



AODA MULTIYEAR ACCESSIBILITY PLAN FOR THE PROVINCE OF ONTARIO

January 10, 2020

Introduction

The Government of Ontario passed the Accessibility for Ontarians with Disabilities Act in 2005 with the goal of making the province of Ontario accessible to all by 2025.

The AODA is comprised of five standards – Customer Service, Information and Communications, Employment, Design of Public Spaces and Transportation, as well as requirements for training and policy development.

The Integrated Accessibility Standard Regulations (IASR) under the AODA require that effective January 1, 2014 Winpak establish, implement and maintain a multi-year accessibility plan to outline the organization's strategy for achieving barrier removal and prevention for persons with disabilities and to meet the requirements under the IASR.

Winpak's Statement of Commitment

Winpak is committed to providing an accessible organization for persons with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* that allows for inclusion for customers, employees and the public. The Company is committed to doing so in a timely manner while striving to achieve dignity, equality, integration and independence for individuals with disabilities who interact with our organization.

As Winpak moves to providing a business that is barrier free, its AODA committee has prepared a multi-year accessibility plan that addresses the relevant standards and requirements of the AODA that serves as the framework for the plan in Winpak's Ontario operations.

Achievements to Date/Plans for Achievement:

The Customer Service Standard

- Establishment of a Customer Service Policy and procedures, including temporary service disruptions, use of service animals or support persons and feedback process effective November 1, 2011.
- The Customer Service Accessibility Policy HR-P-PC-05 has been developed and communicated.

- Our Policy has taken the following into consideration: Communication Disabilities, allowances for assistive devices i.e. wheelchairs, walkers and Oxygen tanks, as well as service animals.
- Training of all employees in AODA and the Customer Service Standard by December 31, 2011 tracked and documented.
- Ongoing training for new employees on AODA and the Customer Service Standard.

The Integrated Accessibility Standard

1. Accessible Emergency Information:

- Emergency procedures, plans and safety information that is prepared by Winpak and provided to all visiting public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Employees with disabilities have been provided with individualized emergency response plans, effective December 21, 2011.

2. Training:

- All active employees have received training on Ontario's AODA legislation and the Ontario Human Rights Code as it relates to people with disabilities effective October 31, 2014.
- As Winpak hires new employees in Ontario they will receive training on the AODA and the Ontario Human Rights Code on an ongoing basis.

3. Information and Communications Standard:

- Winpak is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their individual information and communication needs and will work with them to meet those needs as soon as practicable, upon request.
- As of September 2019, the Winpak Website is WCAG 2.0 level AA compliant.
- The website will be updated as required to remain compliant with WCAG 2.0, level AA.
- Winpak will ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.
- Winpak will provide or arrange for accessible formats and communication supports, upon request.

4. Employment Standard:

- Recruitment – Winpak will notify employees and the public of accommodation for applicants with disabilities in the recruitment process. This has been achieved by modifying policies and stating on job postings that accommodations are available for applicants with disabilities.
- Recruitment, Assessment & Selection –when an applicant is selected for any form of assessment, including interviewing, testing, reference checking they will be notified that upon request accommodations will be available. If the applicant requests an accommodation Winpak will consult with the applicant to arrange for suitable accommodations that take the applicants accessibility needs into account.
- Notice to Successful Applicants – Winpak makes an offer of employment to a candidate at any Ontario operation the Company will provide a copy of its policy for accommodating employees with disabilities.
- Informing Employees of Supports – Winpak’s accessibility policy states that accommodations will be provided to employees and all employees have been notified in AODA training of the availability of supports and accommodations. As employees are hired they are also notified of this policy and as changes are made to the policy all employees will be notified.
- Accessible Formats and Communication Supports for Employees - When an employee requests it, the Company will consult with the employee to provide or arrange for accessible formats and communication such that the employee has the information needed in order to perform his/her job and has access to information that is readily available to all employees.
- Workplace Emergency Response Information – Employees with disabilities have been provided with Individual emergency plans effective December 21, 2011.
- Documented Individual Accommodation Plans/ Return to Work from Disability Related Leaves – Winpak has reviewed its policies related to facilitating an employee’s return to work after absenteeism due to disability. Existing policies have been updated to include the development of documented individual accommodation plans for employees with disabilities. These individual accommodation plans include the manner in which the employee requesting accommodation can participate in the development of the plan; the means by which the employee is assessed on an individual basis; the manner in which the company can request an evaluation by an outside medical or other expert, at the Company’s expense, to assist Winpak in determining if accommodation can be achieved and if so, how it can be achieved; the manner in which the employee can request the participation of a representative from their bargaining unit or other workplace representative; the steps taken to protect the privacy of the employee’s personal information; the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be completed; the means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to

disability; and if the individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

- Performance Management, Career Development and Redeployment – Winpak has reviewed and modified existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account.

Design of Public Spaces Standard

- To date, Winpak has not made any changes to its public spaces, which include parking, stairs, ramps and curb ramps. Going forward, when building, or as modifications are required to these public spaces, Winpak will meet the Accessibilities Standards for the Design of Public Spaces.
- Winpak does not have service counters, fixed queuing lines or fixed seating waiting areas.
- In the event of emergency maintenance of the accessible elements of our public spaces or in the event of service disruptions we will notify the public of the disruptions and of the alternatives that are available.
- Winpak was in compliance with this standard as of January 1, 2017, and continues to maintain compliance.

This document can be made available in alternate formats upon request. Please contact Veronica Bewes at veronica.bewes@winpak.com or 416-744-5129.