



Accessibility Statement - Empack Spraytech Inc.

Customer Service Accessibility

Empack Spraytech Inc. (collectively, “Empack”, “us”, “we”) is committed to providing an exceptional customer service experience that is inclusive and accessible to all individuals. We are dedicated to promptly addressing the needs of individuals with disabilities by proactively removing accessibility barriers, in alignment with the principles outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

Communication

We understand the importance of effective communication. Our team is trained to provide information, answer questions, and assist clients using various communication methods. If you require information in an alternative format or have communication preferences, please inform us, and we will accommodate your needs.

Accessible Facilities

Empack is actively working to ensure our physical facilities are accessible to everyone. We are making necessary enhancements to remove barriers and provide a welcoming environment for all visitors.

Assistive Devices

Empack recognizes the importance of assistive devices in promoting accessibility. Our staff is trained to interact with and accommodate individuals who use such devices and will ensure a seamless experience during your interactions with us.

Support Persons and Service Animals

We appreciate the significance of support persons and service animals in enabling full participation. Additionally, service animals are allowed on our premises in compliance with relevant guidelines. We encourage all patrons who are in need of a support person or service animal to have one accompany you during your interactions with us.

Accessible Formats

Empack is dedicated to providing information in formats that are accessible to all. If you require documents, brochures, or other materials in an alternative format, please let us know, and we will gladly work to accommodate your request.



Commitment to Continuous Improvement

We are dedicated to continuous improvement in our customer service practices. As part of our efforts, we conduct regular training sessions for our staff to ensure they are well-versed in providing inclusive services to individuals of all abilities.

Feedback

Your insights and suggestions are invaluable to us. If you have ideas on how we can enhance our customer service accessibility or if you've encountered any challenges, please share your feedback with us. Contact us through:

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

Empack is resolute in its mission to create an environment where all clients, regardless of their abilities, can engage with us confidently. Your support in helping us achieve this goal is deeply appreciated.



Website Accessibility Statement - Empack Spraytech Inc.

At Empack Spraytech Inc. (collectively, “Empack”, “us”, “we”) , we are committed to ensuring that our website is accessible to everyone, regardless of their abilities or disabilities. We strive to provide a user-friendly experience for all visitors and continuously work to improve the accessibility and usability of our website to meet or exceed the standards outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

Our Commitment to Accessibility

Empack is dedicated to making our website accessible and user-friendly for all individuals, including those with disabilities. We are taking steps to ensure that our website complies with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, to provide a seamless and inclusive online experience.

Accessibility Features

Here are some of the measures we have implemented to enhance accessibility on our website:

- 1. Alternative Text:** We use descriptive alternative text for images and graphics to ensure that users with visual impairments can understand the content.
- 2. Keyboard Navigation:** Our website can be navigated using a keyboard alone, allowing users who cannot use a mouse to explore the site easily.
- 3. Clear Layout and Design:** We maintain a consistent and clear layout to make it easier for all users to locate and understand information.
- 4. Resizable Text:** Users can adjust the text size on our website to suit their preferences and needs.
- 5. High Contrast Mode:** We provide a high contrast mode option for users who require better visibility.
- 6. Accessible Forms:** Our online forms are designed to be accessible, with clear labels and instructions.

Ongoing Efforts

Empack is committed to maintaining and improving the accessibility of our website continuously. We conduct regular accessibility audits and user testing to identify and address any areas that need improvement.



Feedback and Support

If you encounter any difficulties accessing content or have suggestions for improving our website's accessibility, please contact us. Your feedback is valuable as it helps us enhance the user experience for everyone.

Contact Information

- Email: info@empack.com
- Phone: 905-792-6571
- Address: 98 Walker Drive

Accessible Formats

Upon request, we can provide information from our website in alternative formats to ensure everyone can access our content.

Empack Spraytech Inc. is dedicated to promoting an inclusive digital experience for all visitors. We appreciate your support as we work towards making our website accessible to everyone.