

jpw systems Accessibility Multi Year Plan

jpw systems Multi Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities resulting in increased accessibility for our employees and customers. The plan also outlines the strategy for meeting Ontario's Accessibility Legislation under the Accessibility for Ontarians with Disabilities Act (AODA). As part of our commitment to accessibility, it is our goal to implement the standards to help create accessible services and a workplace that allows full participation of persons with disabilities.

In accordance of the standards, jpw will review and update our organization's plan at least every 5 years and will post any updates and accomplishments on our website for employers and the public to access.

Multiyear plan

jpw systems ltd is committed to eliminating barriers associated with our products wherever available and improving the accessibility for persons with disabilities in a manner that respects dignity, independence, integration, equal opportunity and the use of assistive devices and support persons as necessary. jpw recognizes the diverse need of all our clients, employees, stakeholders and third parties and will respond by striving to provide services and facilities that are accessible to all.

Completed Initiatives 2012-2013

Accessible Customer Service Standard

- This has been completed
- The jpw systems inc AODA Customer Service Standard Policy was created and posted on our website for the public to access
- AODA Customer Service training was provided to all employees and embedded into the onboarding process as requirements for all new hires
- Training records have been created
- Filing of the AODA Customer Service Standard Certification to the government via the online tool

Ongoing Initiatives

Customer Service Accessibility

- Ongoing training on Accessible Customer Service
- Ensure compliance by incorporating accessibility criteria upon acquiring goods and services and upon providing goods and services

Training

jpw systems ltd will continue to provide training on the requirements of the accessibility standards and on Human Rights as it pertains to individuals with disabilities to all employees, and contractors who provide services on behalf of the company for existing workers as part of the onboarding process for new employees.

Accessible Website and Web Content

jpw systems ltd will continue to monitor and revise our website and content to ensure compliance with the Web Content Accessibility Guidelines (WCAG) by addressing the following:

- Effective January 1, 2014 all new company internet websites and content on our site will conform with WCAG
- Effective January 1, 2021 all company internet websites and content will conform with WCAG

Feedback

jpw systems will ensure processes for receiving and responding to feedback are continuously up to date with the AODA requirements

Employment

jpw systems is an equal opportunity employer and is committed to accessible employment practices. jpw will continue to meet the Employment Standard and ensure full compliance by proactively removing all barriers.

jpw will notify the public and employees that, when requested, the company will accommodate people with disabilities during the recruitment and onboarding process. jpw will consult with the employee in order to provide necessary formats and communication supports regarding information that is needed to perform their job as well as general information made to all employees in the workplace.

jpw will continue to inform employees of the company policies to support employees with disabilities. jpw will provide employees with updated information on policies regarding the provision of job accommodations due to an employee's disability when the policy changes.