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Accessibility for Ontarians with Disabilities Act AODA Policy and Procedures

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1. PURPOSE

The purpose of this policy is to address the accessibility requirements of *Ontario Regulation 429/07, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005*.

2. POLICY STATEMENT

Jempak (“Jempak”), A First Quality Company, is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration, and equal opportunity.

3. PRINCIPLES

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from Jempak’s goods and services.
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Communications with a person with a disability are conducted in a manner that takes the person’s disability into account.
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Jempak’s goods and services unless superseded by other legislation.

4. SCOPE

This policy will apply to the management and all employees of Jempak as well as contractors, third parties or any other individuals who interact with the public, who represent or act on behalf of Jempak in any manner. Jempak manufactures its products on behalf of other companies who are all resellers of these products directly to the end consumer under their private label brand. As a result, the end consumer would contact the reseller and not Jempak as the reseller’s information is on the product packaging. Jempak does not directly interface with the public but only with its resellers. The interaction is done electronically with the reseller’s customer service, buyers, and/or transportation departments. Occasionally there could be a site visit by the reseller and their associated parties.

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5. DEFINITIONS

Assistive device is an auxiliary aid such as technical aids, communication aids, cognition aids, (reading, listening, talking aids), personal mobility aids and medical aids (i.e., canes, crutches, wheelchairs, hearing aids, etc.) that is used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from the goods and services offered by Jempak.

Barrier, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, any information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure, or a practice.

Disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, is:

- Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness, or visual impediment, deafness or hearing impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Persons with Disabilities shall mean those individuals that are afflicted with a disability as defined under the *Ontario Human Rights Code*.

Service Animals as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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Support Persons as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods or services.

6. PROCEDURES

6.1 ASSISTIVE DEVICES

The use of assistive devices by persons with disabilities to obtain, use or benefit from the Jempak’s goods or services is recognized unless otherwise prohibited due to health and safety or privacy issues.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

6.2 COMMUNICATION

Jempak will endeavor to communicate with persons with disabilities in ways that takes into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving, and requesting goods and services.

6.3 SERVICE ANIMALS

Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas that are open to the public, when accessing goods or services provided by Jempak, unless the animal is otherwise excluded by law.

In the event that a service animal is otherwise prohibited by law from the premises, Jempak shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Jempak’s goods or services.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

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6.4 SUPPORT PERSONS

Persons with disabilities are permitted to be accompanied by their support person in areas that are open to the public, when accessing goods or services provided by Jempak.

If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. If there is confidential information to be disclosed, consent must be received from the person with the disability.

Jempak may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others on the premises. This will only occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access Jempak’s goods and services.

6.5 FACILITIES

Jempak is committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities.

Notice of Temporary Disruption

In the event of a planned service disruption to our facilities, services or systems that are relied upon by persons with disabilities to access Jempak’s goods and services, notice of the disruption shall be provided in advance.

Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternate facilities, services, or systems, if any, that may be available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

6.6 EMPLOYMENT

Jempak is committed to welcoming people with disabilities with respect to recruitment, employment, career development and career progression.

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6.7 TRAINING

Jempak is committed to establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities.

Jempak shall ensure that the management, all staff, and contractors who interact with the public or other third parties on behalf of Jempak, receive training about the provision of its goods or services to persons with disabilities.

The training shall include but is not limited to the following:

- Review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Ontario Regulation 429/07 Accessibility Standards for Customer Service.
- How to interact and communicate with people with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, other service animal or the assistance of a support person.
- What to do if a person with a particular type of disability is having difficulty accessing Jempak’s goods and services.
- Jempak’s Accessible Customer Services policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Training shall be provided to each person as soon as practical after he or she is assigned the applicable duties as well as on an ongoing basis as changes occur to Jempak’s policies, procedures and practices governing the provision of goods and services to persons with disabilities.

Jempak will keep detailed records of the training provided for reporting purposes.

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6.8 FEEDBACK PROCESS

Jempak will maintain a feedback process to enable members of the public to comment on the provision of goods and services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

All feedback will be kept in strict confidence and used to improve customer service. An answer to feedback is not mandatory, however depending on the situation, it may be appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer will be provided with a response.

A member of the public may submit any comments or concerns in person at 80 Doney Crescent, Concord, ON L4K 3P1, or by any of the following methods:

[www.jempak.com/contact us/](http://www.jempak.com/contact-us/)

Email: gbright@jempak.com

All feedback, including complaints, will be handled in the following manner: Vetted by Human Resources, and communicated to Jempak’s Head of Operations and Supply Chain for resolution. When applicable, customers may expect to hear back in 15 days or upon resolution.

6.9 NOTICE OF AVAILABILITY OF DOCUMENTS

Jempak will notify the public that our documents related to accessible customer service are available upon request or on our website.

Modifications to this or other policies

Any policy, practice or procedure of Jempak that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

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6.10 RESPONSIBILITIES

The management of Jempak is responsible for:

Ensuring compliance with the *Ontario Regulation 429/07, Accessibility Standards for Customer Service*
Including accessibility in annual planning processes

Notifying Human Resources of any additional training requirements Providing notification of service disruptions.

Providing all documents in appropriate formats upon request by a person with a disability, where possible:

- Monitoring the progress of legislative requirements in order to ensure compliance
- Communicating all policies, procedures, and practices to staff
- Coordinating and maintaining training records
- Establishing and maintaining an ongoing training program to ensure all staff are trained in providing Accessible Customer Service as part of the new employee orientation
- Ensuring compliance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service

6.11 CONTACT INFORMATION

For more information about this policy or questions related to accessibility at Jempak, please contact us:

Jempak, A First Quality Company

Attn: Human Resources

80 Doney Crescent Concord, ON L4K 3P1

Phone: 905-738-5656 ext 5182

Email: mjackman@Jempak.com (Human Resources)

etarnowsky@Jempak.com (Head of Operations and Supply Chain)

6.12 REFERENCES AND RELATED DOCUMENTS

Ontario Human Rights Code

<http://www.e-laws.gov.on/html/statutes/english/elaws>

Accessibility for Ontarians with Disabilities Act, 2005

<http://www.e-laws.gov.on.ca/html/statutes/english/elaws>

Access ON

www.accesson.ca

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