



Revised – December 2020

Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that Gunther Mele Limited has/will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Gunther Mele Limited 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.

Accessible Emergency Information

Gunther Mele Limited is committed to providing the 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.

Training

Gunther Mele Limited will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Gunther Mele Limited will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- All existing employees, whom deal directly with any customer or client, have received training and will receive refresher training by end of 2021. Training is provided through HR Downloads website.
- All new employees, whom may deal directly with any customer or client, will be trained during their orientation/on-boarding. They will be tested and must sign-off on Gunther Mele Limited's Customer Service Policy. Training is provided through HR Downloads website.

Information and Communications

Gunther Mele Limited 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.

Gunther Mele Limited will take the following steps to make / ensure exiting feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Customer feedback forms are available on our website and can also be requested in large high contrast print and Tagged PDF.
- Our Customer Service Policy is posted in a visible space and includes information on how to obtain the feedback form.

Gunther Mele Limited will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Any information that is provided publicly can also be requested in large high contrast print and Tagged PDF.

Gunther Mele Limited will take the following steps to make all websites and content conform to WCAG2.0, Level AA by January 1, 2021. Ongoing. New website will be made available late 2021.

- Achieving compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR



(Integrated Accessibility Standards Regulation) to ensure websites are accessible for all.

Employment

Gunther Mele Limited is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Gunther Mele Limited will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Recruitment managers and staff will receive training that supports the goals of AODA. Training will cover topics such as;
- Understanding and accommodating various types of disabilities and their impact on work performance.
- Understanding employer obligations to provide employment accommodation.
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required.

Gunther Mele Limited will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Will work with the employee to assess and consider what accessibility or assistance they will require to return to work. Must consider and coordinate with the needs assessment advisor, if applicable.