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**Multi Year Accessibility Plan Requirement**

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

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals it was provided.

**Section 1: Past Achievements to Remove and Prevent Barriers**

*Customer Service*

We are committed to providing accessible and inclusive services to all individuals. Through training, policies and procedures as well as strong communication efforts we have made efforts to remain accessible to our customers through various channels. This includes feedback channels that can be provided through in person, phone, through our website (anonymously) and via email. We also have a suggestion box in which individuals can anonymously give feedback.

We recognize the importance of potential barriers and we are focusing on a more accessible means of feedback channels for those with disabilities such as large print, braille, and offering assistance to those who might require it.

*Information and Communication*

At JEMS we recognize the importance of ensuring that our information and communication materials are accessible to all individuals, including those with disabilities. We have implemented several initiatives to improve accessibility in this area:

* Alternative formats
* Communication support
* Accessible documents
* Training and awareness

*Employment*

At JEMS, we believe in equal employment opportunities and strive to create an environment that fosters diversity and inclusivity. Our multi-year accessibility plan for employment includes:

* Ensuring that our recruitment and hiring processes are accessible to individuals with disabilities (providing accommodation during this process)
* Established a process for employees to request accommodations to perform their job duties effectively
* We provide training to our employees on disability awareness, accessibility and inclusion in the workplace
* In the event that an employee is unable to perform duties due to a disability, we will establish a return to work program so that they are able to successfully transition back into the workplace.

**Section 2: Strategies and Actions**

*Customer Service*

JEMS is committed to providing accessible customer service to people with disabilities. This means we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

In regards to customer service and the multi-year plan, we will be providing training to all new staff within 2 months of their hire date.

*Information and Communication*

JEMS is committed to making our information and communication accessible to people with disabilities.

We will be implementing and monitoring the initiatives we have set up regarding:

* Alternative formats
* Communication support
* Accessible documents
* Training and awareness

*Employment*

JEMS is committed to fair and accessible employment practices

We will work closely with employees to identify and implement reasonable accommodation that meets their individual needs in accordance with applicable laws and regulations. We will also be training our employees and ensure that they are equipped with knowledge and skills to support their colleagues with disabilities.

**For More Information**

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at [www.jemscoating.com](http://www.jemscoating.com)