

Multi Year Accessibility Plan

Our commitment

Exact Industrial is committed to ensuring the company policies, practices and procedures are consistent with the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07. In partnership with persons with disabilities, we will ensure that all clients and visitors receive the same value and quality by identifying, removing, and preventing barriers.

Exact Industrial strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Exact Industrial is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person working at our facility as soon as practicable after being hired and provide training in respect of any changes to the policies.

Actions:

- Exact management will continually review new legislation as well as consult with individuals with disabilities that are involved in our operations to ensure that we continue to meet the needs of every employee and member of the public that we interact with.

Customer Service

Exact Industrial 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.

Actions:

- Exact will continue to provide AODA training to all employees working at its facility to ensure our team is able to provide appropriate customer service to all people with disabilities.
- Exact will continue to allow service animals on the premises and in all situations where a disabled Customer requires the service animal to access Exact goods and services.
- Exact will continue to allow disabled Customers to be accompanied by a support person when accessing Exact goods and services.

Information and communication

Exact Industrial is committed to ensuring the communication needs of people with disabilities are met.

Actions:

- The Exact Industrial accessibility policy and multiyear plan have been added to our website at Exactindustrial.ca.
- Exact Industrial will provide a copy of its Accessibility plan and policy in an accessible format, upon request.
- Exact will post a notice in the event of a planned or unplanned disruption to any services or facilities in a conspicuous place that clearly states the reason for the disruption, the anticipated length of time, and a description of alternative services, if available.
- Exact Industrial is currently working with our website designer to make changes to our website to ensure that it conforms to the standards of WCAG 2.0 level A and plans to reach this goal by Spring 2024.
- Exact Industrial plans to conform to WCAG 2.0 level AA standards by Spring 2025.

Employee communication and accessible formats

Upon the request of any representative or employee with a disability, Exact will arrange for the provision of accessible formats and communication supports for information pertaining to their role as well as information that is generally available to all other employees.

Actions:

- Exact Industrial will continue to encourage and maintain open communication with all its employees to ensure the continuous improvement of our accessibility policies and procedures.
- Exact will continue to provide information in accessible formats to any employee who requests it.

Feedback

Exact industrial encourages feedback on how we provide accessible customer service.

Customers who wish to provide feedback on the manner in which Exact industrial provides, goods, services or facilities to people with disabilities can provide feedback by contacting our office at 519 394 2121 or by emailing hello@exactindustrial.ca

All Feedback will be directed to Exact Industrial's management team.

Actions:

- Exact industrial's management team will review all feedback received and make appropriate changes to our policies and operating practices to ensure the concerns of the feedback are addressed.
- Exact will ensure our feedback process remains accessible to people with disabilities by providing or arranging for communication supports and accessible formats upon request.

Employment

Exact Industrial is committed to fair and accessible employment practices for its current and prospective employees.

Actions:

- Exact Management will work with employees to ensure that we are offering information and work facilities that meet the needs of all of our employees.

Procurement of new employees

Actions:

- Exact industrial managers involved in the process of hiring will notify all job applicants who are selected to participate further in a selection process, that accommodations are available upon request.

Training

Exact Industrial 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.

Actions:

- Exact management will ensure that all employees working at our facility are trained as soon as possible on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Accommodations for Staff

Actions:

- Exact Industrial will create and follow measures for any employee who requires accommodation as a result of a disability.

Accommodation plans

Actions:

- Exact industrial will develop individual accommodation plans in consultation with the employee to ensure that the needs for accommodation are met.
- Exact will keep a written record of the individual accommodation plan.
- If required, Exact will provide additional training to colleagues and managers involved in supporting the individual accommodation plan.

For more information

For more information on Exact Industrial's accessibility plan or to request an accessible format of this document, please contact:

Exact Management

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