

Accessibility for Ontarians with Disabilities Act, 2005
Multi-Year Accessibility Plan (Integrated Accessibility Standards Regulation 191/11)
Commitment Statement

Resource Label Group Canada, Inc. (RLG) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We commit to meeting current and on-going obligations under the Ontario Human Rights Code respecting non-discrimination and understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

PART I – GENERAL REQUIREMENTS					
This section of the regulation requires Resource Label Group, Canada to: <ul style="list-style-type: none"> Develop accessibility policies and a multi-year accessibility plan Review annually on the progress of the multi-year plan Ensure all employees and applicable persons are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code 					
Section	Regulatory Requirement	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Compliance Status
3	Develop accessibility policies <ul style="list-style-type: none"> Develop, implement and maintain policies about what your organization will do to meet the IASR requirements and become more accessible Statement of commitment Make policies available to public 	<ul style="list-style-type: none"> Create an AODA Policy Document to incorporate statement of commitment and plans to meet IASR requirements with employees 	AODA Policy has been created along with RLG's Statement of Commitment which is housed on our internal network folder and posted to our website. Statement of Commitment and Notice of Availability of Documents posted at the Front Reception desk	Human Resources January 1, 2016	<ul style="list-style-type: none"> Incomplete In progress ✓ Complete
4	Develop a multi-year accessibility plan <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan Post multi-year accessibility plan on website and provide in an accessible format, upon request Review and update accessibility plan at least once every five years 	<ul style="list-style-type: none"> This plan to be developed and vetted before Q2-2024 MYP to be included on website 	<ul style="list-style-type: none"> Initial MYP complete Mandatory review will take place within five years Updates / revisions will be documented and implemented as required 	Human Resources December 31st, 2023 Completion / Post date July 26, 2024	<ul style="list-style-type: none"> Incomplete In progress ✓ Complete
6	Self Serve Kiosks Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Not Applicable to our business	Not Applicable	N/A	N/A

PART I – GENERAL REQUIREMENTS (Cont'd)

This section of the regulation requires Resource Label Group, Canada to:

- Develop accessibility policies and a multi-year accessibility plan
- Review annually on the progress of the multi-year plan
- Ensure all employees and applicable persons are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code

Section	Regulatory Requirement	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Compliance Status
7	Training Ensure that training on IASR and Human Rights Code as it pertains to persons with disabilities is provided to (a) all employees and volunteers, (b) anyone involved in developing our policies, and (c) anyone who provides goods and services to customers/ visitors on behalf of RLG	Define a training procedure to ensure all employees and applicable persons participate in training as required, and it is formally documented. New Employees will be trained on the AODA Policy during their orientation within the first two weeks of employment. Employees will also be trained when changes or new developments are made to the policy.	<ul style="list-style-type: none"> • All employee training has been completed and ongoing training will be offered as required. • Training log kept on network drive, accessible to HR • Procedures and commitment included in AODA policy 	Human Resources January 1, 2016 Refresher Training Completed November 7, 2023	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete

PART II – INFORMATION & COMMUNICATION STANDARDS

This section of the regulation includes requirements related to:

- Accessible websites and web content
- Accessible feedback processes
- Accessible formats and communication supports

Section	Regulatory Requirement	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Compliance Status
11	Feedback processes <ul style="list-style-type: none"> • Ensure processes for receiving and responding to feedback are accessible to all by arranging for accessible formats & communication supports, upon request • Notify public of availability of accessible formats and communication supports 	<ul style="list-style-type: none"> • Establish protocols for triaging AODA requests as they are submitted • Document procedures and include in Policy 	<ul style="list-style-type: none"> • Internal Review of Feedback : Written documents, Employee suggestion box, verbal discussions with feedback transcribed • External Review of Feedback: Email, Telephone / Verbal and written documentation addressed to HR Department 	Human Resources January 1, 2016	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
12	Accessible formats & communication supports <ul style="list-style-type: none"> • Upon request, provide for provision of accessible formats and communication supports for persons with disabilities 	<ul style="list-style-type: none"> • Define which documents will need to be made accessible, and how to go about making them so • Define where to place/how to make available to public 	<ul style="list-style-type: none"> • Select documents, including AODA Policy and MYP, will be provided in alternate accessible formats upon request (Larger font, PDF, hard copy, audio form, etc.). Requests can be made through feedback process 	Human Resources January 1, 2016	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete

PART II – INFORMATION & COMMUNICATION STANDARDS (Cont'd)

This section of the regulation includes requirements related to:

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Section	Regulatory Requirement	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Compliance Status
13	<p>Emergency procedures, plans or public safety information</p> <ul style="list-style-type: none"> • Emergency procedures, plans or public safety information, to be provided in an accessible format or with appropriate communication supports, upon request • Consult person making the request to determine suitability of an accessible format or communication support • Notify public of availability of accessible formats and communication supports 	<ul style="list-style-type: none"> • Create procedures for informing public of unexpected building closures, emergencies, etc. on website, at physical location, etc. • Review accessibility requirements from training resources and modify to meet needs • Addressed with Customer Service and Sales (Website and Reception desk postings) 	<ul style="list-style-type: none"> • Procedures formalized and communicate to Managers / Supervisors who then inform staff of procedures, plans and safety information • Emergency evacuation procedure and training administered by our EHS Manager on an annual basis and during onboarding of new employees 	<p>Human Resources and Health and Safety January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
14	<p>Accessible websites & web content</p> <ul style="list-style-type: none"> • Websites and web content to conform to WCAG 2.0 Level A/AA • Statement of commitment • Make policies available to public 	<ul style="list-style-type: none"> • Follow customized guidelines to ensure websites & content comply to regulatory requirements • Post statement of commitment, access to MYP and Policy and opportunities for feedback on website • Hire Agency to support WCAG 2.0 to 2.2 compliance • Website Review by Agency • Remediation 	<ul style="list-style-type: none"> • Policy and Statement on website posted, however link for feedback to be created • Interviewing 3-4 agencies, receiving proposals and estimates • Agency will outline areas of site that are not in compliance • Site code will be modified to support WCAG 2.0 Level AA compliance 	<p>Marketing and IT Due dates:</p> <p>Agency finalization: August 31, 2024</p> <p>Website Review: September 30, 2024</p> <p>Level AA Compliance: November 30, 2024</p>	<ul style="list-style-type: none"> ○ Incomplete ● In progress ○ Complete
15	<p>Educational & Training Resources & Materials</p> <p>Educational or training institution to provide :</p> <p>1) Educational or training resources or materials in an accessible format</p> <p>2) Provide student records and information on program requirements, availability and descriptions in an accessible format</p>	<p>Not applicable to our business as we are not training or educational institution</p> <p>Internal training documents in accessible formats can be provided upon request.</p>	Not applicable	N/A	N/A

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Section	Regulatory Requirement	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Compliance Status
17	Producers of educational or Training Materials Producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions.	Not applicable to our business as we are not training or educational institution	Not applicable	N/A	N/A
18	Libraries of educational & training institutions The libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.	Not applicable to our business as we are not a library, training or educational institution	Not applicable	N/A	N/A

PART III– EMPLOYMENT STANDARDS

This section of the regulation includes requirements related to:

- Recruitment, Assessment and Selection process
- Accessible formats and communication supports for employees
- Workplace emergency response
- Return to work processes
- Performance management, career development and redeployment

Section	Regulatory Requirement	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Compliance Status
22	Recruitment • Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process	<ul style="list-style-type: none"> • Include statement of commitment on all job postings and website • Review interview process • Review and update wording to offer letters • Add AODA Policy review to New Hire Checklist 	<ul style="list-style-type: none"> • Statement created and included on job postings - Complete • Review of Interview process and guidelines with Hiring managers - Complete • Canadian offer letters updated to meet compliance requirements and AODA wording - Complete • New Hire checklist to include AODA Policy and Training - Complete 	Human Resources January 1, 2016 Website compliance July 26, 2023	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
23	Recruitment, assessment, or selection process • Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request	<ul style="list-style-type: none"> • Include statement of commitment on all job postings and website • Create accommodation procedure and outline in AODA Policy 	<ul style="list-style-type: none"> • Statement created and included on all job postings and on website - Complete • Statement of commitment and procedures has been created in AODA Policy - Complete • Determine how applicants will be notified : Via phone, email, or through recruitment agency (ensure AODA compliance) - Complete • Review who will handle accommodation requests for Ontario (HR Department) - Complete 	Human Resources January 1, 2016	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete

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24	<p>Notice to successful applications</p> <ul style="list-style-type: none"> • When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> • Create accommodation procedure and outline in AODA Policy 	<ul style="list-style-type: none"> • Statement of commitment and/or offer letter templates for job postings and hires revised to include accomodation language 	<p>Human Resources January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
25	<p>Informing employees of support</p> <ul style="list-style-type: none"> • Inform employees of policies used to support employees with disabilities as soon as practicable • Information provided to new employees as soon as practicable after employment • Information to be updated and employees informed whenever there is a change to existing policies re. accommodations taking into account AODA 	<ul style="list-style-type: none"> • Create accommodation procedure • Provide information regarding specific accommodations as new employee begins work (during orientation) • Keep employees up-to-date on changes to existing policies on job accommodations with respect to AODA- Provide refresher training as required 	<ul style="list-style-type: none"> • Statement of commitment to inform employees, as required, has been created in AODA policy - Communication forms: QA Scrums, Refresher training, Postings, Email • Employee Compass and AODA policy will be provided to all employees during orientation - added to the New Hire Checklist • Updates to the Employee Compass and AODA , will be reviewed as required - Communication forms: QA Scrums, Refresher training, Postings, Email 	<p>Human Resources January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
26	<p>Accessible formats & communication supports for employees</p> <ul style="list-style-type: none"> • Upon request, employer will provide or arrange for provision of accessible formats and communication supports for information required for employee with a disability (both general information and job-specific) 	<ul style="list-style-type: none"> • Define these requirements and our policy/procedures for accomodation 	<ul style="list-style-type: none"> • Review Job Description to ensure bona fide requirements • Job Demands Analysis of production positions • Define standard formats to be offered: Large font, PDF, verbal, written, online • Source a provider for visual / audio disability 	<p>Human Resources January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
27	<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to those who have a disability, as required • If the employee who recieves the individualized workplace emergency response information requires assistance, with the employee's consent shall be provided a designated person to assist • To be provided to the employee as soon as practical • IWERI to be reviewed when an employee moves to a different location in the organization, when overall accomodation needs and plans are reviewed, and when the employer reviews its general emergency response policies. 	<ul style="list-style-type: none"> • Define these requirements and our policy/procedures for accomodation in AODA policy and Health and Safety Policy 	<ul style="list-style-type: none"> • Statement of commitment has been included in our AODA Policy to outline the Workplace Emergency Response Information • AODA policy is in adherence to Occupational Health and Safety Requirements with respect to Emergency Response and Evacuation procedures 	<p>Human Resources and Health and Safety January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
28	<p>Documented individual accommodation plans</p> <ul style="list-style-type: none"> • Develop and make accessible a process for the development of documented individual accommodation plans for employees with disabilities 	<ul style="list-style-type: none"> • Define these requirements and our policy/procedures for accomodating in the Employee Compass and AODA policy 	<ul style="list-style-type: none"> • Statement of commitment has been included in our AODA Policy to outline Individual Accomodation plans. Return to Work procedures to include accomodations for disabilities and adjustment of tasks to take into account the indivudals functional abilities 	<p>Human Resources January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete

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29	<p>Return to work process</p> <ul style="list-style-type: none"> • Develop and make accessible a return-to- work process for employees who have been absent from work due to a disability and subsequently require related accommodations to return to work • Outline steps that will be taken to facilitate the return to work of employees absent because of a disability, and use individualized accommodation plans • Ensure the RTW process does not replace or override any other RTW processes created or under any other statute 	<ul style="list-style-type: none"> • Define these requirements and our policy/procedures for accommodating in the Employee Compass and AODA policy 	<ul style="list-style-type: none"> • Protocols have been included in our AODA Policy and Employee Compass 	<p>Human Resources January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete
30	<p>Performance management, career development and redeployment</p> <ul style="list-style-type: none"> • Accessibility needs and accommodation plans to be taken into account as part of performance management process, career development opportunities and considering redeployment 	<ul style="list-style-type: none"> • Define these requirements and our policy/procedures for accommodating in the Employee Compass and AODA policy 	<ul style="list-style-type: none"> • Statement of commitment has been included in our AODA Policy to outline Performance Management, Career Development and redeployment. • Review of current process : Language in forms, formats the forms are available in, alternate formats upon request. • Internal Transfers to include wording regarding accommodation needs 	<p>Human Resources January 1, 2016</p>	<ul style="list-style-type: none"> ○ Incomplete ○ In progress ✓ Complete

For More Information

If you require more information regarding Resource Label Group, Canada's Multi-Year Accessibility Plan, or for a copy of this plan in an accessible format, please contact Resource Label Group, Canada by any of the following means:

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