



AODA Policy & Multi-Year Accessibility Plan

Purpose

In accordance with our organizational obligations under the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (O. Reg. 191/11), the purpose of this document is to outline the policies and measures that TransAlta is undertaking to comply with regulatory requirements and provide accessibility within our organization for people with disabilities.

Policy

TransAlta is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Multi-Year Accessibility Plan

TransAlta has developed a “Multi-Year Accessibility Plan” which details specific actions the organization is implementing to comply with the AODA’s applicable Accessibility Standards. TransAlta’s head office will provide the main oversight and guide the effort in the development and implementation of the Multi-Year Accessibility Plan. This following is a summary of the main elements of the plan, including the status of activities which have been implemented and identifying due dates for future actions. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five years.

For More Information

For more information on this accessibility plan, please contact:

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Accessible formats of this document will be made available upon request.

Multi-Year Accessibility Plan: Summary and Status

Regulatory Reference	Requirements	Action Plan	Status
AODA, Act 2005			
	The Act applies to organizations that provide goods, services or facilities, and employ a person in Ontario	The AODA applies to TransAlta. Develop policy, procedures and plan, as specified in the Regulation standard.	Implemented AODA measures as required.
	Reg. 191/11 Reporting due December 31, 2014 and then every three years.	Comply with reporting date and then every three years.	Ensure compliance reporting completed by December 31, 2014.
	The report shall be made to the public on request.	Reports are available upon request.	Complete
Accessibility Standards for Customer Service – Reg. 429/07			
Customer Service Standard	Reg. 429/07 sets accessibility standards for Customer Service that applies to organizations that provide goods or services to the public or third parties, and has one or more employee.	As TransAlta’s product is high voltage electrical and thermal energy, there is no interaction with an ‘individual’ customer or the public. TransAlta’s Customer Service segment of the Accessibility Standards Program will focus on providing equal access to business partners, associates, vendors and clients.	Complete
	Providers of goods or services shall develop policies/procedures governing the delivery of these to persons with disabilities.	TransAlta has developed an Accessibility Standards Policy and Plan.	Complete
	The policies/ procedures shall be made available, upon request, and in the format that takes into account any disability the requester may have.	The TransAlta corporate website has an Accessibility link to the policy and plan, and identifies the ability to request documentation in an accessible format.	Complete

<p>Training</p>	<p>Training is to be provided to staff that are responsible for the delivery of goods or services to persons with a disability.</p> <p>The training content is to be documented.</p> <p>Records of the training are to be retained</p>	<p>TransAlta does not provide goods/services directly to individuals. TransAlta will provide general awareness training to senior staff and to reception/admin staff who may encounter business partners, associates, suppliers, vendors etc. who are disabled.</p> <p>Using the Ministry's training resource guidelines.</p> <p>Records will be kept</p>	<p>Complete</p> <p>Complete; ongoing as required</p> <p>Complete; ongoing as required.</p>
<p>Integrated Accessibility Standards- Reg. 191/11</p>			
	<p>Regulation 191/11 sets accessibility standards for information, communication, employment, transportation and design of public spaces and applies to organizations that provide goods or services to the public or other third parties, and has 1 or more employees.</p> <p>Policies/Procedures will be developed and implemented and maintained to comply with the requirements of Reg. 191/11.</p>	<p>TransAlta is not required to meet the transportation and design of public spaces standards</p> <p>TransAlta's Accessibility Standards Policy & Plan has been updated to include the applicable requirements of Reg. 191/11.</p>	<p>Complete</p> <p>Complete</p>

Accessibility Standard General			
	Obligated organizations will develop a statement of commitment for meeting the accessibility needs of persons with disabilities.	TransAlta's Accessibility Standards Policy & Plan includes a statement of commitment.	Complete
	The policies/procedures and the statement of commitment are to be made publicly available and be in an accessible format, upon request.	The Accessibility page on the TransAlta corporate web site identifies the ability to request the documentation in an accessible format.	Complete
	A Multi-Year Accessibility Plan (MYAP) will be prepared indicating TransAlta's plans to promote/deliver on accessibility initiatives.	MYAP document prepared as required by Reg. 191/11.	Complete
	The MYAP is to be placed on the web site and made available in accessible format, upon request	The MYAP is linked and posted on the corporate web site and will be made available in an accessible format, upon request.	Complete
	The MYAP is to be reviewed and updated at least every 5 years.	MYAP will be reviewed and updated at least every 5 years.	Ongoing
Training			
	Training on the Reg. 191/11 requirements and the Ontario Human Rights Code is to be provided to all employees/workers. The training can be tailored to be appropriate to the duties of the employee/worker and should be in place by January 1, 2015.	A training program has been developed covering the required subject matter and offered to employees/workers. Training will be tailored to be appropriate to the duties of employees.	Complete

	Records of the training are to be kept.	Training records will be retained.	Complete
Information, Communication Standards			
	Obligated organizations shall inform the public that the documented feedback process is available in accessible format, or for use with communication supports, by January 1, 2015.	TransAlta has a web posting notifying the public that our feedback process will be offered in a suitable format, upon request. TransAlta will consult with people with disabilities to determine their information and communication needs and ensure existing processes for receiving and responding to feedback by the public are accessible to people with disabilities.	Complete
	Obligated organizations shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, by January 1, 2016.	A review will be conducted by HR, IT and Corporate Communications to identify where additional effort may be required in providing accessible formats and/or communication supports for publicly available information.	Initial review to be completed by June 30, 2015.
	By January 1, 2016, organizations must implement measures to allow employees (new/prospective) to have their disabilities accommodated in the course of their employment. These initiatives include: Recruitment Process – notification is to be provided related to the ability of being able to	HR will review the requirements of Reg. 191/11 and establish a plan to ensure that TransAlta employment practices align with the regulatory requirements.	Initial review to be completed by June 30, 2015.

accommodate applicants with disabilities;

Employers are to notify their employees of the possibility for job accommodations to improve accessibility for the worker;

Employers are to provide information needed to perform a job, in an accessible format or with communication supports, if a disabled employee requires;

Develop individualized emergency egress/evacuation plans for those with disabilities;

Document a process for preparing an individualized accommodation plan for an employee that needs one;

Process for disability Return to Work plans

Performance reviews, career development plans to include disability management

All web sites and content conform to the Level AA – by **January 1, 2021.**

A review will be undertaken to identify what WCAG 2.0 Level AA requires and where TransAlta is short of the standard.

TBC