



## **INDUSTRIAL RUBBER LTD.**

6300 Edwards Blvd. Unit #1, Mississauga, ON., L5T 2V7

### IRP Industrial Rubber Ltd Multi-Year Accessibility Plan

#### MESSAGE FROM OUR PRESIDENT

At IRP Industrial Rubber Ltd we are committed to meeting the standards of the Accessibility for Ontarians with Disabilities Act. As our workforce continues to grow and change, we continue to strive in supporting our employees and make it a priority to find productivity, value, and equity in their employment with our Company. Our relationship with our customers remains a top priority, and we pride ourselves in adapting to maintain the highest quality of customer service. We welcome feedback from all potential sources as we strive to assess and adapt our changing workplace and remove any identified barriers to accessibility.

#### INTRODUCTION

As our workforce has continued to grow over the past several years, we have been making every effort to update our programming to remain compliant. Our mission at IRP is to be courteous and professional with our customers while creating a safe and healthy workplace for our employees. We are working to achieve a variety of goals through seeking means to accommodate and acknowledge that identifying areas of improvement will be an on-going mission. Some of our core values at IRP include:

- Ethical business practices including honesty and integrity with all our employees, customers, and partners,
- Consistent high-quality customer service, and
- Respectful employer/employee relationships.

We make it part of our mission to extend these values to encompass equality and equity for all of our employees, customers, and partners. Our organization's continued commitment to improvement around AODA is reflected below in our upcoming goals. This plan will continue to be revisited as our employee population changes, our Customer base alters/expands, our Policy is amended, and feedback is received, and at a minimum of once every five (5) years.

#### SECTION 1: PAST ACHIEVEMENTS TO REMOVE & PREVENT BARRIERS

IRP continues to meet the Customer Service Standard and makes every effort to offer suitable formats of communication and barrier-free interaction(s). Some achievements in accessibility that we are proud to have been able to offer our workplace and customers include:



## **INDUSTRIAL RUBBER LTD.**

6300 Edwards Blvd. Unit #1, Mississauga, ON., L5T 2V7

### *Customer Service*

- Automatic doors at main entrance to building
- Barrier-free, one level main entrance
- Maintenance of good housekeeping and barrier-free walkways, hallways, and doorways throughout office and warehouse
- Two designated gender-neutral accessibility washroom

### *Information & Communication*

- New employee orientation on health and safety in the workplace
- Posting of AODA Policy in the workplace
- Annual training on AODA and Health & Safety in the workplace
- Opportunity to complete one-on-one verbal training (vs. group training/in text)
- Notice of ability to accommodate to all new hires
- Notice of feedback process
- Creation of Code of Conduct including specific reference/discussion around inclusivity, equality, respect, and equal treatment

### *Employment*

- Graduated return to work programs and modified work programs offering variety of accommodations throughout the office and warehouse across varying employment positions
- Opportunity to add variance to workload and means of communicating with customers and other employees

## SECTION 2: STRATEGIES & ACTIONS PLANNED

### *Customer Service*

IRP is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timelines as others.

ACTION	RESOURCES	RESPONSIBILITY	COMPLETION DATE
Outsource select products for conversion to accessible formats	1 day	Jason	May 2020



## INDUSTRIAL RUBBER LTD.

6300 Edwards Blvd. Unit #1, Mississauga, ON., L5T 2V7

Develop a standard document for responding to requests for supports and services	1 day	Jason	May 2020
Train employees on standard document for responding to requests for supports and services	2 weeks	Jason	June 2020
Develop accessible alternatives to telephone systems for people who have hearing loss	2-3 weeks	Jason	December 2020

### *Information & Communication*

IRP is committed to making our information and communications accessible to people with disabilities.

ACTION	RESOURCES	RESPONSIBILITY	COMPLETION DATE
Establish or obtain a list of sign language interpreters, intervenor, and captioner vendors	1-2 weeks	Jason	September 2020
Review and update intranet site templates	1 week	Josh	July 2020
Ensure minimum font size on templates, Policies, training materials, and other accessible documents is 12 point, and only sans-serif typefaces	2 weeks	Josh/Jason	July 2020
Ensure fonts can be resized when technically feasible	2 weeks	Josh/Jason	July 2020
Post a notice on website that information can be made available in a variety of accessible formats	2 weeks	Josh/Jason	July 2020



## **INDUSTRIAL RUBBER LTD.**

6300 Edwards Blvd. Unit #1, Mississauga, ON., L5T 2V7

### *Employment*

IRP is committed to fair and accessible employment practices.

ACTION	RESOURCES	RESPONSIBILITY	COMPLETION DATE
At the time of hiring make available a list of interview format options to each candidate	1 day	Jason	May 2020
Create standard document for collecting information on the requirements for an accommodation plan	1 day	Jason	May 2020

### *Training*

IRP is committed to provide training in the requirements of Ontario's accessibility laws and Human Rights Code as it applies to people with disabilities.

ACTION	RESOURCES	RESPONSIBILITY	COMPLETION DATE
Training for all existing employees on the updates made to AODA Policy	2-4 weeks	Jason	May 2020
Posting of updated AODA Policy	1 hour	Jason	May 2020

### FOR MORE INFORMATION

Please contact Jason Pluem at 1.800.387.9537 or [jpluem@irprubber.com](mailto:jpluem@irprubber.com). Standard and accessible formats of this document can be made available on request from Jason Pluem. All requests, inquiries, and feedback will be received by Jason Pluem and/or Sharon Heaman and will be reviewed, addressed, and allocated to the appropriate person for action. All feedback and resolutions will be shared with the Joint Health and Safety Committee and added to the annual training for all employees. This multi-year accessibility program will be reviewed at least once every five (5) years with an initial review date of November 2022.