

# Multi-year Accessibility Plan (AODA) - Ontario

Version 1.0

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RLG Systems Canada

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## Revision History

This document is a living document which is continuously being altered and maintained. Changes are summarized in the following table.

Date	V	Description	Author
27.12.2023	<b>1.0</b>	Initial version	Nikol Markovic, Human Resources Director



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## 1. Glossary

Term	Explanation
AODA	Accessibility for Ontarians with Disabilities Act, 2005
Barrier	Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.
Disability	The AODA and the Ontario Human Rights Code state that disability covers a range of visible and invisible conditions that may have been present from birth, caused by an accident, or developed over time.
IASR	Integrated Accessibility Standard Regulation

## 2. Intent

This accessibility plan outlines the strategy of RLG Systems Canada 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*.

### 2.1. Statement of Commitment

RLG Systems Canada is dedicated to providing a healthy, barrier-free, inclusive, and accessible environment for all employees, clients, job applicants, customers, suppliers, stakeholders, and visitors who may enter our premises, access our information, or use our services. Our goal is to identify, remove, and prevent barriers for people with disabilities and ensure that our workplace, as well as our programs and services, are fully accessible, both in physical and virtual environments.

As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and its associated regulations. We have established a Multi-Year Accessibility Plan that incorporates accessibility legislation into all our policies, procedures, equipment requirements, training, and best practices. This plan is reviewed annually, adjusted for organizational changes, and anticipated compliance deadlines. The policy will be applicable to all employees, customers, and stakeholders that interact with RLG Systems Canada, including members of the public.

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.

Providing an accessible environment is a shared effort, and we work with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Human Resources Department at [accessibility@rev-log.com](mailto:accessibility@rev-log.com).

## 3. Multi-year Accessibility Plan

This plan is in effect from December 2023 to December 2028.



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 Department by [accessibility@rev-log.com](mailto:accessibility@rev-log.com).

### 3.1. Completed Initiatives

RLG Systems Canada has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

#### 3.1.1. General

RLG Systems Canada initiated its AODA compliance journey in January 2023 when the organization was still relatively small, and had under 20 employees. By November 2023, as our workforce grew to over 49 employees, we began taking additional steps to enhance our commitment to accessibility.

In January 2023, RLG Systems created and implemented its initial AODA Policy. Subsequently, in August 2023, we further solidified our commitment to accessibility by establishing a dedicated Customer Service Policy. To ensure the effective implementation of these policies, our employees underwent training in November 2023, focusing on Customer Service and Human Rights.

Throughout this process, RLG Systems has aligned its employment practices with AODA Employment Standards requirements, consistently providing equal opportunities to individuals with disabilities in both our recruitment and throughout their employment. We remain dedicated to advancing accessibility in our organization and will continue to evolve in line with AODA standards and best practices.

RLG Systems Canada's website conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR.

### 3.2. New and Ongoing Initiatives

RLG Systems Canada 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 (IASR)*:



### 3.2.1. Information and Communications Standards

RLG Systems Canada is committed to making information and communication accessible to people with disabilities. The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires RLG Systems Canada to communicate and provide information in ways that are accessible to people with disabilities.

We will provide accessible formats for information and communication in a timely manner along with supports for people with disabilities to provide feedback in an accessible manner, based on their unique needs. We can do so via email at [accessibility@rev-log.com](mailto:accessibility@rev-log.com), mail, telephone, and in person, where available.

Details on how to contact us will be available on our website, in early 2024, in the Accessibility section. RLG Systems Canada will regularly review compliance standards and regulations and strive to continuously improve accessibility standards in information and communications as we grow as an organization and industry best practices evolve over time.

In early 2024 our web developers will be revising the main website, making it even more accessible, and also including our AODA policies, this Multi-Year Plan, forms how to contact us and initiate requests for accessible formats.

### 3.2.2. Accessible Websites and Web Content

RLG Systems Canada will ensure that our website and web content conform to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR and will refer to the legislation for specific compliance deadlines and requirements.

In December 2023, RLG Systems Canada conducted an internal assessment with respect to our accessible solutions capabilities and review our websites and web content. Going forward, we will source and implement ongoing testing of our Application User Interfaces and web content to ensure accessibility. As part of our ongoing projects, we will be creating intranet for current employees where they can access our policies and procedures, including AODA related ones.

RLG Systems Canada is committed to ensuring that our digital services are designed with accessibility best practices in mind, and strive for all users to have barrier-free and equal access to information and functionality.

### 3.2.3. Employment Standards

RLG Systems Canada developed IASR Employment Policy which provides details about our commitment and strategy to remove barriers to accessibility in employment and to encourage the inclusion of persons with disabilities at RLG Systems Canada. The IASR Employment Policy is reviewed on an ongoing basis and is being revised in early 2024.

RLG Systems Canada is committed to providing equal opportunity to people with disabilities in our recruitment process. We will continue to notify job applicants with disabilities that accommodation will be made available upon request during our recruitment, assessment and selection process. In consultation with the applicants, we will provide reasonable accommodation upon request. RLG Systems Canada will ensure to provide accommodations to employees with disabilities, based on their unique needs and throughout the employment relationship.

### 3.2.4. Training and Development

RLG Systems Canada will provide training to all current and new employees on the IASR accessibility requirements and Ontario's Human Rights Code as they pertain to individuals with disabilities. This also applies to all volunteers, individuals who participate in developing RLG Systems Canada policies, and all other persons who provide goods, services, or facilities on RLG Systems Canada behalf.

All employees will be trained on any updates made to the policy. RLG Systems Canada currently provides training to all employees and other persons regarding customer service, human rights, anti-discrimination and anti-harassment. In early 2024, we will be providing updated and more comprehensive training to all employees. This new training will be provided to all new hires starting in January 2024. The training provided is mandatory and is required to be completed on the first day being hired, or at the latest within 7 days of joining the company. The training is reviewed annually, and employees are retrained as required.

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

RLG Systems Canada will comply with the Ontario Building Code's requirements for accessibility in all related environments.

### 3.2.6. Customer Service Standards

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires RLG Systems Canada to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement. RLG Systems is committed to doing so and has created an updated Customer Service Policy that is available on our website.

Our goal is to identify, remove, and prevent barriers for people with disabilities and ensure that our workplace as well as our programs and services are fully accessible, both in physical and virtual environments. We also are committed to ensuring that people with disabilities receive quality goods and services in a timely manner. Our efforts are supported by effective policies, procedures, tools and resources that promote accessibility in delivering customer service.

RLG Systems Canada provides ongoing mandatory customer service and human rights training to all our new and current employees through an onboarding process as well as job specific training. The customer service training will be reviewed every two years, unless updated training is required to address regulatory changes.

Service disruptions may occur for reasons that may or may not be within the control or knowledge of RLG Systems Canada. In the event of any unplanned events or temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, all reasonable efforts will be made to provide advance notice and to help accommodate the person with disabilities. If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods and/or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

