



kreitmaker Multi-year Accessibility Plan (AODA) – Ontario

Date: December 2023

Updated: December 2024

Intent

This accessibility plan outlines the strategy of kreitmaker 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

kreitmaker is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, 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 December 2023 to December 2028 (5 years)

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 the Human Resources Director or the General Manager.

Completed Initiatives

kreitmaker has completed the following initiatives to prevent and remove barriers and comply with the Integrated Accessibility Standards Regulation:

Information and Communication Standards

- On our website, we ensure minimal text within graphics and when text does need to be added to a graphic we add an appropriate ALT tag that includes the text. If an image doesn't have text we add descriptive ALT tags to the image to describe what the image depicts/contains.
- On our website, we ensure videos with speech/dialogue include captions.
- The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. The kreitmaker website is conformant with WCAG 2.1 level AA. (Completed December, 12th, 2024)

Employment Standards

- Written accommodation policy
- Written Accessible Employment Policy
- Written Accessible Customer Service Policy
- We have a Return to Work policy and procedures

kreitmaker

- We include the following statement in all of our job postings:
kreitmaker embraces equity, diversity, justice, inclusion and belonging. We are committed to building a team that represents the communities in which we live and work. We provide accommodation and support to persons with disabilities throughout the recruitment and selection process. Please let us know if you require any special accommodation or support when applying.

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

- We have repaired ramps to the Leaside Retail Store showroom and idea space.
- We created designated walking or moving spaces in the Yard to ensure easier access to the Yard.

Customer Service Standards

- Customers may ask for accessible formats via info@kreitmaker.com.
- As part of our Customer Service Standards, service animals and support persons are welcome.
- As part of our Customer Service Standards, we allow assistive devices.

New and Ongoing Initiatives

kreitmaker 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:

Information and Communication Standards

- Post our multi-year plan on our company website. (Completed December, 2024)

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

- Accessible washrooms (Estimated completion 2028)
- Accessible parking (Estimated completion 2028)

Customer Service Standards

- Train all customer facing employees on AODA Customer Service Standards (Completed December, 2024)
- Train all managers on AODA Customer Service Standards (customer and non-customer facing) (Completed December, 2024)