

## **FRAM + Slokker Multi Year Accessibility Plan**

FRAM + Slokker believes in integration and equal opportunity and is committed to treating all people in a way that allows them to maintain their dignity and independence.

FRAM + Slokker is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This multi-year accessibility plan addresses how we are already meeting our obligations under the AODA and what steps we are taking to ensure that we will meet any areas where we are currently not fully meeting our obligations.

We will review and update this plan at least once every 5 years.

### **Customer Service**

FRAM + Slokker is committed to providing exceptional customer service that is accessible to all. We have created an accessibility policy on the Customer Service Standard.

Additionally, we have provided training to employees on the Customer Service Standard, to ensure that everyone in the company that comes into contact with customers is in compliance with the legislation. As new employees are hired, we will ensure that they are trained on the Customer Service Standard in a timely manner.

We will also continue to allow feedback from customers in ways that are accessible to them. We have implemented a process to notify the public about availability of accessible formats for customers to provide feedback.

### **Information & Communication**

FRAM + Slokker is committed to providing information and communication that is accessible to all. When needed we will provide information and communication in an accessible format

We believe that all our websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this requirement is impracticable.

### **Employment**

FRAM + Slokker is committed to providing a work environment that is accessible and fair to all of our employees. We inform all candidates during the application process that accommodations are available upon request by including this in all of our job postings. We have also created an accommodation request form for employees to use.

Moving forward we will also make successful candidates aware of our accommodation process when offering them employment.

When any changes are made to either our Integrated Accessibility Standards — Information & Communications, & Employment Policy or our Accessible Customer Service Standards Policy we will let our employees know by posting it on our HRIS and on the bulletin boards in our site offices.

## **Training**

FRAM + Slokker has provided training to employees on the AODA, how the AODA and the Ontario Human Rights Code (OHRC) work together, and on the Customer Service Standard. We also provided training to employees on other AODA Standards depending on their job-specific duties.

We are committed to ensuring that all new employees are provided with training on the AODA and the OHRC in a timely manner.

## **Design of Public Spaces**

When building or making major changes to public spaces FRAM + Slokker will meet accessibility laws. FRAM + Slokker does not currently have any public spaces, however if this becomes applicable, we will put procedures in place for preventative and emergency maintenance, and for dealing with temporary disruptions to accessible parts of our public spaces. As well as procedures for preventative and emergency maintenance of the accessible elements.

## **Self-Service Kiosks**

FRAM + Slokker does not currently have any self-service kiosks. However, if they are implemented, we are committed to incorporating accessibility features / considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Effective Date: December 2023

Last Revision Date: November 2024

Should you need information in an accessible format or communication support please reach out to us at [reception@framgroup.com](mailto:reception@framgroup.com).

We welcome feedback, to provide us with feedback please send us an email at [reception@framgorup.com](mailto:reception@framgorup.com) or call us at 416-747-9661. If you require an alternate way to provide us feedback, please reach out to us.