



## Our Commitment

Stargate Manufacturing values the contribution and participation of all the people employed by the Company and those who purchase our products. We are committed to having the right policies and procedures in place to ensure that Stargate Manufacturing provides all people, including those who live with disabilities, the availability to access our goods and to improve opportunities for persons with disabilities.

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario organizations are required to develop multi-year accessibility plans to help make Ontario accessible by 2025.

### Accessibility Means:

- Persons with disabilities receive quality goods and services in a timely manner.
- Information and communication are available in accessible formats to all employees and customers.
- People with disabilities can participate fully and meaningfully as any other person.
- There is greater accessibility into, out of, and around Stargate Manufacturing facilities and spaces.
- Stargate Manufacturing employees can continually identify barriers to accessibility and actively seek solutions to prevent or remove them.

The 2019-2025 Stargate Manufacturing Multi-Year Accessibility Plan (MYAP) is based on best practice research, as well as input from Stargate employees and stakeholders. It is organized around the following standards and general requirements of AODA.

### The five standards are:

1. Customer Service
2. Information and Communications.
3. Employment.
4. Transportation.
5. Design of Public Spaces.

### The general requirements are:

1. Procurement
2. Training

### Our 2019 – 2024 priorities and commitments

Our five-year accessibility plan includes priorities and commitments that will help the government's goal towards identifying, removing, and preventing barriers to accessibility.

### Customer Service at the forefront

The Accessible Customer Service Standard under the integrated Accessibility Standard Regulation requires Stargate Manufacturing to have and follow policies and procedures to support the requirements.



## Outcome:

An accessible Stargate includes ensuring people with disabilities receive quality goods and services in a timely manner, supported by effective policies, procedures, tools, and resources that promote accessibility in customer services.

## About the Multi-Year Plan

Ontario's population and workforce are changing. Right now, one in seven Ontarians lives with a disability. As the proportion of Ontarians aged 65 and older increases over the next 20 years, that number could reach one five. These facts only underscore the importance of providing inclusive and accessible services.

Information technology is also changing the way Ontarians work and access services. To meet these new expectations, Ontario is striving to become a modern, digital government. Understanding our diverse customers and their needs will be at the core of this success.

While we still have a lot of work to do to make Stargate Manufacturing a more accessible and inclusive organization. Stargate Manufacturing's Multi-Year Plan outlines the way the Company will identify, prevent, and remove barriers for people with disabilities.

## Executive Summary

The Accessibility plan was prepared in order to meet the obligations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The plan describes the actions already taken by Stargate Manufacturing and the actions in which the Company will be working towards identifying, preventing and removing barriers for people living with a disability.

## 2019 – 2024 Commitments:

### Leadership

A new corporate customer service leadership table for senior management will be established with a mandate to foster excellence in accessible customer service delivery.

## Policies and Practices

- Review Accessible Customer Service Policy and identify opportunities to reinforce and promote requirements that enhance accessible customer service.
- Examine and address potential barriers.
- Ensure that in case of planned or unplanned service disruptions, a notice is provided explaining the reason for the disruption, estimated duration, and any alternatives available.
- Digital services will be accessible and result in an improved customer experience.



## Training

- Ensure that all employees continue to complete mandatory training.
- Continue to promote training to support excellence in accessible customer service.

## Clear and accessible communications

The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires communication and to provide information in ways that are accessible to people with disabilities.

## Outcomes:

- Enhanced accessibility as it relates to communication supports, formats, websites, and web content.
- Staff have the tools and resources to effectively develop information and communications in accessible formats.

By delivering information and communications in accessible formats to all employees, clients and customers, the government will support the effective delivery of services.

Also, we will regularly review compliance and focus on ways to improve accessibility in information and communications.

## 2019 – 2024 Commitments:

### Standards and Resources

- Develop and update standards and guides for accessible digital, marketing and media content.
- Develop, provide, and promote resources, using a variety of communications and training formats.

### Digital Services

- Ensure that digital services are designed with accessibility at their core, striving for all users to have equal access to information and functionality.

### Forms

- Ensure all forms are accessible by 2020.

### Notices

- Provide consistent notices to customers regarding accessible formats and communication support upon request.

## Accessible Employment

The Employment Standards under the Integrated Accessibility Standard Regulation sets out accessibility requirements that we must follow to support the recruitment and accommodation of employees.



This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

#### Outcomes

- Efforts will align with the province's employment strategy for people with disabilities as the government works to ensure that more people with disabilities are employed, engaged, and advancing.
- Accommodation practices will be reviewed to ensure people with disabilities are able to participate fully and meaningfully as all employees.

#### 2019 – 2024 Commitments:

##### Policies

- Continue to regularly review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.

##### Data

- Collect more data to evaluate our recruitment, leadership development and accommodation practices and ensure that employment-related policies and programs are evidence based. This will include an employee survey that will provide new demographic insights that will inform future priority-setting. The survey includes questions on disability and accommodation, and the data collected can be used to inform program and policy decisions. Stargate will continue to monitor and integrate best practices with Stargate employment policies and programs.

##### Recruitment

- Stargate will focus on the recruitment of persons with disabilities by attracting diverse talent by applying a multi-tier interview process. This will help identify, mitigate and eliminate potential biases and barriers and be more inclusive in all aspects of the recruitment process.

##### Learning and Development

- Continue to build accessibility awareness through training for managers to respond to the needs of employees with illness, injury, and/or disability.
- Champion mentors for staff with disabilities to support career development.
- Employees will have access to training that helps them understand how hidden biases impact workplace interactions and how to prevent biases from negatively impacting others, including people with disabilities.
- Promote principles and practices of respectful workplaces through training:
  - Improve manager's ability to intervene in workplace conflict, including potential harassment and discrimination.
  - Promote employee responsibilities for contributing to respect in the workplace.
  - Support employees to address low intensity rude or disrespectful behaviors that erode productivity, engagement, teamwork, diversity, and service.



- Ensure that principles of “inclusive leadership” are embedded in the content of leadership development programs. These programs will also be enhanced to better meet the diverse needs of participants and reflect greater diversity. This will address the concerns of employees who have reported having issues with recruitment, accommodation, and career advancement.
- Ensure materials and locations for talent management and career development discussions are accessible.
- Ensure all materials, activities and learning methods for leadership programs and other corporately developed programs are in accessible formats, or will be made accessible upon request, to support the professional development and advancement of all employees.

#### Employee Support

- Embed a centralized disability support services model to provide better manager support and dedicated employee accommodation planning.
- Continue to collaborate with service delivery partners to secure employee feedback that will help improve services.

#### Mental Health

- Work with partners in mental health and addictions to develop framework. The framework will include new strategic goals for the organization including employee wellness, empowered leaders, open culture, social responsibility, and HR performance measures. It will outline initiatives that promote mental well-being and awareness.