

## **Statement of Commitment**

SinaLite is committed to creating an inclusive and accessible environment for all employees, customers, and visitors. We believe in equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will identify, prevent, and remove barriers to accessibility, ensuring full compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards. Our goal is to provide a respectful, inclusive environment that meets the diverse needs of our employees and customers.

## **Overview of the Accessibility Plan**

This Multi-Year Accessibility Plan outlines SinaLite's strategy to improve opportunities for people with disabilities over the next five years (2024-2029). The plan identifies the specific initiatives we will implement to achieve and maintain accessibility in compliance with the following AODA standards:

- Customer Service
- Information and Communications
- Employment
- Design of Public Spaces

The plan also includes timelines for implementation, progress monitoring, and the process for feedback and review.

## **Customer Service Standard**

Ensure accessible customer service is provided to people with disabilities.

### **Action Items:**

1. Training: Provide training to all employees, volunteers, and third-party contractors on how to interact with customers with disabilities, with completion by Q1 2025.
2. Feedback Mechanism: Implement a customer feedback mechanism for reporting accessibility issues by Q2 2025. Ensure feedback can be provided in various formats (email, phone, in-person).

**Timeline: Complete by Q2 2025**

## **Information and Communications Standard**

Ensure that all information and communications are accessible to individuals with disabilities.

### **Action Items:**

1. Website Accessibility: Ensure that the company's website and digital content meet WCAG 2.0 Level AA standards by Q4 2024.
2. Accessible Formats and Communication Supports: Establish a process for providing accessible formats and communication supports upon request by Q3 2025.
3. Training: Provide employees responsible for communications and digital content creation with accessibility training by Q4 2025.

**Timeline: Complete by Q4 2025**

## **Employment Standard**

Ensure fair and accessible employment practices, including recruitment, accommodation, and return-to-work processes.

### **Action Items:**

1. Recruitment: Update all job postings to include a statement regarding the availability of accommodations for candidates with disabilities by Q1 2024.
2. Accommodation Process: Develop and implement a formal individualized accommodation process for employees with disabilities, including documentation of accommodation needs, by Q2 2024.
3. Return-to-Work: Create and implement return-to-work processes for employees returning from disability-related leave, with a focus on accommodation and reintegration by Q3 2024.
4. Employee Training: Provide managers and supervisors with training on creating and maintaining accessible work environments and accommodating employees with disabilities by Q2 2024.

**Timeline: Complete by Q3 2024**

## **Design of Public Spaces Standard**

Ensure all public spaces owned or operated by the company are accessible to individuals with disabilities.

### **Action Items:**

1. Accessible Entrances: Review and, where necessary, modify building entrances to ensure compliance with accessibility standards by Q2 2025.
2. Outdoor Spaces: Ensure that outdoor paths of travel (sidewalks, ramps, etc.), accessible parking, and outdoor seating meet accessibility standards by Q3 2025.
3. Emergency Evacuation: Implement accessible emergency evacuation procedures, ensuring people with disabilities can safely exit the premises in emergencies, by Q4 2025.

**Timeline: Complete by Q4 2025**

## **Training and Awareness**

Ensure all employees are knowledgeable about the AODA, accessibility standards, and the Ontario Human Rights Code as it relates to accessibility.

### **Action Items:**

1. Mandatory Training: Provide AODA training to all new employees during onboarding and refreshers to all staff on an annual basis. Initial training to be completed by Q3 2024.
2. Specialized Training: Offer additional training to staff responsible for digital communications, customer service, and human resources to ensure that they understand their specific responsibilities in providing accessible services and accommodations by Q3 2024.

**Timeline: Ongoing, with initial training complete by Q3 2024**

**Feedback and Monitoring Progress**

Ensure ongoing evaluation and feedback to maintain accessibility standards.

**Action Items:**

1. Feedback Process: Implement a multi-channel feedback process for both employees and customers to report accessibility issues and provide suggestions for improvements by Q4 2025.
2. Annual Review: Conduct an annual review of the accessibility plan, monitor progress toward accessibility goals, and make adjustments where necessary. The first review will take place in Q4 2025.

**Timeline: Annual reviews, starting in Q4 2025**

**Review and Update of the Plan**

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years to ensure it continues to meet the needs of people with disabilities and comply with the **AODA**. The next scheduled review is in **2029**.

The plan will be made publicly available on the company’s website, and accessible formats will be provided upon request. Any revisions to the plan will be communicated to employees and stakeholders.

**Contact Information**

For more information about the Accessibility & Accommodation Policy or the Multi-Year Accessibility Plan, or to request an accessible format, please contact:

**Accessibility Coordinator:**

Kamil Ladowski

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This Multi-Year Accessibility Plan demonstrates SinaLites’s commitment to removing barriers, promoting inclusion, and complying with the AODA by setting clear goals and timelines for the next five years.

**1.4 Version / Revision History**

*When you update this document and the table below, please update the header with the new “Last Updated” date.*

Version	Update Date	Purpose	By
1.0	October 02 2024	Creation	Valerie Rother