

I Accessibility and Accessibility Multiyear Plan

Statement of Commitment

AGAT Laboratories is committed to bettering the overall experience by all in our community in a way that allows them to maintain their dignity and independence. This is shown in our company pillars that represent our people, our clients and our communities. We are committed to preventing and removing barriers and to meet the requirements under the Accessibilities for Ontarians with Disabilities Act (AODA). This will focus on the initiatives provided by the AODA:

- Customer Service
- Information and Communications
- Policies and Training
- Employment
- Design and Public Spaces
- Feedback

This plan applies to AGAT Laboratories Ltd as it applies to the AODA.

Customer Service Accessibility Policy

AGAT Laboratories has established a standard operating procedure for Standards in Accessible Customer Service Policy which includes a feedback process. This policy is used as a training portion for all Ontario staff and volunteers to maintain a level of understanding and compliance when identifying and addressing a potential barrier internally or externally. Our commitment is related to Customer Service is to continually improve the experience for people with disabilities.

Information and Communications

AGAT Laboratories will take the following steps to make new AGAT Laboratories web content on our website available to the public conform with WCAG 2.0,

Level A as required by the Act and Regulations, where practicable:

- Ensure internet websites at AGAT Laboratories conform to WCAG 2.0 Level A standards.
- Ensure AGAT Laboratories notifies the public and provides accessible support for communication in a timely manner at no additional cost.

Policies and Training

AGAT Laboratories provides training to employees with respect to Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a multitude of ways:

- Online training portal with videos and testing ability for employees and volunteers on how to provide accessible customer service and how to provide feedback when customers ask for information in a manner that takes their disability into account
- Written policy on our standards in removing barriers when a request is made
- Maintain documentation of training provided to employees
- Include training for new employees on Accessibility as part of their orientation
- Provide follow up training as required

Emergency Response Information

AGAT Laboratories provides employees and customer with disabilities with individualized emergency response information when a barrier has become identified and the need for such accommodation is determined by our Safety Department.



Employment

AGAT Laboratories in accordance with the AODA is committed to fair and accessible employment practices by including:

- Notification of AGAT's commitment in hiring advertisements about the availability of accommodation for applicants with disabilities in our recruitment processes.
- Provision of accessible formats and communications that take into consideration an employee's accessibility needs.
- Ensuring processes are in place to support employees with any accommodation during employment.
- Taking into consideration any disabilities or accommodation needs with respect to performance management and career development.

Design of Public Spaces

AGAT Laboratories will continue to meet the Accessibilities Standards for the Design of Public Spaces when making major modifications to public spaces in or on our property. Public spaces specific to AGAT Laboratories include:

- Outdoor public eating areas like picnic areas
- Sidewalks, ramps, stairs, curb ramps
- Accessible off street parking
- Service counters in areas such as logistics and reception areas

AGAT Labs will put in place a plan to minimize any service disruptions in accessing any public spaces as required under the public spaces standard when any new construction or redevelopment that will encompass the public space is considered.

Feedback

Receiving feedback on our pillars of people, clients and community is an important commitment to accessibility. For more information regarding AGAT Laboratory's efforts to prevent and remove barriers to accessibility in the Province of Ontario in compliance with the Accessibility for Ontarians with Disabilities Act and its Regulations or to request accessible formats of any required documents, please contact us:

AGAT Laboratories' Marketing Department

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Location Phone Number Look Up:

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We invite your feedback in multiple formats including in person, telephone, email or posted letter.