

Accessibility for Ontarians with disabilities (AODA)

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.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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.

Exact will provide Aoda training to all employees working at its facility and retain records of training.

Exact Industrial will 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 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.

The policy and plan will be posted on Exact Industrial's website at Exactindustrial.ca. Upon request, Exact Industrial will provide a copy of the Accessibility plan and policy in an accessible format.

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.

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.

Exact Industrial will consult with the employee making the request to determine the suitability of an accessible communication or format.

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.

Employment

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

We are committed to removing and preventing barriers to accessibility, and providing representatives and employees with disabilities access to equal opportunities.

Procurement of new employees

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.

Exact employees working at our facility will be 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

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

Accommodation plans

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.

Emergency response in the workplace

All Exact Industrial employees can request an accommodation for an emergency situation at the time of hiring or throughout their employment with Exact industrial.

Individualized emergency response information will be provided to employees who have a disability where the disability is such that it requires individualized information. Exact will provide this information in a timely manner after becoming aware of the individual's need for accommodation.

In situations where the employee requires assistance in an emergency, Exact will, with consent of the employee, assign and provide emergency response information to a worker designated by Exact to assist the employee.

For more information

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

Exact Management

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hello@exactindustrial.ca