



## Introduction: Multi-Year Accessibility Plan (2023-2027) for Empack Spraytech

In pursuit of an inclusive and accessible workplace, Empack Spraytech presents its Multi-Year Accessibility Plan for the years 2023 to 2027. Aligned with the principles of Ontario's Accessibility for Ontarians with Disabilities Act (AODA), this comprehensive plan outlines the company's commitment to removing barriers and fostering an environment that promotes equal opportunity, independence, and full participation for individuals with disabilities.

Empack recognizes that accessibility is not just a legal obligation, but a moral imperative that enriches our workforce, customer relationships, and overall community engagement. This plan serves as a roadmap, guiding our efforts to improve accessibility across various domains, from customer service and information communication to employment, procurement, training, design of public spaces, and transportation.

By setting forth clear and measurable objectives, this plan underscores Empack's dedication to continuous improvement and accountability. It reflects our belief that accessibility is a collaborative journey involving all stakeholders, from employees and customers to suppliers and partners. With unwavering commitment, we endeavor to create a workplace where everyone can contribute their best and thrive without barriers.

## Multi-Year Accessibility Plan (2023-2027) for Empack

### **Customer Service:**

1. Ensure all customer service representatives have received accessibility training and are capable of providing information and assistance to customers with disabilities.  
- **Target Date:** January 1, 2024
2. Develop and implement a feedback mechanism for customers with disabilities to provide input on the accessibility of our products and services.  
- **Target Date:** January 1, 2025
3. Conduct a full review of customer service policies and update them to meet or exceed AODA requirements to continuously improve the accessibility of our interactions with customers.  
- **Target Date:** January 1, 2026

### **Information and Communications:**

1. Conduct a full review of all digital platforms, including the company website and mobile applications, ensuring that they are designed and maintained to be accessible to individuals with various disabilities.  
- **Target Date:** January 1, 2025
2. Provide accessible formats and communication supports for employees and customers upon request, ensuring that information is provided in a timely manner.  
- **Ongoing**
3. Develop and implement a plan to make all new content and information produced by the company conform to accessibility standards from creation onwards.



- **Target Date:** January 1, 2026

### **Employment:**

1. Review and enhance the recruitment and hiring process to ensure accessibility, including providing accommodations during interviews and assessments.

- **Target Date:** January 1, 2024

2. Implement regular accessibility training for all employees, with a focus on promoting understanding and inclusion of colleagues with disabilities.

- **Target Date:** January 1, 2025

3. Objective: Establish a general system to identify and provide workplace accommodations for employees with disabilities, fostering an inclusive work environment.

- **Target Date:** January 1, 2026

### **Procurement:**

1. Develop accessibility criteria in the procurement process for goods and services, favoring vendors who prioritize accessibility.

- **Target Date:** January 1, 2025

2. Collaborate with suppliers and contractors to ensure that products and services provided to Empack meet accessibility standards.

- **Target Date:** January 1, 2025

3. Regularly review and update procurement policies to ensure alignment with AODA requirements and evolving accessibility standards.

- **Ongoing**

### **Training:**

1. Develop a standardized comprehensive accessibility training program for all employees, covering AODA requirements, customer service, and disability awareness.

- **Target Date:** January 1, 2025

Provide ongoing training to employees to ensure awareness and understanding of accessibility policies and procedures.

- **Target Date:** January 1, 2025

3. Incorporate accessibility training as a part of the onboarding process for new employees, ensuring a culture of inclusion from the start.

- **Ongoing**



### **Design of Public Spaces:**

1. Conduct an accessibility audit of all public spaces within the company premises and create a plan to remove any barriers.

- **Target Date:** January 1, 2024

2. Implement necessary changes and enhancements to ensure all public spaces are fully accessible, including entrances, restrooms, and common areas.

- **Target Date:** January 1, 2025

3. Regularly maintain and review public spaces to address any potential barriers and ensure continued accessibility.

- **Ongoing**

By setting these objectives and committing to achieving them by specific target dates, Empack demonstrates its dedication to creating an accessible and inclusive workplace environment in alignment with Ontario's AODA requirements.