

Accessibility for Ontarians with Disabilities Act (AODA)

Debco Bag Multi-Year Accessibility Plan Policy

The **Accessibility for Ontarians with Disabilities Act, 2005** (“The Act”) requires that effective **January 1, 2014**, under the integrated Accessibilities Standards Regulations, Debco Bag establish, implement, maintain and documents a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

Debco Bag is committed to our multi-year accessibility plan, outlined below that describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan outlines the policies and actions that Debco will put in place to improve opportunities for all.

Our accessibility plan is posted on our Debco website and will be provided in an accessible format upon request.

Debco will review and update our accessibility plan at least once every five years.

Customer Service Standard

Debco has been in compliance with the AODA Accessible Customer Service Standard since January 1, 2012 and will continue to comply with that regulation.

Customer Service Policy

Debco developed and implemented the Accessible Customer Service Policy and Procedures as well as Providing Goods and Services to People with Disabilities. The policy is posted on Debco’s website and will be provided in an accessible format upon request.

Workplace Emergency Response Information

Debco is committed to providing individualized workplace emergency response information to our employees who have a disability, if the disability is such that the individualized information is necessary and we are aware of the need for accommodation due to the employee’s disability.

Customer Service Training

Debco has developed and implemented a training program for employees, contractors and agents who deal with customers on behalf of Debco and those involved in the development of policies, procedures and practices pertaining to the provisions of goods and services to our customers. Our training program includes:



The training must include but is not limited to the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirement of the Accessibility Standards for Customer Service
- How employees are to interact and communicate with people with various types of disabilities
- How employees are to interact with people with disabilities who use an assistive device, or require the assistance of a support person or a service animal
- What to do if a person with disabilities is having difficulty accessing DebcO's goods and/or services
- DebcO's customer service policies, procedures and practices governing the provision of goods and/or services to persons with disabilities

Training will be provided to each person as soon as is practicably possible, preferably upon hire during their orientation session. Training provided may vary depending on the nature of the work the person is involved in. Training will also include a handout and scenarios will be given and discussed between the trainer and the staff being trained. A training record will be kept providing the dates and who received the training.

Integrated Accessibility Standards

The Integrated Accessibility Standard combines standards relating to Information, Communication and Employment.

Information & Communications Standard

DebcO is committed to making company information and communications accessible to persons with disabilities. DebcO will integrate new accessibility requirements under the information and communication standard to ensure that its information and communication systems are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Feedback, Accessible Formats

DebcO welcomes feedback from individuals on how effectively we are accommodating people with disabilities. Feedback processes will allow persons to provide feedback in person, in writing, by telephone, by email, online or by any other method. DebcO will notify the public that our policies are available upon request by posting it on our website.

Planned Action

The following will be implemented by DebcO to meet the January 1, 2015 deadline:

When a complaint regarding accessibility of goods and services from DebcO is received, it will be forwarded to our HR department for response. HR will respond within 15 days to the person. It will include what actions will be taken to address and/or improve the area of concern. The response will be in whatever method is appropriate for the disabled individual. Any policy of

DebcO Bag Distributors that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Accessible Websites & Web Content

DebcO is committed to making our websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by January 1, 2021 unless this is impracticable.

Planned Action

The following measures will be implemented by January 1, 2021 to meet the deadline:

1. Our Canadian websites and web content will be assessed and evaluated for accessibility to ensure conformance with the SCAG 2.0 Level AA unless this is impracticable.

Training

DebcO has been in compliance with the AODA Accessible Customer Service Standard since 2012 and will continue to provide Customer Service Training to employees and new hires who will deal with members of the public or other third parties on behalf of DebcO.

Planned Action

The following measures will continue to be implemented by DebcO to meet the January 1, 2015 deadline:

DebcO will continue to train and ensure that everyone who is trained understand the:

1. Integrated Accessibility Standards, and
2. Ontario Human Rights Code (as it relates to individuals with disabilities)

DebcO will provide this training to all employees that deal with the public or other third parties on behalf of DebcO. In addition, every person who participates in developing DebcO's policies, procedures and practices will also be trained.

Training will be provided to each person as soon as is practicably possible, preferably upon hire during their orientation session. Training will also be provided on an on-going basis in connection with any changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities or DebcO's policy, practice and procedure. Training records will be maintained to ensure DebcO is in compliance with the legislation. New employees will be trained on the Accessibility Standards for Customer Service as indicated in the AODA as part of their orientation package.



Employment Standard

DebcO will achieve compliance with requirements as set out in the Employment section of the legislation which include Recruitment and Selection, Interviews, Notice to Successful Candidates, Informing employees of Support, Accessible Formats and Communication support, Return to Work Process, Performance Management, Accommodation Process, Career Development and Advancement, Retention, Diversity and Inclusion. These goals will be achieved by January 1, 2016.

Planned Action:

The following will be implemented by DebcO Bag to meet the January 1, 2016 deadline:

Recruitment:

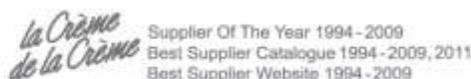
DebcO Bag is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Recruitment, Assessment and Selection:

1. Inform internal and external applicants that accommodation for disabilities will be provided to support their participation in the recruitment process, upon request.
2. Selected applicants will be notified that accommodations are available upon request.
3. Successful applicants will be advised of DebcO's policies for accommodating employees with disabilities.

Informing Employees of Supports:

- Inform employees of our policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:
- As required to new employees as soon as practicable after they begin their employment
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability
- Inform new and existing employees of our policies for supporting employees with disabilities, including employment-related accommodation for disabilities



- Consult with our employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace.

Documented Individual Accommodation Plans & Return to Work Processes:

Debco will develop individual accommodation plans for employees with disabilities

Debco will have a process in place for supporting employees who return to work after being away for reasons related to their disabilities and require disability-related accommodation in order to return to work.

The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

Performance Management, Career Development & Redeployment:

Debco will take into account the accommodation needs and /or individual accommodation of plans of employees to provide employee with disabilities with the opportunities to advance within the organization.

Planned Action:

Debco will continue to ensure that managers are aware of their responsibility to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance reviews, providing career development and advancement to employees.

This will be implemented by January 1, 2016 and ongoing.

