



## Accessibility Policies & Multi-Year Accessibility Plan

This 2023-2028 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities. Supremex strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

### **Statement of Commitment**

Supremex 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, 2005.

This plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number individuals to whom it was provided.

### **Customer Service**

Supremex strives to provide our products and services in a manner that is accessible to all of our customers in Ontario, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers in Ontario.

#### *Actions and initiatives taken:*

- Providing fully accessible telephone service to our customers with hearing or speech disabilities.
- Trained staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- Ensure employees who deal with customers offer to communicate by email or other means of communication if telephone communication is not suitable to their communication needs or is not available.
- Welcome feedback regarding the way Supremex provides goods and services to people with disabilities, which can be made verbally (in person or by telephone) or written (hand written, delivered, website or email). Feedback forms are available upon request.

### **Accessible Emergency Information**

Supremex is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request.

Where Supremex is aware that an employee has a disability and there is a need for accommodation in an emergency situation, we will provide individualized emergency response information when necessary. The following steps to develop and put in place a process for developing individual emergency response plans for employees with a disability.

- The individualized emergency response plan will be drafted by Human Resources
- The individualized emergency response plan will be reviewed by the direct manager and any person designated to provide assistance to the individual
- The individualized emergency response plan will be in alignment with the needs of the employee
- Each situation will be reviewed on a case-by-case basis to determine best actions for an effective and safe emergency response

*Action and initiatives taken:*

- Ensure Emergency Response Policies include individualized workplace emergency response information for employees with a disability
- Train employees on policies and updates
- Document Individual Accommodation Plans for Emergency Situations

### **Training**

Supremex will provide training to employees 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 employees.

*Action and initiatives taken:*

Supremex takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- Training seminars include the following AODA standards:
  - a. The purpose of AODA
  - b. The purposes of the customer service Standards
  - c. How to interact and communicate with persons with types of disability
  - d. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
  - e.
  - f. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities
- Maintenance of record for training sessions

### **Information and Communications**

Supremex 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.

*Actions and initiatives taken:*

Supremex has taken the necessary steps to make all new websites and content on those sites conform with WCAG 2.0, Level A and is currently under maintenance, we aim to have it fully compliant with WCAG 2.0, Level A by January 31, 2024.

Supremex ensures existing feedback processes are accessible to people with disabilities upon request.

- Feedback regarding the way Supremex provides goods and services to people with disabilities can be made verbally (in person or by telephone) or written (hand written, delivered, website or email). Feedback forms are available upon request.
- Customers who wish to provide feedback can do so to Customer Service, Sales, or Management.
  - (416) 675-9370
  - 400 Humberline Drive, Toronto, Ontario, M5V 5T3
  - sales.central@supremex.com
  - www.supremex.com

All feedback will be directed to a Sales or Sales Coordinator Manager in Central Region. Customers can expect to hear back within 10 business days.

Supremex will take the necessary steps to make sure all publicly available information is made accessible upon request.

- Any Supremex documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability.

### **Employment**

Supremex is committed to fair and accessible employment practices.

#### *Actions and initiatives taken:*

We take the necessary steps to notify the public and staff that, when requested, Supremex will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Supremex Talent Acquisition teams ensures job postings/advertisements confirm the availability of accommodation plans in the recruitment process for people with disabilities upon request
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Supremex takes the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- The return to work plan will be drafted by Human Resources
- The return to work plan will be reviewed by the direct manager
- The return to work plan will be in alignment with any restrictions an employee may have to ensure safe return to work
- Each case will be reviewed on a case-by-case basis to determine best actions for a safe return.

We take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Supremex is using performance management, career development and redeployment processes.

- Careful analysis of job transfers and promotions are done to understand the parameters of the job and what accommodations can be made to help employees with disabilities performing the responsibilities of the role

Supremex takes the following steps to prevent and remove other accessibility barriers identified.

- Eliminate any unnecessary barriers that are not deemed to be relevant or can be avoided in the task or seek to alternative methods to get the results required in the task at hand

### **Design of Public Spaces**

Supremex will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths, like sidewalks, ramps, stairs, curb ramps, and rest areas

### *Actions and initiatives taken:*

Supremex ensures procedures are in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For More Information**

Accessible formats of this document are available free upon request.

For more information on this accessibility plan or to request accessible formats of this document, please contact:

- Human Resources Manager, Central Region
- (416) 675-9370
- [hr.central@supremex.com](mailto:hr.central@supremex.com)

Our accessibility plan is publicly posted at: [www.supremex.com](http://www.supremex.com)

Standard and accessible formats of this document are free upon request