

# Multi-Year Accessibility Plan

## **Introduction**

The Accurate Group is wholeheartedly committed to its obligations under the Accessibility for Ontarians with Disabilities Act (AODA), ensuring equal access to our goods, services, and employment opportunities for individuals with disabilities. This Multi-Year Accessibility Plan is an essential component of our broader Integrated Accessibility Standards Policy, which outlines our comprehensive strategy for identifying, preventing, and eliminating accessibility barriers while complying with applicable legal and regulatory requirements. This plan covers the period from 2023 to 2028 and represents our ongoing efforts to enhance accessibility for our valued customers and employees.

In alignment with our dedication to transparency and compliance, we welcome and encourage your feedback on our Multi-Year Accessibility Plan in a manner that suits your convenience. Requests for documents, alternative formats, or communication support can be directed to our designated contact at [HR@accuratefasteners.com](mailto:HR@accuratefasteners.com).

The Accurate Group diligently strives to address the needs of its employees and customers with disabilities, committed to fulfilling our obligations under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet these requirements and enhance opportunities for individuals with disabilities, contributing to the vision of making Ontario an accessible province for all Ontarians. This plan is subject to review and update at least once every five years.

We provide training to every individual as soon as practicable after being hired, ensuring they are informed about any policy changes. Comprehensive records of the training, including training dates and the number of individuals who have received it, are maintained to ensure full compliance.

## **Customer Service**

At The Accurate Group, we are fully committed to providing exceptional customer service to all individuals. We highly value and encourage your feedback, including any concerns related to our accessibility services. You can share your feedback via email at [HR@accuratefasteners.com](mailto:HR@accuratefasteners.com). In our dedication to promoting inclusivity, we are committed to eliminating barriers to providing feedback by making our Integrated Accessibility Standards Policy accessible in alternative formats upon request.

One of our key initiatives to ensure compliance with the Customer Service Standard is:

- ) Training New Staff: To ensure that all new staff members are well-versed in our accessibility policies and standards, we strive to continue to provide comprehensive training as a part of our onboarding process. This training will be promptly conducted after their hiring date.

## **Information and Communications**

The Accurate Group is committed to making our information and communications accessible to people with disabilities. To achieve this goal, we have outlined the following initiatives:

- ) Communication Enhancement: We will explore new ways to enhance our communication with customers, especially those with disabilities, to provide clearer and more accessible information about our goods and services. This initiative will be an ongoing process.
- ) Accessible Website: We will ensure our website remains accessible, complying with the Web Content Accessibility Guidelines (WCAG) 2.0, Level A. Any new web content will also conform to these standards. This effort is continuous, aligning with our commitment to accessible digital information.

## **Employment**

The Accurate Group is committed to fair and accessible employment practices. We are focused on enhancing the quality of our recruitment strategy and integrating accessibility considerations at every step of the recruitment process. Our dedicated Human Resources Team serves as the primary point of contact for applicants, overseeing accommodation requests throughout the interview and testing process to ensure inclusivity throughout the organization.

## **Training**

The Accurate Group 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. We are dedicated to enhancing the quality of training by making it mandatory for all employees to complete online training. We maintain records of employee training attendance to ensure full compliance.



## **Design of Public Spaces**

The Accurate Group will meet accessibility laws when building or making major changes to public spaces. We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

The Accurate Group is firmly committed to treating all individuals with the utmost respect, preserving their dignity and independence. Our core principles are founded on integration and equal opportunity. We are dedicated to promptly addressing the needs of individuals with disabilities by proactively identifying, removing, and preventing accessibility barriers.