



Multi-Year Accessibility Plan

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| Doc # | 4008 |
| Rev: | 0 |
| Rev Date: | 12/21/2023 |

Introduction and Statement of Commitment

It is our aim at Rem-Tech Industries Inc.'s aim to ensure that in the course of all of our business -related transactions, all individuals are accommodated with dignity and respect.

The government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), in 2005. The AODA aims to make Ontario accessible by 2025. Businesses with 50+ employees are required to establish, implement, and maintain a multi-year accessibility plan. This plan must outline Rem-Tech Industries Inc.'s ("Rem-Tech") approach by including the following.

- Strategy to prevent and remove barriers for persons with disabilities.
- Update the plan once every 5 years.
- Be accessible on Rem-Tech's website.

Rem-Tech Industries Inc. is a private custom machine shop located in Aylmer, Ontario, Canada. Since opening in 2000, Rem-Tech has grown to employ 100+ employees. This growth has allowed the company to expand its facilities and become more accessible with each expansion.

The management team at Rem-Tech Industries Inc. is committed to providing equal service to persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and, the Accessibility Standards for Customer Service, Ontario Regulation 429/07. Rem-Tech continually strives to remove and prevent accessibility barriers to our employees & to our customers with disabilities.

Below is Rem-Tech Industries Inc. Multi-Year Accessibility Plan. This plan outlines the steps that we are taking to meet AODA's requirements to prevent/remove barriers for people with disabilities.

Rem-Tech's plan will be reviewed & updated once every 5 years. Any needs that arise prior to the time they are scheduled will be addressed in a timely manner at time of occurrence.

Year 1: Accessibility Policy Development and Training

| Requirement | Responsible Department | Actions (including initiatives from past years) | Status |
|---|---|--|--|
| <p>Accessibility Policy</p> <p>Develop and implement an accessibility policy that outlines Rem-Tech's commitment to accessibility and compliance with the AODA requirements.</p> <p>Prepare an accessibility procedure detailing Rem-Tech's Accessibility Policy. Making the Accessibility Policy & Procedure publicly available in an accessible format upon request.</p> | <p>- HR</p> | <p>- Policy & Procedure</p> <ul style="list-style-type: none"> - Accessibility Policy (Doc# 4001) available on Rem-Tech's website - Accessibility Procedure (Doc# 4002) available upon request. | <p>- Complete</p> |
| <p>Accessibility Committee</p> <p>Form a committee with representatives from various departments to oversee accessibility initiatives.</p> | <p>- HR, Health and Safety & Production</p> | <ul style="list-style-type: none"> - Accessibility Committee will meet annually to review the progress of this Multi-Year Plan. - Health & Safety performs monthly safety inspections to ensure the safety of Rem-Tech employees & visitors. Concerns are addressed quarterly by JHSC. - Rem-Tech's Accessibility Policy is reviewed a minimum of once every 3 years & updated according to current AODA standards. | <p>- Implemented</p> <p>- Implemented</p> <p>- Implemented</p> |
| <p>Employee Training</p> <p>Provide AODA Training to all employees of Rem-Tech.</p> <p>Keep a record of the training provided, including the dates on which the training was provided and the number of individuals to whom the training was provided.</p> | <p>- Orientation Team & HR</p> | <ul style="list-style-type: none"> - During Rem-Tech's orientation process, new employees are trained in AODA. Employees will review our Accessibility Policy as well as our more detailed Accessibility Procedure. Following the review of the procedure, employees participate in a knowledge test. - Existing employees will be informed of any updates to the Accessibility Policy as they are implemented. | <p>- Implemented & Ongoing</p> <p>- Ongoing</p> |

Year 2: Accessible Customer Service

| Requirement | Responsible Department | Actions (including initiatives from past years) | Status |
|---|-----------------------------------|--|-------------------------------------|
| <p>Customer Service Standard Compliance</p> <p>Ensure all customer service practices comply with the Accessibility Standards for Customer Service.</p> <p>Provide Accessible formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that considers, the person's accessibility needs due to their disability.</p> <p>Consult with the person making the request when determining the suitability of an Accessible Format or Communication Support.</p> | <p>- HR & Management Team</p> | <p>- Rem-Tech Industries Inc. is committed to serving all our customers, including customers that have disabilities, with the highest level of customer service, and to follow the below principles when interacting with persons with a disability:</p> <ul style="list-style-type: none"> - Dignity - Independence - Integration - Equal Opportunity <p>- Continually review Rem-Tech's current processes to ensure individual needs & accommodation requests are being met.</p> | <p>- Implemented & Ongoing</p> |
| <p>Feedback</p> <p>Establish a process for receiving and responding to customer feedback related to accessibility</p> | <p>- HR</p> | <p>- Accessibility Policy highlights that individuals can forward any questions or concerns to: E-mail: HR@remtechindustries.com Phone: (519) 773-3459 This policy is posted in Rem-Tech's Lobby as well as being available on our website.</p> <p>- Communication & Actions to address customer feedback, will be completed in a timely manner. - Customer Feedback trends will be reviewed annually, so future improvements can be implemented.</p> | <p>- Completed</p> <p>- Ongoing</p> |

Year 3: Information & Communication

| Requirement | Responsible Department | Actions (including initiatives from past years) | Status |
|--|--|---|---|
| <p>Accessible Website & Content</p> <p>Ensure that, where applicable, a New Internet Website and web content comply with the Web Content Accessibility Guidelines 2.0 (WCAG) Level A.</p> <p>Ensure that, where practical, any website or content on the site(s) published after January 1, 2012, conforms with WCAG 2.0 Level AA to the extent required.</p> | <ul style="list-style-type: none"> - Rem-Tech Web Development Team & Web Designer | <ul style="list-style-type: none"> - Rem-Tech's Accessibility Policy posted on our website. - A new company website is in development. <ul style="list-style-type: none"> - Ensure the new company website is in compliance with WCAG content (Perceivable, Operable, Understandable, and Robust) prior to releasing. | <ul style="list-style-type: none"> - Completed - In Development |
| <p>Accessible Formats</p> <p>Develop procedures to provide information in accessible formats upon request.</p> | <ul style="list-style-type: none"> - Web Development Team | <ul style="list-style-type: none"> - To be developed with the new website. - Single communication source to be developed for social media platforms <ul style="list-style-type: none"> - Website - Facebook - LinkedIn - Instagram | <ul style="list-style-type: none"> - In Development |

Year 4: Employment Standards

| Requirement | Responsible Department | Actions (including initiatives from past years) | Status |
|---|--|---|-----------------------------------|
| <p>Accessible Employment Practices</p> <p>Review & modify recruitment, onboarding, and accommodation processes to ensure accessibility for employees with disabilities.</p> <p>Notify the public and employees about the availability of accommodation for applicants with disabilities if recruitment processes are used.</p> | <p>- HR & Management Team</p> | <p>- Rem-Tech is consistently reviewing and updating our policies & procedures for all our employees.</p> <p>- Rem-Tech has an Individual Accommodation Process & Plan in place, to ensure employees accommodation requests are met.</p> | <p>- Implemented</p> |
| <p>Recruitment, assessment, or selection process</p> <p>Notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>Consult with an applicant to provide or arrange for the provision of suitable accommodation(s) in a manner that takes into account the applicant's accessibility needs due to their disability.</p> | <p>- Management</p> | <p>If job recruitments are posted online, internal, and external applicants will be made aware of the availability of accommodation (where applicable).</p> <p>- Educate all hiring managers on AODA, Human Rights and the accommodation process during recruitment, assessment, and selection.</p> | <p>- Ongoing</p> <p>- Ongoing</p> |
| <p>Notice to successful applicants.</p> <p>Notify successful applicants of policies for accommodating employees with disabilities.</p> | <p>- HR, Management, applicable Team Leader(s)</p> | <p>- Official job offers are provided to new hires.</p> <p>- Update Job Offers to include the availability of an Individual Accommodation Plan (if needed). Plan to be completed with new hire & reviewed with the assigned Team Leader so accommodations can be met.</p> | <p>- Completed</p> |

Year 5: Design of Public Spaces & Transportation

| Requirement | Responsible Department | Actions (including initiatives from past years) | Status |
|---|--|---|---|
| <p>Design of Public Spaces & Transportation</p> <p>Conduct a review of the physical workplace to identify and address any barriers to accessibility.</p> <p>Consider accessibility in transportation arrangements for employee (if applicable)</p> | <p>- HR, Management Team, H&S</p> | <p>- Rem-Tech's addition was built in 2018. Necessary accessibility requirements were implemented.</p> <p>- Rem-Tech's accessibility includes but is not limited to:</p> <ul style="list-style-type: none"> - Accessible washrooms - Waiting area in the office - Ramp access in the shop - Public eating areas - Parking - Walkways <p>- Accessibility for New Additions or Builds will be discussed with contractors, to ensure the requirements of the Design of Public Space Standards are met.</p> | <p>- Completed</p> <p>- Implemented</p> |
| <p>Maintenance</p> <p>Ensure accessibility plans include:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of accessible elements in public spaces. 2. Procedures for dealing with temporary disruptions when accessible elements required are not in working order | <p>- HR, Management Team, Maintenance Team</p> | <p>- Rem-Tech takes responsibility for accessible elements on the properties they manage. Property owners are made aware of any preventative or scheduled maintenance, so the appropriate response can be addressed.</p> <p>- When Rem-Tech's accessible washrooms need servicing, a notice is posted detailing the following:</p> <ul style="list-style-type: none"> - Notice of Disruption - Which facility is unavailable - Time Frame for Disruption | <p>- Implemented & Ongoing</p> <p>- Implemented</p> |

Strategies and Actions

Accessibility Policy Development and Training

- Rem-Tech Industries Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human rights Code as it applies to people with disabilities.
- Initiatives:
 - Define roles and responsibilities for committee members (3-4 months)
 - Conduct a review of AODA & update necessary training documents (1 year)

Accessible Customer Service

- Rem-Tech Industries Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.
- Initiatives:
 - Review & update Rem-Tech processes to ensure employee accommodation is being met (6-9 months)
 - Review & address customer feedback trends regarding accessibility (1 year)

Information & Communication

- Rem-Tech Industries Inc. is committed to making our information and communications accessible to people with disabilities.
- Initiatives:
 - Communicate with web development team to ensure that WCAG guidelines are being met (3-6 months)
 - Update Social Media platforms to 1 communication source regarding Accessibility (9-12 months)

Employment Standards

- Rem-Tech Industries Inc. is committed to fair and accessible employment practices.
- Initiatives:
 - Review Rem-Tech's AODA policies and procedures and make updates where necessary (3-6 months)
 - Update hiring managers on updates to AODA, Human Rights and the accommodation process (6-12 months)
 - Update Job Offers to include the availability of an Individual Accommodation Plan (3-6 months)

Design of Public Spaces & Transportation

- Rem-Tech Industries Inc. is committed to meeting accessibility laws when building or making major changes to public spaces.
- Initiatives:
 - Review public spaces to see if any new accessibility barriers have arisen (3 months)
 - Take action to remove barriers or provide alternative solutions to new and existing barriers (6-9 months)

By the end of Year 1, Rem-Tech Industries Inc. should have a well-established Accessibility Committee. All Rem-Tech employees will have undergone training on accessibility updates. Ongoing communication and monitoring will set the foundation for successful implementation & continuous improvement for subsequent years.

For More Information

For more information on this accessibility plan, please contact:

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Rem-Tech Industries Inc. Multi-Year Accessibility Plan is publicly posted at:

Website: www.remtechindustries.com

Standard and accessible formats of this document are free upon request from:

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