

PROMATION

Multi- Year Accessibility Plan

A Message from our CEO

At Promotion, we understand that we have the responsibility for ensuring an inclusive environment for all our stakeholders. We constantly strive to do our best to meet the needs of our employees and customers who have disabilities. We are determined to remove barriers to ensure equal access and participation for people with disabilities. Our company is dedicated to having equal opportunities for all and providing goods and services to people with disabilities with the same high quality and timeliness as we do to others. Promotion is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws. Our accessibility plan outlines the steps Promotion is taking to meet those requirements and to improve opportunities for people with disabilities.



Mark Zimny
CEO, PROMATION

Statement of Commitment

PROMATION is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

PROMATION understands that we have a responsibility for ensuring an inclusive environment for all stakeholders. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices.

Introduction

PROMATION strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act.

The following accessibility plan outlines the steps PROMATION is taking to meet those requirements and to improve opportunities for people with disabilities.

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Our Multi-Year Plan outlines the steps Promotion intends to take to remove accessibility barriers and meet Ontario's accessibility laws. It is our intention to contribute to making Ontario an accessible province for all Ontarians. This plan will be reviewed and updated at least once every 5 years.

AODA Policy & Multi-Year Plan

Actions Taken

- Promotion developed an AODA policy in 2016 and revised our policy in 2021.
- The AODA policy was reviewed and updated in accordance with internal review processes
- A multi-year accessibility plan was developed and officially posted on Promotion's public webpage in 2021
- Our Accessibility policy is available in an accessible format to customers, employees, and/or the public upon request
- 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.

Actions Planned

- Promotion will continue to review our Accessibility policy and Multi-Year Plan at least every five years
- Promotion will continue to provide our Accessibility policy and Multi-Year Plan available in an accessible format upon request

CUSTOMER SERVICE

PROMATION is committed to providing accessible customer service to individuals with disabilities. As a company, we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Promotion will adhere to the legislative requirements of AODA and its associated regulations. Promotion is committed to proactively identifying and acknowledging barriers to accessibility. PROMATION will accommodate customer needs in order to ensure that we are providing customer service that is accessible to individuals with disabilities.

Actions Taken

- All employees (including all levels of management) have been trained on interacting with customers of all abilities
- Training records have been maintained for all training completed
- Assistive devices and service animals are permitted at PROMATION
- Individuals are informed when accessible services are temporarily unavailable
- Support persons that accompany a person with a disability are welcome at PROMATION
- Current emergency procedures have been developed with the flexibility to accommodate safe evacuation of individuals with varying abilities. As required, on a case-by-case basis, Promotion will devise safe evacuation plans specific for individuals with disabilities
- Customers are encouraged to submit feedback to the Human Resources Department via email, video call, telephone, or in person

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Actions Planned

- Promotion will continue to train new employees, contractors, and volunteers on accessible customer service
- Promotion will continue to regularly review emergency procedures to ensure customers with disabilities have an active evacuation plan devised and are assisted in building emergencies
- Promotion will continue to permit customers to use assistive devices, support persons, and service animals as required
- Promotion will continue to communicate when accessible services are temporarily unavailable
- Promotion will work to ensure all online documents are accessible to all users
- Customers will continue to be encouraged to submit feedback to the Human Resources Department

INFORMATION AND COMMUNICATIONS

Promotion is committed to making information and communication accessible to people with disabilities.

We will ensure that the information and communication standards under AODA are incorporated into our information and communication platforms. We will ensure our platforms are accessible and meet the needs of individuals with disabilities.

For individuals who request alternative information formats, a Promotion representative will consult with the individual and provide or arrange for the provision of accessible formats and/or communication supports. All requests will be addressed in a timely manner and at no cost to the individual requesting the information.

There may be some situations where accessible formats and communication supports may not be provided. These situations include when:

- the information comes from another organization
- it is technically impossible to convert a document to an accessible format
- Promotion does not control the information
- the information is found on products or product labels

For information or communication that is unconvertible, the company will provide the individual requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible
- a summary of the unconvertible information or communications

Actions Taken

- Promotion has implemented an accessible customer service feedback process
- Promotion accepts feedback via multiple formats such as email, phone, video call, mail, and in person

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- Promotion's website has been updated to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA in accordance with the schedule set out in the IASR

Actions Planned

- We will continue to ensure information and communication can be made accessible to people with disabilities upon request
- Create additional feedback method via company website form
- Continuously review feedback received to improve our policies and procedures as it relates to information and communication accessibility
- Ensure our policies and practices align with best practices as it relates to accessible information and communication standards
- Conduct accessibility audits to further identify any potential barriers as it relates to information and communication
- If barriers are identified, steps will be taken to address and rectify

EMPLOYMENT

Promation is committed to fair and accessible employment practices. We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. We recognize that by removing barriers we will create a workplace that is diverse, accessible and enables all employees to reach their full potential.

Action Taken

- All Promotion job postings include notice about the availability of accommodation for individuals with disabilities, where needed, to support their participation in recruitment processes
- All job postings include Promotion's Equal Opportunity statement of commitment
- Job applicants who are selected for an interview will be notified that accommodations are available, upon request
- When offers of employment are made, we notify the successful applicant of our policies for accommodating employees with disabilities
- All employees are informed of Promotion's policies and procedures as it relates to Accessibility and Accommodation as soon as practicable after being hired. Further employees are informed of any changes or revisions to existing policies.

Actions Planned

- Modify our careers website page to promote greater diversity and encourage people with disabilities to consider applying
- Continue to state accommodations are available upon request throughout the recruitment and hiring process
- Continue to accommodate employees to allow for an inclusive and diverse workforce
- Revise our careers website page to promote greater diversity and encourage people with disabilities to consider applying for open roles
- Continue to proactively address barriers to recruitment and hiring of individuals with disabilities

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Accessible Formats and Communication Support for Employees

Actions Taken

- Upon the employee's request, employees with disabilities are consulted with and are provided with the provision of accessible formats and communication supports for:
 - a) information that is needed in order to perform the employee's job
 - (b) information that is generally available to employees in the workplace.
- HR consults with any employee making a request to determine the suitability of an accessible format or communication support

Actions Planned

- Continue to consult with employees with disabilities and provide the provision of accessible formats and communication supports as required
- Continue to consult with employee's making requires to ensure suitability of accessibility formats and communication supports

TRAINING

Promation 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.

Promation is committed to providing AODA training to all employees, volunteers, contractors, and/or anyone who provide goods, services, or facilities on behalf of Promation. Further, all persons who participate in developing the organization's policies are required to complete AODA training.

Training content includes the requirements of AODA, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities.

Actions Taken

- AODA training is part of the onboarding/orientation process
- All Promation employees have taken the required AODA training
- All employees, managers and senior managers understand how to interact with customers of varying abilities
- Company-wide training compliance check reports are run as needed

Actions Planned

- Mandatory training will continue to be provided to all new employees
- We will consider implementing refresher training for employees trained more than 2+ years ago
- We will continue to run AODA compliance training checks for all current employees

Design of Public Spaces

Promation will meet accessibility laws when building or making major changes to public spaces.

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Actions Taken

- Promation has built an accessible ramp for individuals entering Promation with Wheelchairs and/or other assistive transportation devices
- Promation has accessible parking spots
- Promation has installed one accessible washroom on the main floor of our building

Actions Planned

- Promation will strive to continuously improve physical accessibility at Promation

This document is publicly available. Accessible formats are available upon request.