



A DIVISION OF 575636 ONTARIO LTD.

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## Multi Year Accessibility Plan

### Message from the CEO

Global Distribution & Warehousing is committed to excellence in serving and interacting with the customers, suppliers and the public, including people with disabilities who visit our office. Global Distribution & Warehousing will ensure that employees are trained and familiar with various assistive devices that may be used by those persons with disabilities who visit our offices. Global Distribution & Warehousing will communicate with people with disabilities in ways that take into account their disability.

Global Distribution & Warehousing welcomes people with disabilities and their service animals. Service animals are allowed in designated areas of our facility. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Global Distribution & Warehousing will notify visitors promptly. A clearly posted Notice of Disruption will include information about the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available. The Notice of Disruption will be displayed in a conspicuous place. Global Distribution & Warehousing will provide training to all employees. Training will be provided during new employee orientation and whenever changes are made to our accessible customer service plan. Global Distribution & Warehousing will provide a customer feedback process for persons with disabilities who visit our facility.

Global Distribution and Warehousing is committed to providing a welcoming, safe and accommodating environment to employees with disabilities. Global welcomes and encourages applications from people with disabilities and will make any accommodations necessary during the selection process. Global has plans in place to accommodate employees with disabilities in the recruitment process, return to work process and for emergency situations.

John Cosgrove

President/Owner

## Introduction

Global Distribution and Warehousing is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act ("AODA")*.

Global Distribution and Warehousing 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 improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarian's.

The plan is reviewed and updated at least once every 5 years.

We train every person 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.

## **Accessibility Plan for Global Distribution and Warehousing**

### Customer Service

#### Commitment:

Global Distribution and Warehousing is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

Global is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other clients.

#### Action Taken

The following measures have been implemented by Global Distribution and Warehousing

- We have developed and implemented a Customer Service Standard. Ensuring all persons who, on behalf of Global deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Ensuring employees are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing Global's facilities.
- Ensuring completion of accessibility training is tracked and recorded

- Ensuring customers and other third parties who are accompanied by service animals or support persons in areas of Global open to the public are accommodated.
- Providing customers with prompt notification of any disruption to our services or facilities. Notices will be posted in accessible formats in public entrances where customers access Global products and services with information regarding the reason for the disruption, its anticipated duration and a description of alternative facilities and services, if available. Depending on the nature of the disruption, Global will also use other accessible communication channels, such as messages on the appropriate corporate websites.
- Welcoming customer feedback to improve the accessibility of products and services through multiple communications channels.
- We serve customers in various ways (in-person, on-line).

#### Feedback, Information and Communications

##### Commitment

Global Distribution and Warehousing is committed to meeting the communication needs of people with disabilities. Global has and will continue to incorporate new accessibility requirements under the information and communication standards to ensure that its information and communication systems are accessible and are provided in accessible formats that meet the needs of people with disabilities.

- Global Distribution and Warehousing will continue to ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing accessible formats and communication supports upon request and in a timely manner.
- • Achieving compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR (Integrated Accessibility Standards Regulation) to ensure websites are accessible for all.
- We have implemented processes for customers, auditors and individuals seeking employment with Global Distribution & Warehousing to provide us with feedback on our accessibility for persons with disabilities.
- We can provide or arrange for accessible formats and communication supports, upon request, and at a cost that is no more than the regular cost charged to other persons
- Notify the public about the availability of accessible formats and communication supports.

##### Training

##### Employee Training

##### Commitment:

Global Distribution and Warehousing will provide training to employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

## Planned Action

Global is taking the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Global Distribution & Warehousing Accessible Customer Service Plan
- Provide an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Establish an internal committee with the responsibility for developing appropriate training.
- Incorporate the training into the employee orientation process for new employees and take steps to ensure that the training is provided to existing employees as soon as practicable.
- Training on how to interact and communicate with people with various types disabilities
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Train employees to use any devices supplied by Global Distribution & Warehousing to assist people with disabilities
- Facilitate training on procedures to assist a person with a disability when they are having difficulty in accessing Global Distribution & Warehousing office

## Employment

### Commitment:

Global Distribution and Warehousing is committed to fair and accessible employment practices across all stages of the employment cycle. Global will take the necessary steps to continue meet the requirements of the IASRs relating to recruitment, individual accommodation plans and return to work process and performance management and career development.

### Planned Action

- Global Distribution and Warehousing will continue to notify the public and staff that, when requested, Global will accommodate people with disabilities during the recruitment and assessment processes and when people are hired
- Global Distribution and Warehousing will inform applicants about the availability of accommodations when called for an interview, during the selection process, at the time of the job offer and as soon as practicable during the orientation of the new employee
- Global will continue to update job posting templates to include an accessibility statement
- Global will also review existing recruitment policies, procedures, and processes to ensure compliance.
- Review employment-related policies and procedures to ensure they meet legislated requirements.

- Return to work, employee accommodations, and redeployment practices will also be set out in a document.

#### Informing Employee of Supports

- Global Distribution and Warehousing will continue to inform current and new employees, volunteers, and other stakeholders, as soon as practicable after they begin employment, of the policies supporting employees, volunteers, and other staff with disabilities. Global will keep employees, volunteers, and other staff up to date on the changes to policies/procedures relating to accommodation.

#### **For More Information**

For more information on this accessibility plan, please contact at

**Our accessibility plan is publicly-posted at shipping office hallway and on our website for public consumption.**

**Standard and accessible formats of this document are free on request from the Human Resources Department.**