



## **Multi-Year Accessibility Plan**

This 2014-2021 accessibility plan outlines the policies and actions that Trade-Mark Industrial Inc. will put in place to improve opportunities for people with disabilities.

### **OUR COMMITMENT**

Trade-Mark Industrial is committed to serving our customers, partnering with our suppliers and interacting with staff members in a way that respects the dignity and independence of people with disabilities. We are also committed to preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our goods and services in the same place and in a similar way as other customers, suppliers and employees.

### **GENERAL REQUIREMENTS**

#### **Accessibility Policy and Multi-Year Accessibility Plan**

Actions Taken:

- Trade-Mark Industrial's Accessibility Policy was implemented in October 2014 and reviewed in July 2018.
- Trade-Mark Industrial's Multi-Year Accessibility Plan was created to identify, remove and prevent barriers to accessibility.
- The Accessibility Policy and Plan are posted on Trade-Mark Industrial's website at [www.Trade-Mark Industrial.ca](http://www.Trade-Mark Industrial.ca). Upon request, Trade-Mark Industrial will provide a copy of the Accessibility Policy and Plan in an accessible format.
- The Multi-Year Accessibility Plan will continue to be reviewed and updated at least once every five years. The Accessibility Plan was last revised in December 2015.

#### **Training**

Trade-Mark Industrial has implemented training on the requirements of the accessibility standards referred to in the Regulation and training on the Human Rights Code to all employees, volunteers and others who interact with the public on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. The following steps have been taken to ensure compliance by January 1, 2015.

Actions Taken:

- All Trade-Mark Industrial employees and third party representatives are trained on the requirements of accessibility standards and the Human Rights Code as soon as possible after commencement of employment.
- Records of training are kept and maintained.

### **INFORMATION AND COMMUNICATION STANDARDS**

Trade-Mark Industrial is committed to meeting the communication needs of people with disabilities.

## **Feedback**

### Feedback process

Trade-Mark welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

Posted on TMI website- <https://www.trade-markind.com/>

Customers who wish to provide feedback on the way Trade- Mark provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Contact TMI Safety Coordinator directly at; by email [safety@trade-markind.com](mailto:safety@trade-markind.com) or by phone at 519-591-4061
- Visiting our website at <https://www.trade-markind.com/>

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Trade-Mark Health and Safety Coordinator.

Customers can expect to hear back within 1 business day.

Trade-Mark will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **Accessible Websites and Web Content**

As of January 1, 2014, Trade-Mark Industrial's new internet websites and web content on sites have confirmed with WCAG 2.0 Level A. Trade-Mark Industrial will ensure that all internet websites and web content will conform with WCAG 2.0 Level AA by January 1, 2021.

Planned Actions:

- A review is underway of the required changes that need to be made to website by January 1, 2021.

## **EMPLOYMENT STANDARDS**

Trade-Mark Industrial aims to provide fair and accessible employment practices to all its prospective and current employees. As a result, we are committed to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees and representatives with disabilities access to the same opportunities.

Trade-Mark Industrial has ensured that all employment standards have met accessibility requirements by January 1, 2016. We have taken steps to ensure that accessibility is provided in three major areas of employment: Recruitment, Accommodations for Staff and Performance Management, Career Development and Redeployment.

### **Recruitment**

The Trade-Mark Industrial Health and Safety team is committed to notifying its staff members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Actions Taken:

- Recruitment, assessment and selection processes and procedures have been reviewed and modified to notify employees and the public on the availability of accommodation.
- A Trade-Mark Industrial representative will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, Trade-Mark Industrial will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- When making offers of employment, Trade-Mark Industrial will notify the successful applicant of its policies for accommodating employees with disabilities.
- Training materials have been developed for colleagues responsible for recruitment, assessment, selection and on-boarding to ensure compliance with accommodation.

### **Accommodations for Staff**

Trade-Mark Industrial will ensure that we are creating and following measures for any staff member who requires accommodation as a result of a disability.

### **Informing Employees of Supports**

Actions Taken:

- Trade-Mark Industrial will continue to inform its staff of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account a staff member's accessibility needs due to disability. This information will be provided to new employees and representatives as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Staff**

Planned Actions:

- Upon the request of an employee or representative with a disability, Trade-Mark Industrial will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees, including information as it relates to conducting performance management, providing career development and advancement to employees, or when redeploying employees.
- In determining the suitability of an accessible format or communication support, Trade-Mark Industrial will consult with the employee making the request.

## **Workplace Emergency Response Information**

Actions Taken:

- New employees can request for accommodation in an event of a workplace emergency when they begin their employment with Trade-Mark Industrial through our pre-employment form.
- Workplace Emergency Response information is included as part of Trade-Mark Industrial's fire drill process.
- Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if Trade-Mark Industrial is aware of the need for accommodation due to the employee's disability. Trade-Mark Industrial will provide this information as soon as practicable after becoming aware of the need for accommodation.
- Where the employee requires assistance, Trade-Mark Industrial will, with the consent of the employee, provide the workplace emergency response information to the person designated by Trade-Mark Industrial to provide assistance to the employee.
- Trade-Mark Industrial will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodations needs or plans are reviewed.

## **Documented Individual Accommodation Plans**

For those employees who require individual accommodation due to a disability, Trade-Mark Industrial is committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans. Individual accommodation plans will include individualized workplace emergency response information (where required), and will identify any other accommodation including accessible formats and communications supports provided.

Actions Taken:

- Trade-Mark Industrial's individual accommodation process has been developed and implemented.
- Further training to managers and other colleagues responsible for supporting the individual accommodation plan will be developed in 2016.

## **Return to Work Process**

Trade-Mark Industrial maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps Trade-Mark Industrial will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie. the Workplace Safety Insurance Act, 1997).

Actions Taken:

- Trade-Mark Industrial's return to work process has been reviewed to ensure accommodation is incorporated in the process.
- Process is currently in place and working towards a partnership with a 3rd party benefit and/or provincial workers compensation board.
- Further training to managers and other colleagues responsible for supporting the return to work process will be developed in 2016.

**Performance Management, Career Development and Redeployment**

Actions Taken:

- Existing performance management, career development and redeployment processes have been reviewed to ensure that accessibility needs of employees are met.
- Further training to managers and other colleagues who are involved in performance management, career development and redeployment processes will be developed to ensure compliance with processes in 2016.

**DESIGN FOR PUBLIC SPACES STANDARDS**

Trade-Mark Industrial is committed to meeting the accessibility standards for the Design of Public Spaces when building or making major modifications by January 1, 2017. Trade-Mark Industrial will work with its vendors and suppliers to ensure all parties are in compliance to legislative requirements. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Trade-Mark Industrial will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternative available.

**FOR MORE INFORMATION**

For more information on this accessibility plan or to request for an accessible format of this document, please contact the following:

Health and Safety Department

250 Royal Oak Road

Cambridge, Ontario

N3E 0A4

Tel: 519-650-7444

Fax: 519-650-5707

Email: [safety@trade-markind.com](mailto:safety@trade-markind.com)