

TOP GRADE MOLDS LTD

Multi-Year Accessibility Plan

Our Commitment

Top Grade Molds 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 do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Top Grade Molds understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Top Grade Molds is committed to:

- Meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
- Excellence in serving and providing goods and services to all customers including people with disabilities.
- Review and update the Multi Year Accessibility Plan at least once every 3 years.
- Provide training to all applicable employees in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
- Notifying employees and the public that accommodations can be made during recruitment and hiring processes.

1. TRAINING

Top Grade Molds provides goods and services in a way that respects the independence and dignity of people with disabilities. We abide by the Accessible Customer Service Standard and will continue to comply with the regulation. We strive to deliver an accessible customer service experience by ensuring that people with disabilities can access and equally benefit from the same services and facilities as all other customers. Hence, Top Grade Molds is committed to training all applicable staff in

accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- All persons who participate in the development of the organization's policies; and
- All other persons who provide goods, services or facilities on behalf of the organization.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.
- Our policies related to the Customer Service Standards

We maintain records of the training provided including dates in which the training was provided.

2. EMPLOYMENT

Top Grade Molds is an equal opportunity employer and is committed to treating all candidates equally and fairly; we welcome applications from everyone. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Human Rights Code, Top Grade Molds is committed to providing accommodations to candidates with disabilities throughout the recruitment and selection process. If selected, candidates are encouraged to reach out to our Human Resources department to discuss the accommodations they require.

Top Grade Molds will notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We will consult with the employee when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the employee when making the request, to determine the suitability of an accessible format:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace

Where requested, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who aids that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability and review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization;
- When the employee's overall accommodation needs, or plans are reviewed; and
- When the employer reviews its general emergency response policies.

We will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

3. INFORMATION AND COMMUNICATIONS

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities. This would involve contacting our HR department at TGM, either by email, phone or by mail to our address.

We communicate with people with disabilities in ways that consider 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:

- in a timely manner, considering the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

4. DESIGN OF PUBLIC SPACES

TGM is committed to incorporating accessibility into the design of public spaces when undertaking any new future construction or planned significant alterations. This includes parking, curb ramps and waiting areas.

For More Information

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

Standard and accessible formats of this document can be requested for free. Please contact our Human Resources Department:

HR@topgrademolds.com

905-625-9865