

# **FORM & BUILD SUPPLY INC. MULTI-YEAR ACCESSIBILITY PLAN AUGUST 2023**

## **Message from the CEO**

Form & Build Supply is committed to serving all customers including those with limitations and disabilities with the respect and dignity they deserve. We believe in equal opportunity for all; this means all customers will receive their goods and services with the same standards of excellence; regardless of limitations and disabilities. We are committed to remove and prevent barriers to ensure accessibility for all visitors, customers, and employees.

We have adopted best practices, such as new employee orientation to ensure our employees are properly educated. Our business is committed to making our facility and its services available for all, meeting all the regulations under the Accessibility for Ontarians with Disabilities Act.

## **Introduction**

Form & Build Supply is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan will be reviewed and updated at least once every 5 years.

We strive to meet the needs of our employees and customers with disabilities and are working to remove and prevent barriers to accessibility.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided.

## **Past Achievements to Remove and Prevent Barriers**

Form & Build Supply has completed the following accessibility initiatives.

### **Customer Service**

Form & Build Supply is committed to providing accessible customer service to people with limitations and disabilities. What this means, is that we will provide goods and services to people with limitations and disabilities with the timeliness and quality as all others. We have an established feedback process to identify any gaps or barriers to service and will arrange accommodations upon request.

### **Information and Communications**

We ensure that all visitors and customers have access to appropriate feedback mechanisms and have the ability to contact Form & Build a variety of ways (website, phone, email, mail) regarding concerns.

Our website has been updated to conform to the Web Content Accessibility Guidelines (WCAG).

### **Employment**

We include information, detailing our commitment to recognize Diversity, Inclusion and Accommodation within our Job Postings. We have policies and procedures in place to set-up accommodation requirements.

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## **Training**

Our on-line training platform includes AODA training for all employees. New hires are assigned training in their first week of training with a requirement to complete the training within their first few weeks of employment.

## **Design of Public Spaces**

We have taken account the requirements under the Act as we open new branches and renovate our branches.

## **Strategies and Actions**

### **Customer Service**

Form & Build Supply is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

We plan to review our feedback process and determine if we will move to an online feedback process.

### **Information and Communications**

Our website redevelopment has brought us to level AA compliance with WCAG. We plan to continue making improvements with it.

### **Employment**

We remain committed to fair and accessible employment practices. We have added Accommodation information on all job postings. We plan to review our written process for developing individual accommodation plans for employees.

### **Training**

We are committed to continuing to provide training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Going forward, we will be renewing all training on a bi-yearly basis, through our on-line training platform.

### **Design of Public Spaces**

Form & Build Supply will meet accessibility laws when building or making major changes to public spaces. We plan to review the accessibility of all our locations and parking spaces in 2024 and develop a plan to meet accessibility requirements.

We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## **For More Information**

For more information on this accessibility plan Standard or to request accessible formats of this document please contact:

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