



AODA MULTI-YEAR ACCESSIBILITY PLAN

December 2023

Sobotec Ltd. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

This accessibility plan outlines the steps that Sobotec Ltd. has and/or is taking to meet the requirements of the Accessibility for Ontarians with Disabilities Act, and illustrates how Sobotec Ltd. will play its role in making Ontario an accessible province for all Ontarians. This document includes a summary of the accessibility initiatives Sobotec Ltd has completed.

Statement of Commitment

Sobotec Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

CUSTOMER SERVICE STANDARD

Accessibility Barriers

- Sobotec Ltd. undertook an assessment of potential accessibility barriers and continues to monitor the accessibility of buildings and spaces that could potentially limit people's access to services, such as ensuring washrooms are accessible.
- Sobotec Ltd. will ensure existing feedback processes are accessible to people with disabilities upon request.

- Sobotec Ltd. has provided training to employees on how to appropriately interact and communicate with customers who have disabilities who may use accessible equipment.
- Sobotec Ltd. is committed to providing information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Accessible Emergency Information

- Sobotec Ltd. is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

INFORMATION AND COMMUNICATION STANDARD

- Sobotec Ltd. updated the company website and the contents to conform to WCAG 2.0, Level A by January 1, 2014, and has updated the website and the contents to conform with WCAG 2.0, Level AA prior to January 1, 2021.
- Sobotec Ltd. will create and provide accessible formats and communication supports to people with disabilities in a timely manner when requested and will do so at our expense.

EMPLOYMENT STANDARD

Recruiting and Hiring

- Sobotec Ltd. will notify applicants that accommodations are available on our company career page, in our job postings, and verbally or in writing when we invite applicants to an interview.
- When making a job offer, Sobotec Ltd. notifies successful applicants of our accommodations policies, who they should contact if they wish to request an accommodation, and encourage them to make any requests as soon as possible so that suitable accommodations can be implemented before their start date.

- Sobotec Ltd. will communicate any changes to our workplace policy on accommodations.
- Sobotec Ltd. will provide information to our employees in accessible formats and/or communication supports when requested.

Individual Accommodation Plans

- Sobotec Ltd. will consult with employees with disabilities to develop and document an individual accommodation plan based upon their individual needs.
- If required, Sobotec Ltd. will request an evaluation by an outside medical or other expert, at our expense, to assist us in determining if or how accommodation can be achieved.

Performance Management and Career Development

- Sobotec Ltd. will consider an employee's disability when providing any type of feedback for the purposes of performance management and/or career development, including referencing the employee's individualized accommodation plan.
- When employees are transferred or promoted, Sobotec Ltd. will consider their disability when providing feedback, coaching, and development; and will reference and update the employee's individualized accommodation plan as required.

Individualized Emergency Response Plans

- Sobotec Ltd. will create an individualized emergency response plan for any employee with a disability who requires such a plan and will make changes to the plan whenever the employee's location changes and when the employee's accommodations are reviewed.

Return to Work Process

- Sobotec Ltd. will create a return to work process for employees with disabilities who have been absent from work due to a disability and require disability-related accommodations to return to work, including creating and/or updating their individual accommodation plan.

Training

- Sobotec Ltd. provides training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. This training is comprised of several topics that provide an overview of the AODA standards and compliance requirements:
 - Compliance Requirements
 - Information and Communication Standards
 - Employment Standards
 - Transportation Standards
 - Design of Public Spaces Standards
 - Customer Service Standards

TRANSPORTATION STANDARD

- This standard does not apply to Sobotec Ltd.

DESIGN OF PUBLIC SPACES STANDARD

- This standard does not apply to Sobotec Ltd.

For More Information

For more information on this accessibility plan, please contact Sobotec Human Resources:

Phone: 905-578-1278

E-mail: hr@sobotec.com

Mail: 67 Burford Road, Hamilton, Ontario L8E 3C6

Accessible formats of this document are available free upon request.