

Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of TRY Recycling Inc. 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

AODA awareness is integrated into all our workplaces. We will endeavor to ensure that all TRY Recycling locations meet the *Accessibility for Ontarians with Disabilities Act, 2005*.

TRY Recycling Inc. is committed to providing an accessible environment for all clients, team members, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services.

As a company, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, 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.

Multi-year Accessibility Plan

This plan is in effect from September 1, 2023 to September 1, 2028.

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 People Operations Department by phone or e-mail: 519-317-6704 or hr@tryrecycling.com .

Completed Initiatives

TRY Recycling Inc. has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- Created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements.
- A statement of commitment has been created and implemented. The statement of organizational commitment to meet the accessibility needs of persons with disabilities is publicly available in our company-owned and operated buildings as well as our website.
- Established and implemented a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation. The plan will be reviewed and updated at least once every five years.
- On request, policies, accessibility statement and accessibility plan can be provided in an accessible format.
- Training is provided to all employees and all persons who participate in developing the organization's policies on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. In respect of any changes in policies and standards, ongoing training is provided.

Employment Standards

- During the recruitment process applicants with disabilities who require accommodations if selected to participate in an assessment or selection process are notified by statement on the job posting.
- If an applicant requests an accommodation, TRY Recycling Inc. would consult the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.
- Individualized workplace emergency response information is provided to employees who have a disability.
- The emergency response information is communicated and provided to the person designated by the company to provide assistance to the employee with the employee's consent.
- The emergency response information is reviewed when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when the organization reviews its general emergency policies.
- Return to work processes are in place for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. Modified work agreements are used to document individual accommodation plans.

Customer Service Standards

- Training is provided to team members, volunteers, persons involved in developing the organizations accessibility policies and people providing goods, services or facilities on behalf of the organization on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. In respect of any changes in policies and standards, new/ ongoing training and yearly refresher training is provided.
- AODA training includes:
 - A review of the purposes of the AODA and Customer Service Standards
 - How to interact and communicate with persons with various types of disabilities
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
 - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities
- A notice of disruption to the public is issued when there is a temporary disruption of goods, services or facilities used by persons with disabilities. Notices include the reason for disruption, its anticipated duration, and a description of available alternative facilities or services, if any.
- Before requiring a person with a disability to be accompanied by a support person on the company's premises, the following are completed:
 - Consult with the person with a disability
 - Determine a support person is necessary to protect the health or safety of the person with a disability or other on the premises
 - Determine that there is no other way to protect the health or safety of the person with a disability or others on the premises

Information and Communication Standards

- Upon request, TRY Recycling Inc. will provide or arrange for the provision of accessible formats and communication supports for the persons with disabilities.
- The statement of organizational commitment to meet the accessibility needs of persons with disabilities is publicly available in our company-owned and operated buildings as well as our website notifying the public about the availability of accessible formats and communication supports.
- Feedback can be submitted through our company website, social media accounts and in-person at any of our company-owned and operated buildings.