



ACCESSIBILITY POLICY

This Accessibility Policy outlines the strategy of Empack to achieve accessibility and otherwise meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

STATEMENT OF COMMITMENT

Empack is committed to treating all people in a way that allows them to maintain their dignity and independence. Empack believes 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 AODA.

Empack is committed to providing our services, programs, goods and facilities to persons with disabilities in a manner that:

- Is free from discrimination
- Seeks to provide integrated services
- Is in an accessible format, and
- Takes into consideration a person's disability

Empack relies on all of its employees, volunteers and partners to assist with maximizing accessibility within the Company by:

- Identifying potential barriers and proposing ways to remove them
- Participating in training
- Learning how to interact with persons with disabilities, including those who require the use of a support person or service animal
- Learning how to use existing accessibility devices

ACCESSIBILITY COORDINATOR

The Company has appointed an Accessibility Coordinator who will provide primary oversight and guidance on the implementation of AODA accessibility standards, in conjunction with the human resources, legal, information technology, as well as other members of the management team. They will prepare accessibility reports, facilitate access for persons with disabilities to the building or premises, and address all other matters to comply with the AODA.

As appropriate, the Accessibility Coordinator, in conjunction with legal, will also support and work with managers, supervisors and employees to ensure ongoing compliance, to remove barriers, and to improve accessibility. The Accessibility Coordinator will review the Company's various accessibility policies, practices and procedures at least once every calendar year. The Vice President of Human Resources shall act in the role of the accessibility coordinator for Empack.

ACCESSIBILITY POLICIES

The Company will develop, implement and maintain any other accessibility policies, plans or procedures and take all other measures as may be required by the AODA or any of the regulations or accessibility standards.



MULTI-YEAR ACCESSIBILITY PLAN

Empack will maintain a Multi-Year Accessibility Plan (“Accessibility Plan”) which will be made available in an accessible format, upon request. The Accessibility Plan will be reviewed and updated regularly, but no less than once every five (5) years. In addition, the Company will maintain policies governing how we will meet our requirements under the *AODA*, including policies related to customer service, employment, information and communication. The Company will provide copies of these policies in an accessible format, upon request.

INFORMATION AND COMMUNICATION

Empack is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Accessible formats and communication supports are available upon request. The Company’s commitment does not necessarily apply to products and product labels, unconvertible information or communications and information that our Company does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, Empack will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible as well as a summary of the unconvertible information or communications.

TRAINING

In accordance with the *AODA*, the Company will provide training to employees, volunteers and other staff on Ontario’s accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and other staff. This training will include instruction on the following:

- Purposes and requirements of the *AODA*, including the Customer Service Standard (Regulation 429/07) and the Integrated Accessibility Standards (Regulation 191/11)
- How to interact and communication with persons with various types of disabilities as well as those who use an assistive devices, or require the assistance of a service animal or support person
- How to use equipment or devices available from the Company that may help with the provision of goods or services to a person with a disability
- What to do if a person with a particular type of disabilities is having difficulty accessing our goods or services

Training will take place as soon as practicable and upon completion the Accessibility Coordinator will keep a record of the training provided, including the date on which the accessibility training took place and the number of people trained.



CONTRAVENTIONS

The Accessibility Coordinator, as well as managers and supervisors of Empack, will monitor existing and new practices and procedures to ensure compliance. A failure by any employee to comply with this Accessibility Policy, the Multi-Year Accessibility Plan, the Customer Service Policy, or any other policy, practice or procedure related to accessibility issues, the removal of barriers, or the *Human Rights Code*, may result in corrective action taken against the offending employee, up to and including dismissal.

MORE INFORMATION

For more information on this or any other accessibility policy, or to receive a copy of any of the policies or other documents or records required by the *AODA*, please contact the Company's Accessibility Coordinator / Vice President of Human Resources at:

- Email: hr@empack.ca
- Phone: 905-792-6571
- Address: 98 Walker Drive

This Accessibility Policy will be made publicly available. Accessible formats of this document are available for free, upon request.