



O.C.P. Construction Supplies Inc.

Head Office

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Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of OCP Construction Supplies 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

OCP Construction Supplies Inc. 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 January 1, 2024 to December 31, 2024.

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 Gary McCandless by email at gary@ocp.ca or phone at (705) 919-0185.

Completed Initiatives

OCP Construction Supplies Inc. has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

Accessibility Requirements

- Established Accessibility Policies
- Developed and implemented procedure to permit, receive and respond to customer service complaints
- Developed and posted in public areas of all branches, a Statement of Commitment describing the company's goals to meet the needs of individuals with disabilities.

Timeline

January 2015

January 2015

January 2015

Branch

1704 Seymour Street
North Bay, ON P1A 0E1
Ph. (705) 495-1590 Fx. (705) 495-2744
e-mail. nor@ocp.ca

Branch

41 Jaguar Drive
Timmins, ON P4N 7C3
Ph. (705) 268-6275 Fx. (705) 268-9722
e-mail tim@ocp.ca

Branch

28 Industrial Court A
Sault Ste. Marie. ON P6B 5W6
Ph. (705) 759-1200 Fx. (705) 759-9369
e-mail soo@ocp.ca

- Implemented a AODA Customer Service Standards training program for all employees including new employees prior to starting work, with refresher training every three years. January 2016
- Maintain training records including who and when employees received training. January 2012

Information and Communication Standards

- | Accessibility Requirements | Timeline |
|--|-----------------|
| • Emergency Evacuation Procedures and plans developed and posted at each branch. | September 2016 |
| • Feedback Process signs posted at entrance to each store front | June 2015 |

Employment Standards

- | Accessibility Requirements | Timeline |
|---|-----------------|
| • Workplace Emergency Response information is posted in workplaces. | September 2016 |
| • Return to Work Policy and procedures together with Letters to Health Care Provider and injured worker developed and provided to all employees | February 2011 |
| • Established an Accommodation Policy & Request Form | January 2017 |
| • Employment Standards poster provided to all employees and on hiring. | February 2023 |

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

- | Accessibility Requirements | Timeline |
|--|-----------------|
| • Established an accessibility point of entry for each branch. | June 2021 |
| • Accessible Entrance Signage posted at main entrance to store areas with instructions to obtain access. | June 2021 |
| • Snow & ice removal and sanding program in place for winter months. | October 2012 |

Customer Service Standards

- | Accessibility Requirements | Timeline |
|---|-----------------|
| • Implemented a AODA Customer Service Standards training program for all employees including new employees prior to starting work, with refresher training every three years. | January 2016 |

New and Ongoing Initiatives

OCP Construction Supplies Inc. 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

Accessibility Requirements

- Provide training on how to interact, communicate and assist customers with various disabilities
- Review Accessibility Plan every three years.

Timeline

February 2024

December 2026

Information and Communication Standards

Accessibility Requirements

- commitment to confirm our website is WCAG 2.0 level AA.
- Post this Accessibility Plan on our Website.

Timeline

March 2024

April 2024

Employment Standards

Accessibility Requirements

- Provide training on the Ontario Human Rights code as it pertains to AODA & IASR.

Timeline

January 2024

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

Accessibility Requirements

- Annually review and update on accessibility procedures with relative employees, specific to each branch
- Snow & ice removal and sanding program in place for winter months.

Timeline

January
Annually

Ongoing

Customer Service Standards

Accessibility Requirements

- Provide AODA Customer Service Standards Refresher training every three years.

Timeline

Ongoing