



Jones Packaging Inc. (“Jones”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”).

610.1 Accessible Emergency Information

Jones is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

610.2 Information & Communication

Jones is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We will communicate with persons with disabilities in ways that take into account their disability and train staff who communicate with customers and other parties on how to interact and communicate with persons with various types of disabilities. Jones will take steps to make sure all websites and content on those sites conform with WCAG 2.0, Level AA by January 1, 2021.

Jones will take steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

610.3 Telephone Service

Jones is committed to providing full accessible telephone service to our customers and other parties. We will train staff to communicate clearly over the telephone. Upon request, we will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

610.4 Assistive devices

Jones is committed to serving persons with disabilities who use assistive devices. We will ensure that employees are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our facilities.

610.5 Billing

Jones is committed to providing accessible invoices to all our customers. Upon request, invoices will be provided in the following formats: hard copy, large print, and e-mail. We will answer any questions customers may have about the content of the invoice by telephone or email.

610.6 Service Animals

Jones is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public while ensuring proper health and safety requirements are followed.



610.7 Support Persons

Jones is committed to welcoming persons with disabilities who are accompanied by a support person. While on our premises, any person with a disability will have full access to their support person at all times.

610.8 Notice of Temporary Disruption

Jones will post a notice in the event of access disruption at its facilities. This notice will include information regarding the reason for the disruption, its anticipated duration and a description of alternate facilities, if available. A notice will be placed clearly at the main entrance of our premises and communicated through our main telephone switchboard message system.

610.9 Employment

Jones is committed to fair and accessible employment practices. We will notify the public and staff that, when requested, Jones will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. Jones will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. Jones will ensure the accessibility needs of employees with disabilities are taken into account if Jones is using performance management, career development and redeployment processes. Jones will take steps to prevent and remove other accessibility barriers identified.

610.10 Employee Training

Jones will provide training to all applicable employees who deal with customers or other third parties and anyone who is involved in the development and approval of customer service policies, practices and procedures in how to deal with persons with disabilities. This training will also be provided as soon as possible after employees commence employment. Employees will be trained on an ongoing basis when changes are made to these policies, practices and procedures. Jones will include the following training to meet Ontario's accessible laws by January 1, 2015:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the Human Rights Code as it relates to people with disabilities.
- 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 service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Jones facilities

610.11 Modifications to This or Other Policies

Jones is committed to developing "AODA" policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.



**Accessibility for Ontarians with
Disabilities – Accessibility Plan (2014 –
2021)**

Policy: HR – 610
Effective Date: January 1, 2014
Approved by: Ron Harris

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610.12 Feedback and Questions

Jones will ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015. Our goal is to meet and surpass customer expectations while serving persons with disabilities. Comments or questions regarding this policy and how well those expectations are being met are welcomed and appreciated. For more information on this accessibility plan or feedback, it should be forwarded to the Human Resources Department at 519-659-5240 / 1-800-265-9093 or dpollock@jonespackaging.com.

Cross Reference:

HSE Policy

Return to Work

Emergency Response