

AODA Multi-Year Action Plan

for the Integrated Accessibility Standards Regulation (IASR)

Accessibility AODA Statement for Lubecore International

Lubecore International is dedicated to providing a barrier-free environment for all stakeholders, including our clients/customers, employees, job applicants, suppliers, 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.

Our Commitment to Accessibility

We are committed to ensuring equal access and participation for people with disabilities. We strive to create an inclusive and accessible environment where everyone feels welcome, valued, and supported.

Intention

Between 2023 and 2028, Lubecore International's accessibility plan delineates the strategies and initiatives aimed at enhancing opportunities for individuals with disabilities, in compliance with the stipulations set forth in the Integrated Accessibility Standards, Ontario Regulation 191/11. In alignment with the IASR, Lubecore International pledges to:

- Periodically review, update, and institute this plan at least once every five years.
- Publish this plan on our corporate website.
- Offer this plan in accessible formats upon request.

Accessibility Features

To achieve our accessibility goals, we have implemented various measures, including but not limited to:

Accessibly Physical and Built Environment: We are committed to determining Integrated Accessibility Standards Regulation, and Ontario Human Rights Code's appropriate training requirements for employees with disabilities and ensure it is best suited for their duties and responsibilities.

Area	Action Plan	Responsible Party	Results
Training	Ongoing and regular training for all employees	HR Admin to procure AODA compliant training courses and assign/track	To be completed by June 1 st and reviewed regularly
Continual Evolution	As the act is updated and any changes are made training will be compliantly updated and re-assigned	Same as above	Ongoing review
Transportation (Parking and Entryways)	Employees requiring assistive devices will be given assigned parking and all teams notified of accommodation plan	HR admin during onboarding to ensure process; follow up inclusive -reviewed by supervisors	To be reviewed if needed

Accessible Customer Service: Our staff are trained to provide excellent customer service to individuals with disabilities, including how to interact and communicate effectively with customers who may have different communication styles or needs.

Area	Action Plan	Responsible Party	Results
Service Interruptions	Devise notices that are accessibly formatted in plain text. Alternatives for service will be provided on a needs-based system determined by the nature of the service interruption Feedback channel will be posted and available on the notice of disruptions both electronically and physically	<i>Office administration</i> to check notices against AODA format standards before sending/posting Feedback to be recorded and saved in HR LCI drive	In place and to be reviewed bi-annually
Accessible Customer Purchasing	Customer online orders through portal to be	Guidelines to be reviewed by head of Marketing	To be reviewed annually at year end

	<p>accessible based on WCAG 2.0 2021 Guidelines</p> <p>Customer purchasing over the phone will have access to AODA trained customer service representatives.</p> <p>Feedback email will be posted on all purchasing channels</p>	<p>HR to follow up</p> <p>Feedback channel monitored by HR</p>	
Training	<p>Customer service training will be based on AODA and IASR standards</p>	<p>HR to research and assign training and annually refresh.</p>	<p>To be reviewed June 1st following company-wide training month (May 2024)</p>

Accessible Information and Communications: We are committed to providing accessible formats and communication supports upon request. This includes documents in accessible formats, such as large print or electronic formats, and communication supports, such as sign language interpretation or captioning services.

Area	Action Plan	Responsible Party	Results
Informing Employees of Supports	Communication will be sent to employees directly via accessible email threads and Intranet feeds (Microsoft Teams).	Office Admin	To be reviewed in 6 months' time
Accessible Emergency Information	Emergency plans will include large font, plain diagrams and clearly laid out directions Individualized emergency plans will be created on as requested	HR admin	Review to be completed following evacuation drills May 2024
Feedback, Communication, and Formats	Communications will be made via email in accessible formatting,		Ongoing review as needed

	translations provided as needed		
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Accessible Websites and Digital Content: We strive to ensure that our website and digital content are accessible to individuals with disabilities. This includes adhering to web accessibility standards, providing alternative text for images, ensuring keyboard accessibility, and designing with user experience in mind.

Area	Action Plan	Responsible Party	Results
Accessible Websites and Online Content	Review of website standards provided to head of Marketing, website to have live accessibility page effective April 30, 2025	HR to provide standards and required postings to head of marketing Marketing to generate accessibility page, and review website requirements.	To be reviewed May 2024

Accessible Employment Practices: We are committed to providing equal employment opportunities to all individuals, including people with disabilities. We strive to accommodate the accessibility needs of employees throughout the recruitment process, employment lifecycle, and workplace accommodations.

Area	Action Plan	Responsible Party	Results
Recruitment	<p>Recruitment at Lubecore will include AODA statement on all job advertisements</p> <p>Accessible options will be provided to applicants as requested</p>	<p>HR to maintain job ads</p> <p>Onboarding checklist will include accommodations request information</p>	<p>Not yet used, will review</p>
Accommodation Plans/RTW Process	<p>Accommodation plans will be put into place at onboarding upon request</p> <p>Individualized accommodation plans will be provided to supervisors and reviewed periodically with employee</p> <p>RTW will be assessed as needed inclusive of WSIB and</p>	<p>HR to generate and communicate</p> <p>Supervisor to acknowledge if further training is required when ICP is provided.</p> <p>HR/Management of employee requesting RTW</p>	<p>Ongoing review, and needs based process</p>



	disability standards, reviewed in conjunction with medical professional recommendations		
Career Development and Performance Management	Performance management will be free of barriers, employees will be provided individualized performance plans on a needs based system if requested Supervisors will be supported with training as needed based on development of their teams	HR to communicate barriers and assistive options for performance management as needed	Ongoing as performance management portfolio has not yet been utilized

Consultations

At Lubecore International, we are committed to actively engaging individuals with disabilities in the development of our accessibility plan and throughout its implementation. We prioritize the privacy rights of all participants by maintaining strict confidentiality. Our accessible anonymous

surveys are readily available for receiving continuous feedback, and we offer both in-person and virtual meetings with our Human Resources Department upon request for employees, candidates, and others.

Feedback and Support

We welcome feedback on how we can improve accessibility within our organization. If you have any questions, comments, or concerns regarding accessibility or require assistance accessing our services, please contact us:

Email: HR@lubecore.com

Phone: 905-864-3110 ext. 223

Mailing Address: 7065 Twiss Road, Campbellville, Ontario, L0P 1B0

Accessibility Policy Revision

This accessibility statement and policy will be reviewed and updated regularly in accordance with legislative requirements and organizational needs.

Date of Last Revision: April 2, 2024

First Scheduled Review Date: December 1, 2024

Thank you for your support and cooperation as we work together to create an inclusive and accessible environment for all.