



Multi-Year Accessibility Plan

2023-2028

THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

PakFab

Statement of Organizational Accessibility Commitment

PakFab is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

What we have Accomplished:

Employment

- individualized workplace emergency response information to employees who have a disability
- notification to its employees and the public about the availability of accommodations for applicants with disabilities during the interview process.
- notification to successful applicants of its policies for accommodating employees with disabilities when offering employment. This notice will be included when the job is offered to the successful applicant.
- information to all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through newsletters, staff memos, email and staff meetings. (New employees will receive this information during the on-boarding process)
- a written process for the development of documented individual accommodation plans for employees with disabilities
- information whenever there is a change to existing policies on the provision of job accommodations.
- privacy regarding accommodation needs
- consultation with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their job effectively.
- accommodations where needed when an employee returns to work.

Customer Service

PakFab remains compliant with the Accessible Customer Service Standards Regulation. We continue to ensure that in our day-to-day activities, we fulfill all the requirements of this Regulation in keeping with the principles of dignity, independence, equality and integration. For example:

- PakFab ensures that all new staff receive training on the requirements of the Regulation, with particular emphasis on how to serve and communicate with all people
- We welcome feedback in person, by mail or email, by telephone and by fax.

Information and Communications

Our feedback processes are accessible to persons with disabilities through the provision of accessible formats and communication supports on request. PakFab also notifies the public about the availability of accessible formats and communication supports.

- PakFab and its other lines of business accepts feedback through its website where applicable and those other means as required
- Alternate formats are available on request for all feedback forms.

Design of Public Spaces

When building new or making major changes to existing public spaces larger organizations like PakFab must meet applicable requirements under Section 80 of the IASR related to public spaces for exterior paths of travel, accessible parking, obtaining information, and maintenance of accessible public spaces.

What we will do Going Forward

Introducing the PakFab Five-Year Accessibility Plan

There are no new requirements for the coming five-year period, however some existing requirements will be monitored to ensure compliance as processes and procedures change. Additional recommendations will be implemented and reported in status reports. Recommendations include:

Employment Recommendations:

- ensure that job ads include a statement on who to contact or steps to take if accommodations are needed at any point in the application process and then do the same for scheduling interviews
- ensure that a clearly written, easy to understand accommodation process is available to all staff

Customer Service Recommendations:

- continue to review and use feedback to enhance the customer experience
- continue to post a notice where there is a service disruption

Information and Communications Recommendations:

- ensure all documents being uploaded to the website are in accessible format
- ensure website is up to date with compliance with WCAG standards
- identify resources needed for alternative formats and communication supports

Design of Public Spaces Recommendations:

- when doing any renovations or building anything new, review and plan for the most accessible features to be included

We Welcome Your Feedback

PakFab Engineered Solutions

Human Resources Department

Phone: 519-622-1839

Accessibility Requests, dial Option 5

Email: hr@pakfab.com