Requirement: | Documented individual accommodation plans   |        |             |
| Plan to Meet Requirements: | <p>Terraprobe Inc. will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:</p> <ul style="list-style-type: none"> <li>• The ways in which the employee can participate in the development of the plan;</li> <li>• The means by which the employee is assessed on an individual basis;</li> <li>• The ways that an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;</li> <li>• The steps taken to protect the privacy of the employee's personal information;</li> <li>• The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and</li> <li>• The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.</li> </ul> |        |             |
| Responsible Authority:     | Human Resources Department  | Notes: | In progress |
| Accessibility Requirement: | Return to work process  |        |             |
| Plan to Meet Requirements: | <p>Terraprobe Inc. will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.</p> <p>The return to work process will outline the steps Terraprobe Inc. will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).</p>  |        |             |
| Responsible Authority:     | Human Resources Department  | Notes: | In progress |
| Accessibility Requirement: | Performance management process  |        |             |
| Plan to Meet Requirements: | <p>Terraprobe Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.</p> <p><i>Individual accommodation plans will be consulted, as required.</i></p>  |        |             |

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| Responsible Authority:     | Human Resources and Department Managers   | Notes: | In progress |
| Accessibility Requirement: | Career development and advancement  |        |             |
| Plan to Meet Requirements: | Terraprobe Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.<br><br><i>Individual accommodation plans will be consulted, as required.</i> |        |             |
| Responsible Authority:     | Human Resources Department and Department Managers  | Notes: | In progress |
| Accessibility Requirement: | Redeployment  |        |             |
| Plan to Meet Requirements: | The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.<br><br><i>Individual accommodation plans will be consulted, as required.</i>  |        |             |
| Responsible Authority:     | Human Resources Department and Sector Managers  | Notes: | In progress |

#### Review and Update

This document was created on October 26<sup>th</sup>, 2021 and must be reviewed and updated by October 26<sup>th</sup>, 2026.

This document was reviewed and updated on December 22, 2023. This plan will no longer be applicable after December 31, 2023, as Terraprobe will be fully integrated into Englobe Corp as of January 1, 2024, and will adopt their Multi-Year Plan and Accessibility Policies.