



## BIYORK MATERIALS CANADA

7400 Woodbine Ave, Unit 1  
Markham, Ontario  
L3R 1A5

# AODA: Multi-Year Accessibility Plan 2024-2029

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## SECTION 1: REPORT ON MEASURES ALREADY IMPLEMENTED

This section includes a summary of the initiatives BiYork implemented before December 31, 2023.

### 1. Customer Service

BiYork met the compliance requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these on the website;
- For all staff that interact, or may interact, with persons with disabilities on behalf of the company, training was provided on:
  - The AODA and Customer Service Standard
  - Policies, procedures and practices for providing goods and services to persons with disabilities
  - Customer Feedback Process
- Registering compliance via the Accessibility Compliance Reporting tool at Service Ontario's ONE-Source for Business website

### 2. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment

BiYork reviewed accessibility considerations as applicable to our Fire Safety Plan and procedures. There are currently no known persons with disabilities that require accommodation and therefore disabilities will be addressed as they become known.

The following measures have been taken:

- Employees have been trained on the Fire Safety Plan and have been advised to notify the Company regarding any disability that would require special assistance during an emergency

### 3. Statement of Organizational Commitment to IASR



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BiYork has drafted a Statement of Organizational Commitment which is posted on the website and will be available in an accessible format upon request.

#### 4. Employment

- BiYork implemented an Accessibility policy, which was added to our Employee Handbook
- BiYork implemented an Employee Feedback Process
- Training was provided on:
  - IASR through Access Forward
  - Working together: The Ontario Human Rights Code & the AODA
- Our Recruitment Process was assessed to ensure our hiring practices allow applicants with disabilities to apply for any jobs for which they are qualified
  - Internal and external job postings explicitly notify any potential applicant that accommodation during the application and interview process are available
  - We reviewed our policies, procedures, methods and attitudes to ensure barriers to employment did not exist

#### 5. Standards for Information and Communications

BiYork has posted on our website:

- The Multi-Year Accessibility Plan
- Statement of Organizational Commitment
- Accessibility Policy
- Customer Service Standard Accessibility Policy
- Feedback Process

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## SECTION 2:

### REPORT ON PLANNED MEASURES TO IDENTIFY, REMOVE AND PREVENT BARRIERS IN 2024-2029

#### 1. Customer Service

The company is committed to ensuring that people with disabilities continue to receive accessible goods and services, with the same quality and standards, as fully abled customers.



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Our feedback process and assessment has not provided us with any business case for increased efforts beyond what we are currently doing with regards to providing quality customer service to *all* customers. We will continue to monitor our feedback, including any information provided by our front line staff. We are committed to responding promptly and fully to remove barriers for any customer with a disability that prevents them from accessing our goods and services.

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, Biyork will:

- Include AODA Customer Service Standard training as part of the New Hire Orientation process;
- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries etc.) by assessing and responding to feedback as required; and
- Encourage staff to consider accessibility when planning meetings and events with customers, including vendors and suppliers
- If in the future, we identify additional measures for customers with disabilities to better access to our goods, services, or facilities and there is a temporary disruption of these measures, we will commit to notifying the public of any disruptions

## 2. Employment

- Biyork will regularly review our Accessibility Policy to ensure it continues to meet requirements
- We will respond to and review all feedback provided by current and future employees to ensure we maintain accessibility in Employment for all our staff
- Training will be provided to all new hires during the onboarding process on:
  - IASR through Access Forward
  - Working together: The Ontario Human Rights Code & the AODA
- Recruitment planned actions:
  - Continue the practice of advising applicants that accommodation is available;
  - If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs;



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- Ensure that Hiring Managers are aware of the rights of applicants with disabilities under the Human Rights Code
- Review and monitor our recruitment process and practices on an ongoing basis to ensure barriers to employment do not exist
- BiYork is committed to the development and implementation of individualized plans as the need arises (e.g., Accommodation Plan, Return to Work Plan) in order to accommodate a disability of any type, permanent or temporary
- **Performance Assessment, Career Development & Advancement, and Redeployment**
  - BiYork will continue to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated
  - BiYork will continue to assess its performance reviews, career development and advancement, redeployment programs, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities
  - BiYork will take the accessibility needs of any identified employees with disabilities and their individualized accommodation plans into account when assessing performance, managing career development and if redeploying

### **3. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment.**

BiYork will continue to review accessibility considerations as applicable to our Fire Safety Plan and evacuation procedures. If persons with disabilities are identified, we will consult with the person, review and assess our emergency evacuation plan and ensure any accommodations required are applied to a personal and included in the emergency response and evacuation plan.

### **4. Self Service Kiosks**

BiYork does not utilize self-service kiosks at this time. If the Company ever were to implement kiosks, accessibility features will be taken into account.

## **5. Design of public spaces**

Biyork is currently not planning on building or changing any public spaces. If this changes in the future, we will identify a plan and timeframe.

## **6. Standards for Information and Communications**

Biyork will ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. We will make every effort to provide necessary communication support in a timely manner.

Biyork will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
- Ensure that information provided to employees is accessible and takes into account any individual's specific needs
- Keep employees up to date on changes to policies
- Consult with the employee to provide an accessible format and communication support for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace

## **7. Standards for transportation**

This standard does not apply to Biyork.