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## AODA Multi-Year Accessibility Plan

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### 1. Introduction and Statement of Commitment

Formatop Manufacturing Company Ltd. is committed to treating 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, 2005* (“AODA”) and the related *Integrated Accessibility Standards Regulations* (the “IASR”).

The 2014-2021 Multi-Year Accessibility Plan outlines the policies and actions that Formatop will put in place to improve opportunities for people with disabilities. The Multi-Year Accessibility Plan will be updated by Formatop Manufacturing Company Ltd. at least once every five (5) years.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Formatop Manufacturing Company Ltd.:

- Customer Service Standards;
- Information and Communication, and
- Employment

### 2. Establishment of Accessibility Policies and Plans

Formatop Manufacturing Company Ltd. has implemented the following measures:

- Developed, implemented and maintained a corporate policy(ies) governing how the organization will achieve accessibility;
- Established, implemented and maintained a Multi-Year Accessibility Plan;
- Included within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate policy(ies) and Multi-Year Accessibility Plan available to the public on Formatop Manufacturing Company Ltd.’s website and available in accessible formats, upon request.

### **3. Customer Service Accessibility Standard**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- Ensures that all services are provided in a manner that respects the dignity and independence of persons with disabilities;
- Has designated a member of management to present and/or revise practices or procedures, and ensures a policy review occurs annually;
- The *Accessible Customer Service Policy* is published on Formatop.com;
- Notice will be provided on our Company website, email, over the phone or in writing where applicable when a service disruption occurs and will be done as quickly as possible if the disruption is extended;

### **4. Training**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- Providing training on the requirements of the IASR and on disability-related obligations under the *Ontario Human Rights Code* as well as similar legislative provisions across the country, to individuals who may be acting on Formatop's behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of Formatop Manufacturing Company Ltd. Policies;
- Ensuring AODA training, including Customer Service, is also part of mandatory onboarding for all new hires;
- Maintaining records of the dates when training is completed and the individuals who completed the training.

### **5. Information and Communication Standards**

#### **A. Accessible Websites and Web Content**

Formatop Manufacturing Company Ltd. will by January 1, 2014:

- Make Foramtop's new internet websites and new content on such websites conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Formatop Manufacturing Company Ltd. will by January 1, 2021:

- Make Formatop's websites and web content conform with WCAG 2.0 Level AA, except for exclusions set out in the IASR.

## **B. Feedback, Accessible Formats and Communication Supports**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- A statement on its website about the availability of accessible formats and communication supports and, upon request, provide or arrange for the provision of accessible formats in a timely manner; and
- A process for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

## **6. Employment Standards**

### **A. Recruitment**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- On its website and on any job postings, specify that accommodations are available for applicants with disabilities, upon request;
- A process to inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request, in relation to materials and processes used;
- An *Accessibility Interviewing Checklist* to ensure accessibility is met for any applicant that informs Formatop of any accommodation needs;
- An *Employment Standards Policy* to inform all hiring managers/human resource personnel of accessibility policies and responsibilities during the recruitment process
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- When making offers of employment Formatop will notify all successful applicants of policies for accommodating employees with disabilities.

### **B. Documented Individual Accommodation Plans**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- Individual accommodation plans will be implemented and followed-up when an employee informs Formatop of accommodation needs;
- An *Accommodation Policy* which outlines the written process for the development of individual accommodation plans;
- Request outside medical evaluation, to the extent necessary, to determine if accommodation can be achieved and how;
- A process to ensure a high level of confidentiality is achieved, and that information is only disclosed to individuals as necessary and in order to achieve the accommodation needs of the person with disabilities;

- An *Individual Accommodation Plan* questionnaire which gives the accessibility seeker and Formatop the opportunity to discuss the accommodation needs;
- Processes to provide employees with information if a request for accommodation is denied;
- Processes to communication to all employees and new hires (as soon as practicable) of Formatop Manufacturing Company Ltd.'s policies to support employees with disabilities and keep employees up to date on changes to these policies; and
- Upon request from an employee with a disability, and further to consultation with the employee, provide for suitable accessible formats and communication supports for: information needed by the employees to perform their job, and information that is generally available to employees.

### **C. Workplace Emergency Response Information**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- Workplace emergency response procedures for employees with disabilities, upon request.
- When required, Formatop Manufacturing will provide assistance to specific employees with a disability, with the employee with the disability prior to consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance will be set out in individualized emergency plans for employees, upon request.
- Any individualized emergency plans will be communicated to the necessary management representatives, on an "as needed" basis, and reviewed at least annually.

### **D. Return to Work Process**

Formatop Manufacturing Company Ltd. has implemented the following measures:

- Process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or injury;
- An *Accommodation Policy*
- A documented return-to-work process for employees who have been absent due to a disability; the process shall outline the steps for Formatop Manufacturing Company Ltd. to take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process;

### **E. Performance Management, Career Development and Redeployment**

Formatop Manufacturing Company Ltd. will:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Formatop Manufacturing Company Ltd.'s performance management processes, considering career development and advancement opportunities and redeployment of its associates with disabilities.