



Multi-Year Accessibility Plan (2023 - 2027)

Condensed Statement of Organization Commitment:

National Refrigeration is committed to an inclusive, barrier-free environment for all individuals, including those with disabilities. We will work to ensure inclusion and equitable opportunities for everyone and treat all individuals in a way that allows them to maintain their dignity and independence. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and adhering to the requirements set forth under the *Accessibility for Ontarians with Disabilities Act*.

For our full Statement of Organization Commitment, please contact the HR Department at 519-751-0444 or 1-800-463-9517 or by email at info@t-rp.com

Background:

National Refrigeration is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and O. Reg. 191/11: Integrated Accessibility Standards Regulation (IASR). The Company's Multi-Year Accessibility Plan outlines how National Refrigeration will ensure we meet these requirements and improve opportunities for persons with disabilities in the following areas:

- Customer Service
- Information and Communications
- Employment
- Built Environment and Design of Public Spaces

The Multi-Year Plan will be reviewed and updated at least once every 5 years.

Ongoing Initiatives to Remove and Prevent Barriers:

National Refrigeration has made significant progress in identifying, removing and preventing accessibility barriers in the following areas:

Information and Communication Standard

National Refrigeration is committed to making information and communication accessible to people with disabilities and will continue to:

- Upon request and in consultation with the person making the request, arrange for the provision of documents in an accessible format or with communication support to persons with a disability, in a timely manner and at no additional charge.
- Ensure the Company's public website and web content comply with the World Wide Web Consortium Accessibility Guideline as per the IASR.
- Implement its accessible customer service feedback process. Feedback can be provided by phone, mail, email or in person.
- Continually improve the accessibility of our information and communications by reviewing feedback received.



Customer Service

National Refrigeration is committed to maintaining an accessible environment for persons with disabilities, in the delivery of its goods and services and will continue to:

- Establish and regularly review policies, practices, and procedures for providing goods or services to individuals with disabilities, to ensure ongoing legal compliance.
- Notify the public about the availability of accessible formats and communication supports and, upon request, National Refrigeration will arrange for the provision of accessible formats and communication supports for individuals with disabilities.
- Communicate in ways that take into account the needs of persons with disabilities.
- Ensure individuals with disabilities who use assistive devices can obtain, use or benefit from goods or services.
- Allow a person with disabilities who is accompanied by a service animal or support person to enter the premises with the animal or support person.
- Provide notification in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.
- Provide information about emergency procedures, plans or public safety in an accessible format or with appropriate communication supports, upon request.
- Continually train new and current employees, managers and all other individuals who represent the Company on how to interact with customers of all abilities and maintain records of the training provided.
- Ensure refresher training is completed as changes occur to ensure knowledge remains current.
- Continue reviewing emergency procedures as necessary to ensure customers with diverse abilities are assisted in the event of an emergency.

Employment

National Refrigeration is committed to support the recruitment and accommodation of employees and job applicants with disabilities and will continue to:

- Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- All external job postings will include notice about the availability of accommodations for disabilities, where needed, to support their participation in the recruitment processes.
- Notify job applicants who are selected for a prescreen and/or interview that accommodations are available, upon request, during the entire recruitment process.
- Consult with any applicant or employee who requests accommodation, in a manner that takes into account their abilities.
- Notify the successful applicant of its policies for accommodating employees with disabilities.
- Inform its employees of its policies that support employees with disabilities.
- Provide individualized workplace emergency response information to employees who have a disability, as required.



- Accommodate the needs of any employees with disabilities, as required by the Ontario accessibility laws and Ontario Human Rights Code, by developing individualized accommodation plans, as the Company is made aware.
- Maintain a documented return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodation and support in order to return to work.
- Consider the accessibility needs of employees with disabilities, as well as their individual accommodation plans, when conducting performance management reviews, providing career development and advancement to employees, and when redeploying employees.

Design of Public Spaces

National Refrigeration recognizes the need to increase the accessibility of its public spaces where possible. National Refrigeration will:

- Continue to implement accessibility improvements when renovating or modifying existing interior and/ or exterior public spaces.
- Ensure necessary maintenance is completed to uphold existing accessibility measures.

Conclusion:

National Refrigeration is committed to the prevention, identification and removal of accessibility barriers. The multi-year accessibility plan will be monitored on an annual basis and status updates will be added as required. The Multi-Year Accessibility Plan will be updated in 2027.

For more information on this accessibility plan, please contact the HR Department at 519-751-0444 or 1-800-463-9517 or email info@t-rp.com