



## **Royal Containers Ltd. Multi-Year Accessibility Plan**

### **Overview**

Royal Containers Ltd. Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standard Regulation (IASR). Royal Containers Ltd. takes its obligations under the IASR very seriously and will review and revise this Multi-Year Accessibility Plan annually or more frequently, as deemed necessary.

### **Statement of Commitment**

Royal Containers Ltd. is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, Royal Containers Ltd. has, and will continue to, incorporate accessibility measures into our policies, processes, training, website, environment and best practices (as identified in our Multi-Year Accessibility Plan).

As an organization, Royal Containers Ltd. is dedicated to meeting the needs of individuals with disabilities in a timely manner. We understand and believe that providing a barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility a reality for all.

Questions or concerns regarding Royal Containers Ltd.'s Accessibility Policies and Multi-Year Accessibility Plan are to be directed to the Human Resources Manager or submitted via the company's AODA feedback process. We encourage any individual interested in providing feedback to do so by any of the following means:

**In writing by email** - Kim Nelson - President - [knelson@royalcontainers.com](mailto:knelson@royalcontainers.com)

**By telephone** - 905-789-8787

**By mail** - Royal Containers Ltd. 80 Midair Court, Brampton, ON L6T 5V1

**In person** - Royal Containers Ltd. 80 Midair Court, Brampton, ON L6T 5V1



## **Training**

Royal Containers Ltd. will provide accessible customer service training that applies to Royal Containers Ltd. on the requirements of the IASR and disability related obligations under the Human Rights legislation as it relates to people with disabilities and what they have to do. Training will be provided to Management, Supervisors, Employees, Volunteers and any other(s) who may be acting on Royal Containers Ltd. behalf in dealing with the public or any other third parties authorized to act on behalf of Royal Containers Ltd. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members. Royal Containers Ltd. will keep records of the training provided including dates on which the training was provided and the numbers of employees that were trained. A certificate will be issued for each employee and volunteer as proof of training. Royal Containers Ltd. will ensure employees are provided with the training needed to meet Ontario's accessibility laws.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2015

**Completion Date:** Complete/Ongoing

## **Kiosks - Self Serve**

Royal Containers Ltd. will consider the needs of people with disabilities when designing, procuring or acquiring self-serve kiosks.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2014

**Completion Date:** Complete

## **Feedback**

Royal Containers Ltd. has processing in place for receiving and responding to employees, clients and individuals whom apply for employment or are within any part of the employment process. Royal Containers Ltd. values your feedback and will ensure that customer service expectations are being met and that all employees and clients, regardless of their disability, receive fair and equal treatment. All feedback will receive a receipt of feedback acknowledgement. Response/Action will occur within 5 days of receipt.

**Customer Feedback Process:** Customers who wish to provide feedback on the way Royal Containers Ltd. provides goods and services to people with disabilities can do so in the following ways listed below. This also includes complaints, which will be reviewed and investigated by Steven Robinson - Human Resources Manager of Royal Containers Ltd. If requested; follow up will be provided within 5 days.

**In writing/email:** Kim Nelson - President - [knelson@royalcontainers.com](mailto:knelson@royalcontainers.com)

**By telephone:** 905-789-8787

**By mail:** Royal Containers Ltd. 80 Midair Court, Brampton, ON L6T 5V1



**In person:** Royal Containers Ltd. 80 Midair Court, Brampton, ON L6T 5V1

**Required Legislative Compliance Date:** January 1, 2015

**Completion Date:** Completed

### **Accessible Formats and Communication Supports**

Royal Containers Ltd. will provide appropriate information and communication in an accessible manner to people with disabilities upon request. Royal Containers Ltd. will consult with the person to determine their accessibility needs. Royal Containers Ltd. will notify the public about the availability of accessible formats and communication supports as required. Upon a client's request, Royal Containers Ltd. will provide or arrange for the provisions of accessible formats and communication supports for the person(s) with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons. After consulting with the person making the request, Royal Containers Ltd. will determine the suitability of an accessible format or communication support. If Royal Containers Ltd. determines that the information or communication is unconvertible, the reason will be provided to the person whom requested the information or communication.

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete

### **Accessible Websites and Web Content**

Royal Containers Ltd. will ensure that new internet websites and new web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines.

**Required Legislative Compliance Date: New Content (WCAG 2.0 Level A):** January 1, 2014

**Completion Date:** Ongoing

**All Content: (WCAG 2.0 Level AA):** January 1, 2021

**Completion Date:** Complete

### **Employment Standards**

Royal Containers Ltd. is committed to fair and accessible employment practices that follow set principles of independence, dignity, equal opportunity and integration. The Employment Standards outlines the requirements for the accommodation of a person or persons with disabilities during Royal Containers Ltd. employment processes. The areas of focus will be



throughout the course of employment as follows in (A) Recruitment/Assessment or Selection Process; (B) Informing Employees of Support; (C) Accessible Formats and Communication Supports For Employees; (D) Workplace Emergency Response Information; (E) Documented Individual Accommodation Plans; (F) Return to Work Process; (G) Performance Management/ Career Development and Advancement and Redeployment.

**Recruitment/Assessment or Selection Process: (A)**

Royal Containers Ltd. will notify the public about the availability of accommodations for applicants with disabilities in the recruitment process. Notifying job applicants when an advertisement is placed and when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests accommodations, we will consult with the applicant and provide or arrange for the provisions of suitable accommodation in a manner that takes in to account the applicant's accessibility needs. Also, notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment.

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete

**Informing Employees of Supports: (B)**

Royal Containers Ltd. will inform all employees, both new and existing, of the accessible employment practices. This includes, but not limited to, policies on providing job accommodations that take into account an individual employee's accessibility needs due to disability. This will make all employees aware of how the organization will support them if they have a disability or if they acquire a disability later in their career. This information will be provided to new employees as soon as practical after they begin their employment and shall be updated for all employees whenever there is a change to the existing policies of Royal Containers Ltd.

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete/Ongoing

**Accessible Formats and Communication Supports for Employees: (C)**

Upon request by an employee with a disability, Royal Containers Ltd. will consult with the person to determine the best method of providing the information requested and take the necessary steps to provide accessible formats and communications for the following:

- Information needed in order to perform their job
- General information and safety information that is made available to all employees in the workplace



**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete

**Workplace Emergency Response Information: (D)**

Royal Containers Ltd. shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and if Royal Containers Ltd. is aware of the need for accommodation due to the employee's disability.

Royal Containers Ltd. will provide this information as soon as practical after becoming aware of the need for accommodation. Where the employee requires assistance, Royal Containers Ltd., with the consent of the employee, will provide the emergency response information when the employee moves to a different location within the organization, when the employee's overall accommodations needs or plans are reviewed.

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete

**Documented Individual Accommodation Plan (IAP): (E)**

Royal Containers Ltd. will take the following steps to develop and put in place a process for developing documented Individual Accommodation Plans (IAP) and processes for employees that have been absent due to a disability that includes the following:

- The employee's participation in the development of the IAP
- Assessment on an individual basis
- Identification of accommodations to be provided
- Timelines for the provision of accommodations
- Royal Containers Ltd. may request an evaluation by outside medical or other expert, at its own expense, to assist with determining accommodations and how to achieve them
- Steps taken to protect the privacy of the employee's personal information
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done
- If denied, the reason for the denial is to be provided to the employee
- A format that takes into account the employee's disability needs
- If requested, any information regarding accessible formats and communication supports provided
- Identification of any other accommodation that is to be provided

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete



**Return to Work Process: (F)**

Royal Containers Ltd. will develop a process that supports employees who have been absent due to a disability and who require related accommodations when they return to work. The return to work process will include the following:

- Be documented and outline the steps that will be taken to facilitate an employee's return to work
- Use documented Individual Accommodation Plans

Royal Containers Ltd.'s return to work process will not replace or override any other return to work processes created under any other law.

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete

**Performance Management/Career Development and Advancement and Redeployment: (G)**

Royal Containers Ltd. will develop a process that takes into account the accessibility needs of employees with disabilities and their individual accommodation plans. Royal Containers Ltd. will review an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve his or her performance and success on the job. Royal Containers Ltd. will adjust the accommodation supports or update an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed.

**Required Legislative Compliance Date:** January 1, 2016

**Completion Date:** Complete