

TDS PERSONNEL

Multi-Year Accessibility Plan

2026 – 2031 Policy & Action Plan Update

Organization:	TDS Personnel Inc.	Document Version:	2026 Revision
Location:	Toronto, Ontario	Next Review Due:	2031

1. INTEGRATED ACCESSIBILITY STANDARDS REGULATION – GENERAL REQUIREMENTS

Requirement	Commitment and Action Plan	Current Status
Prepare a multi-year Accessibility Plan	Prepare, implement, maintain, and document a Multi-Year Accessibility Plan, which outlines TDS commitment to prevent and remove barriers for employees with disabilities and meet our requirements under the legislation. Post this plan on TDS's Corporate Website and upon request provide in an accessible format.	COMPLETE
Establish accessibility policies	Develop, implement, and maintain policies governing how accessibility will be achieved including a statement of commitment to meet accessibility needs in a timely manner. Ensure accessibility policies are provided in an accessible format upon request.	COMPLETE
Review and update accessibility plan	Review and update accessibility plan every 5 years.	COMPLETE (Updated 2026; next review due 2031)
Training	Provide training on the requirements of the Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities and keep an official training record. TDS will utilize online modules to train all Ontario employees who provide services on TDS's behalf.	COMPLETE & ONGOING

2. ACCESSIBLE CUSTOMER SERVICE STANDARDS

Requirement	Commitment and Action Plan	Current Status
Policies, practices, and procedures	Post an Accessible Customer Service Policy on the TDS Corporate website. All Policies will be reviewed every 5 years or as issues are identified requiring a policy review.	COMPLETE
Customer Service training program	Provide training to employees on Ontario's accessibility laws and on the Human Rights Code. Ensure all employees are provided our Accessible Customer Service Policy upon hire, complete online training on AODA, and track all training.	COMPLETE & ONGOING
Feedback process	Establish and implement feedback channels including external website link, email (tds@tdspersonnel.com), telephone	COMPLETE

REQUIREMENT	COMMITMENT AND ACTION PLAN	CURRENT STATUS
	(416-923-4397), in person, and written customer service feedback forms.	
Temporary disruptions notice	A notification process is in place for temporary disruptions and will be posted using a method that is reasonable in the circumstances by the office building owner.	COMPLETE
Notice of document availability	Provide documents in different formats as applicable based upon request.	COMPLETE

3. INFORMATION AND COMMUNICATION STANDARDS

REQUIREMENT	COMMITMENT AND ACTION PLAN	CURRENT STATUS
Accessible website content (WCAG 2.0 Level A)	Ensure any new internet websites and web content conform to WCAG 2.0 Level A.	COMPLETE
Accessible website content (WCAG 2.0 Level AA)	Ensure website and web content conform to WCAG 2.0 Level AA.	COMPLETE
Feedback accessibility	Notify recipients of existing feedback processes about the availability of accessible formats and communication supports upon request.	COMPLETE
Accessible formats & communication supports	Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner. Publicly notify the availability of these supports.	COMPLETE
Emergency procedure plans & public safety	All emergency procedures, plans, and public safety information made available to the public will be made available in an accessible format upon request.	COMPLETE

4. EMPLOYMENT STANDARD

REQUIREMENT	COMMITMENT AND ACTION PLAN	CURRENT STATUS
Emergency response information	Provide individualized workplace emergency plans for disabled employees upon becoming aware of the need for accommodation. Regularly review and assess general and individualized workplace emergency plans.	COMPLETE & ONGOING
Individual accommodation plans	Include any information regarding accessible formats, communication supports, and workplace emergency response information in individual accommodation plans.	COMPLETE
Recruitment, assessment, and selection	Notify employees and the public about accommodation availability in recruitment processes. Consult with applicants requesting accommodation and include accessibility information in offer letters.	COMPLETE
Informing employees of support	Inform current and new employees of policies supporting employees with disabilities. Consult with employees requesting support to determine suitable accessible formats/communication supports.	COMPLETE

REQUIREMENT	COMMITMENT AND ACTION PLAN	CURRENT STATUS
Return to work process	Provide an individualized return-to-work process for employees absent due to disability, including documented individual accommodation plans where applicable.	COMPLETE
Performance management & career development	Ensure accessibility needs and individual accommodation plans are taken into account during performance management, career development, and redeployment.	COMPLETE

5. DESIGN OF PUBLIC SPACES

REQUIREMENT	COMMITMENT AND ACTION PLAN	CURRENT STATUS
Public spaces redevelopment	Ensure any redevelopment or construction of public spaces (such as service counters or waiting areas) complies with legislative requirements.	ONGOING (No redevelopment planned)