

## ACCESSIBILITY POLICY

### ACCESSIBILITY POLICY STATEMENT

In accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Accessibility Standards*, Ontario Regulation 191/11(IASR), CGL Manufacturing Inc has developed this accessibility policy and a multi-year plan to ensure that all customers including people with disabilities have equal access to services at CGL and outlines the policies and actions that CGL will put and has put in place to comply with the requirements of the AODA and the IASR.

This document is available to the public and can be provided in an alternative format for accessibility purposes upon request.

CGL will make our policies available to the public upon request through our company website and will be posted on a communication board at head office.

### STATEMENT OF COMMITMENT:

CGL is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

### General Accessibility:

- CGL shall complete and maintain a multi-year accessibility plan outlining CGL's strategy to prevent and remove barriers and meet its requirements under AODA and IASR.
- Consideration for the individual and safety of all team members of the CGL community will prevail.
- Employees with disabilities requiring accommodation will be accommodated in accordance with CGL policy.

### Training:

- CGL is committed to training all team members in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

### Self-Serve Kiosks

- We will incorporate accessibility features and consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

#### Information and Communication:

- CGL will communicate with people with disabilities in ways in consideration of their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.
- CGL's website shall conform with the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements in accordance with Ontario's accessibility laws.

#### Employment:

- CGL notifies employees, potential hires and the public that accommodations can be made during the recruitment process.
- CGL will notify staff that supports are available for those with disabilities and has a process in place to develop individual accommodation plans for employees.
- As needed, we will provide customized emergency information to help an employee with a disability during an emergency.

#### Design of Public Spaces:

- CGL will meet accessibility laws when building or making major changes to public spaces and will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

#### Changes to Existing Policies:

- CGL will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.



## AODA MULTI-YEAR ACCESSIBILITY PLAN

This plan addresses the requirements of Ontario Regulation (O.Reg) 191/11: Integrated Accessibility Standards and the the Acc

### 1. Customer Service Standard

Legislation Deadline: January 1, 2012

Status: **COMPLETE**

CGL is committed to providing accessible customer service to people with disabilities. This means we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

#### Actions Taken:

Developed and implemented an accessible customer service plan which include:

- Use of assistive devices, support persons and service animals
- Notice of temporary disruptions
- Training for team members
- Feedback Process
- Notice of availability of documents

### 2. Information and Communications Standard

CGL is committed to making our information and communications accessible to people with disabilities.

#### Actions Taken:

Review of CGL's website for compliance to WCAG 2.0 Level A

Legislation Deadline: January 1, 2014

Status: New website launched Dec. 2018

**Complete**

Review of CGL's website for compliance to WCAG 2.0 Level AA

Legislation Deadline: January 2021

Status: **Complete**

### 3. Employment Standard

Legislation Deadline: January 1, 2016

Status: **Complete and on-going as applicable**

CGL is committed to fair and accessible employment practices. Upon request, accommodations will be made available throughout the entire recruitment cycle and throughout the period of employment.

#### *Recruitment*

##### Actions Taken:

Provide notification to employees and potential hires of accommodations available throughout the recruitment process, upon request.

#### *Accommodation Information*

##### Actions Taken:

Notify current and new employees of accessibility including accommodation policies.

#### *Accessible Formats and Communication Supports*

##### Actions Taken:

Develop and implement policy to address requests for accessible formats and communication supports.

#### *Workplace Emergency Response Information*

##### Actions Taken:

Create individual workplace emergency response information for employees with disabilities, as required.

### 4. Training

Legislation Deadline: January 1, 2015

Status: **Complete and on-going as applicable**

CGL will provide training to all team members regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities

##### Actions Taken:

Develop a training plan and provide training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

5. Design of Public Spaces Standard

Legislation Deadline: January 1, 2017

Status: **As required**

CGL will meet accessibility laws when building or making major changes to public spaces. We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.