

SUNPAN

MULTI - YEAR ACCESSIBILITY PLAN

Intent

This accessibility plan outlines the strategy of Sunpan Trading and Importing Inc. ("Sunpan") to prevent and remove barriers for individuals 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

Sunpan Trading & Importing Inc. ("Sunpan") is committed to providing a barrier-free environment and ensuring equal access and participation for all stakeholders including Clients, Staff, Suppliers, Job applicants, and any Person(s) who visit our premises or access our services. We are dedicated to treating all Stakeholders in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to ensuring a safe, dignified, and welcoming environment for all person(s) in a timely manner. We will do so by eliminating and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated standards and regulations, in addition to Ontario's accessibility laws.

Multi-year Accessibility Plan

This plan is in effect from 2024-2029. To facilitate Sunpan's commitment to Accessibility, this multi-year accessibility plan has been established and is maintained to address ongoing barriers and identify areas of action.

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 Human Resources at hr@sunpan.com or 416-736-0094.

Current and Ongoing Initiatives

Sunpan plans to take, or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

1. Accessible Emergency Information

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Sunpan is committed to providing publicly available emergency information in an accessible way upon request. Sunpan creates individualized workplace emergency response plans for employees with disabilities. The emergency response plan considers the unique challenges created by the individual's disability and the physical nature of the workplace and is created in consultation with the employee.

2. Accessibility Policies and Plans

Sunpan has developed, implemented, and maintained an AODA policy that outlines the strategies and procedures in place to remove barriers for all people with disabilities. The AODA policy is incorporated into the Employee Handbook. By policy, all employees are required to review and sign the Handbook upon hire, and upon annual updates.

3. Training

Sunpan ensures that training is provided to all employees regarding AODA standards and the Ontario Human Rights Code as it pertains to individuals with disabilities. Upon hire, all employees are required to complete AODA training based on the internal training resources as required. Sunpan aligns training and development programs to meet the needs of employees with disabilities and provides training as soon as reasonably practicable to the person being assigned to applicable duties. Records are kept of all completed training..

Information and Communication Standards

Sunpan understands the importance of accessible digital and non-digital forms of communication and does its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports in accordance with the requirements of the AODA are provided upon request, in a timely manner and at no additional cost.

The Sunpan website follows guidelines established by World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Sunpan continues to assess accessibility needs of website content and will consult with person(s) requiring alternative formats upon request.

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Employment Standards

Sunpan is committed to accessible employment practices, and ensuring the recruitment and assessment processes are fair and barrier-free to all individuals with disabilities. In accordance with AODA, Sunpan takes steps to: inform the public of accommodation procedures and practices during the recruitment and selection process; provide information in an accessible format if and as needed; develop individualized return-to-work plans as required; and ensure accessibility needs are considered in performance management, career development, redeployment, and all other employment initiatives.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Sunpan will establish plans to meet the Accessibility standards for the Design of Public Spaces when making any changes to public spaces as appropriate and applicable.

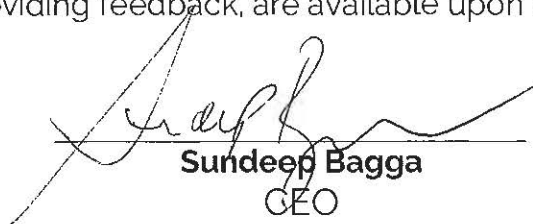
Customer Service Standards

Sunpan maintains an Accessible Customer Service Policy, alongside accessible and appropriate feedback procedures in respect to the policy. Customer Service Standards training is required to be completed by all employees upon hire, and upon return from leave. Additional training and accessible formats are available upon request. Sunpan will continue to review this policy and training initiatives from time to time, and upon feedback, to implement any changes facilitating accessibility practices.

Should a service disruption occur, notice will be provided to the public in an applicable and appropriate manner as soon as possible. Sunpan will work with individuals requesting information in accessible formats.

Feedback

Sunpan ensures that feedback can be provided by individuals with disabilities through various methods. Feedback forms, along with alternate accessible methods of providing feedback, are available upon request.



Sundeep Bagga
CEO

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