

POLICY CATEGORY	Employment Conditions	POLICY NAME	01.29: Multi-Year Accessibility Plan
EFFECTIVE DATE	November 24, 2023	DATE OF LAST REVISION	
ADMINISTRATOR RESPONSIBLE	Linda Ramos	Title	HR Generalist

1.0 Statement

Omex is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

2.0 Past Achievements

TRAINING

- Omex will provide training to employees on accessibility standards and the needs of individuals with disabilities.
- We provide training to associates as soon as possible after being hired and provide training in respect of any changes to the policies.
- We will maintain records of the training provided including the dates on which the training was completed and the number of individuals to whom it was provided.

EMPLOYMENT

- Omex is committed to fair and accessible employment practices by fostering an inclusive and accessible work environment.
- We are committed to identifying, preventing, and eliminating barriers to ensure equal opportunities for all individuals throughout their employment.
- Our plan includes regular reviews of policies and procedures related to recruitment, onboarding, accommodation, and professional development.
 - In 2021, all persons will be trained on all the company's policies including the AODA.
 - In 2022, new associates will be advised of this information in their orientation.
- Through ongoing assessments and improvements, Omex is dedicated to creating a workplace where individuals with disabilities can contribute and thrive.

CUSTOMER SERVICE

- Omex will establish a framework to ensure that all individuals, including those with disabilities, receive equitable and accessible customer service.
- The company will develop policies, practices, and procedures to effectively communicate with individuals of all abilities.

INFORMATION AND COMMUNICATIONS

- Omex is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.
- Omex encompasses a broad range of formats, from websites and digital content to traditional print materials. Omex will comply with the standards under the AODA.
- Omex will review the following, to ensure exiting processes are accessible to all persons.
 - In 2021, we conducted a comprehensive review of the feedback mechanisms employed by Omex, assessing their effectiveness in capturing input and identifying potential barriers for individuals with disabilities.
 - In 2021, all staff responsible for addressing feedback on behalf of the company will undergo training in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).
 - In 2022, Omex will conduct a thorough review and reporting process for information made publicly accessible, ensuring that it is available in a format that accommodates the diverse

needs of all individuals.

SELF-SERVICE KIOSKS

- Omex is committed to ensuring that self-service kiosk (WRM & ADP) is accessible to all individuals, including those with disabilities.
 - In 2017, our plan involved providing training (WRM) to staff to ensure ongoing compliance and accessibility considerations.
 - In 2022, our plan was to ensure that all staff have access to policies and forms (ADP) at any given time.

DESIGN OF PUBLIC SPACES

- Omex will prioritize inclusive design principles, incorporating elements that enhance accessibility for individuals with disabilities by meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces such as:
 - Lobby areas, outside patio areas.
 - Outdoor paths of travel, like sidewalks, ramps, stairs, parking lot and curb ramps.
- In the event of a service disruption, Omex will notify all those effective of the service disruption and the alternatives available.

3.0 Strategies & Actions

This plan is reviewed and updated at least once every 5 years. This plan applies to all Team Members including, but not limited to, visitors, contractors, vendors and delivery persons.

- Omex will conduct regular reviews of all of our policies and practices, ensuring they align with AODA standards.
- Training - Initiatives will continue to be implemented to educate our workforce on accessibility principles, fostering a culture of inclusivity.
- Omex will assess and enhance (if required) the design of public spaces, ensuring they are welcoming and barrier-free as per the AODA.
- Self-service kiosks (WRM & ADP) - We will prioritize compliance with AODA requirements, with ongoing training and communication for staff.
- Our commitment to ongoing education, accessibility based on disability, and regular reviews will guide the continuous improvement and create a more inclusive environment within our organization.