



Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of Curbex to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Curbex is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services.

As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created.

The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Our commitment is review and update this plan at least once every 5 years.

Multi-year Accessibility Plan

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact our HR department by email at hr@curbex.com.

Completed, New and Ongoing Initiatives

Curbex has completed, plans to take, or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- We train every employee as soon as practicable after being hired with online courses with records of completion.
- Management is instructed to consider AODA when creating or modifying policies and procedures.

- Training is updated as needed.

Information and Communication Standards

- Our website has been updated to comply with AODA standards to improve accessibility.
- Communication with customers is available over the phone or email.
- We have taken the following steps to make sure our existing feedback processes are available to people with disabilities upon request.
- All feedback and inquiries will be accepted through written (email or letter) or verbal (telephone) or other formats if this does not meet the needs of an individual. A response will be provided within 10 working days of the request using the requested format.

Employment Standards

- We are committed to fair and accessible employment practices.
- Our commitment to equal opportunities is listed on each job posting.
- Our equal opportunities policy is referenced in job interviews to allow candidates to request accommodations if needed.
- We will also provide employees with disabilities with individualized emergency response information when necessary. Upon hire, if needed employees complete the confidential “Potential Emergency Response Barriers – Individual Plan Assessment” form which will determine if an individualized emergency response plan is required and will assist with the development of an individualized emergency response plan. This form includes a mechanism to obtain consent to share this information with those designated to provide assistance in the event of an emergency.

Customer Service Standards

- We have remained compliant with Customer Service Standards
- All Customer Service staff take required training.
- Customer Service policies and training are reviewed regularly and updated as needed.

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Applicable to Ontario operations of Curbex
