

Multi-Year Accessibility Plan Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Initiated: December 2023

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Accessibility Plan and Policies

This Accessibility Plan outlines the policies, procedures and actions Kohltech Windows & Entrance Systems will put in place to improve opportunities for people with disabilities. We recognize the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and will document, communicate and monitor a multi-year accessibility plan to implement the requirements of the AODA. This multi-year accessibility plan will be updated on an annual basis.

Statement of Commitment

Kohltech Windows and Entrance Systems is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account. We will take steps to prevent and remove other accessibility barriers identified following the policies and procedures.

Elements of the Plan

General Requirements

1. Establishment of Accessibility Policies and Plans

Kohltech Windows and Entrance Systems has developed policies, a multi-year plan and modified existing policies and procedures that outlines the strategies and actions to identify prevent and remove barriers for person with disabilities. A copy of the multi-year plan is provided, upon request. The multi-plan will be posted on the company website and can be made available in an accessible format.

2. Training

Kohltech Windows and Entrance Systems will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and the Human Rights Codes as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The training is delivered in a small group and/or on-line and new employees are trained during the on-boarding/orientation process. Training is provided on any changes to the policies or procedures as soon as practicable and training records are maintained.

Customer Service

1. Establishment of Policies

Customer service policies have been established to ensure that the goods or services are provided in a manner that respects the dignity and independence of a person with disabilities, the provision of goods and services are integrated with the good and services to others (unless an alternative measure is necessary), person with disabilities are given an equal opportunity to obtain use and benefit from the goods and services, and communications with a person with a disability takes into account that person's disability. Use of service animals or support persons are covered in the accessibility policy.

2. Training

Training will be conducted for all members of the staff that includes:

- a. The purpose of the AODA
- b. Requirements of the Customer Service Standards
- c. Instructions on how to interact and communicate with persons with disabilities, what to do if the person with a particular type of disability is having difficulty accessing the organization goods or services and how to interact with people with disabilities who use an assistive device, require the assistance of a guide dog or other service animal or the assistance of a support person.

3. Feedback and Complaints

A procedure has been implemented to outline the actions taken after receiving feedback or a complaint. There are several different methods outlined in the procedure and will monitor and update as necessary as any new methods required to remove barriers or make easier to provide feedback for persons with disabilities.

4. Format of Documents

If a person with a disability needs a document in accessible format or help to communicate with the organization, we will work with that person to provide the format or support that will meet their needs. There will be no additional cost to them. If we can't meet a particular requirement in a reasonable timeframe, we work with them to determine an alternate method or that you will provide a summary of the information.

Employment Standards

1. Recruitment

Kohltech Windows and Entrance Systems is committed to fair and accessible employment practices. Upon request, we will accommodate people with disabilities during the recruitment and assessment processes. This is outlined in our job postings, communication during the process and offers of employment.

2. Workplace Emergency Response

We will provide any employees with disabilities, individualized personalized emergency response information to properly accommodate their requirements as soon as practicable after becoming aware of the need for accommodation.

3. Return to Work

Kohltech Windows and Entrance Systems will develop individual accommodation plans and follow existing return to work programs to assist disabled employees who have been absent from work due to disability in order to return to work. The individual accommodation plans will include any individual emergency response plans required during the return to work process.

4. Performance Management and Career Development

We take the necessary steps to ensure the accessibility needs of employees with disabilities are taken into account during performance management and career development. Accessibility needs are also considered when redeployment of employees occurs.

5. Supports for Employees

Existing employees will be made aware of available supports for employees with disabilities through training. New employees will be made aware during the on-boarding/orientation process.

Information and Communication

1. Website

Kohltech Windows and Entrance Systems will ensure that the Company website will conform to World Wide Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. This standard makes websites and web content accessible to a broader range of users with disabilities. This multi-year plan will also be made available on the Company website and will be updated on the website as the plan is revised.

Note: Kohltech Windows and Entrance Systems does not currently have any kiosks, public spaces, or public parking.

For More Information:

For more information on this accessibility plan, please contact Ron Desourdie, Plant Manager at (705) 474-9000 or by email at rdesourdie@kohltech.com

The Company multi-year accessibility plan is available in accessible formats upon request.