

BEX Engineering

Multi-Year Accessibility Plan

Introduction

Celebrating 60 years of ingenuity in parts manufacturing, BEX Engineering embraces a new era of inclusivity with our Multi-Year Accessibility Plan. This plan not only aligns with our commitment to innovation but also positions us as active contributors to making Ontario an accessible province for all Ontarians.

As a company that has navigated industry changes with adaptability, we recognize our role in fostering accessibility. Our plan, reviewed and updated at least once every five years, signifies a dynamic commitment to shaping a workplace that accommodates individuals of all abilities.

At BEX Engineering, we prioritize knowledge dissemination. Every team member undergoes training promptly upon joining, with additional sessions provided for policy changes. Rigorous record-keeping ensures transparency, documenting training dates and the number of individuals reached.

This plan is more than a legal obligation; it embodies our belief that fostering inclusivity is essential for both societal expectations and our organizational success. It is not just a roadmap for compliance but a dynamic blueprint reflecting our commitment to fostering innovation, creativity, and resilience through diversity.

In Section 1, we delve into past achievements where BEX Engineering has actively removed barriers and initiated programs to enhance accessibility for individuals with disabilities. This section serves as a testament to our ongoing dedication to creating a workplace where everyone, regardless of ability, thrives.

We invite every member of the BEX Engineering family to actively contribute to our shared vision for a more inclusive future. Together, let's shape a workplace that not only meets legal standards but becomes a benchmark for accessibility and inclusivity.

Section 1: Past Achievements to Remove and Prevent Barriers

In this section, BEX Engineering takes a moment to reflect on our journey of actively removing barriers and championing accessibility. As a company with a rich history spanning 60 years, we recognize the significance of past achievements in laying the foundation for an inclusive future. This section provides insights into specific projects and programs that highlight our commitment to improving accessibility for individuals with disabilities. By showcasing our proactive efforts and successful endeavors, we aim to inspire continued dedication and progress in creating an accessible and inclusive workplace at BEX Engineering.

Customer Service Excellence: Removing Barriers, Enhancing Accessibility.

At BEX Engineering, our commitment to accessibility extends seamlessly to our customer service practices. Recognizing the diverse needs of our clientele, we've implemented a range of channels to facilitate interaction and support. Customers can seamlessly order parts through our user-friendly online platform, engage with our knowledgeable representatives via phone, communicate through email, or

even opt for in-person meetings with our dedicated sales representatives. This multifaceted approach ensures that every customer, regardless of their preferred mode of communication, experiences a seamless and accessible service.

Key Points:

- **Multiple Communication Channels:** Offering online orders, phone support, email communication, and in-person meetings caters to diverse customer preferences.
- **Accessibility Training:** All personnel engaging with customers undergo comprehensive accessibility training, ensuring they possess the skills and awareness to provide inclusive and responsive assistance.
- **Wheelchair Accessible Facility:** Our commitment to accessibility is not only reflected in our services but extends to our physical spaces. Our building is fully wheelchair accessible, ensuring everyone can visit and engage with us without any barriers.

Corporate Approach to Addressing Barriers: At BEX Engineering, we view accessibility not as a checklist but as an integral part of our customer-centric approach. Our commitment to removing barriers is embedded in our training programs, facility design, and the diverse avenues we offer for customer engagement. We recognize that accessibility is not just a legal obligation but a fundamental aspect of providing exceptional service to all our customers.

Inclusive Employment Practices: Empowering Every Team Member

At BEX Engineering, we take pride in fostering an inclusive work environment where every team member, regardless of ability, can thrive. Our commitment to accessibility extends to our employment practices, ensuring that all employees, including those with disabilities, have the support they need to excel. In our manufacturing setting, we understand the importance of flexibility, and as such, we offer modified work arrangements tailored to the unique needs of each employee.

Key Points:

- **Modified Work Opportunities:** Recognizing the diversity of our workforce, BEX Engineering provides modified work options to accommodate the needs of employees with disabilities. This flexibility ensures that everyone can contribute to their fullest potential.
- **Manufacturing Flexibility:** As a manufacturing company, we leverage the versatility of our operations to offer varied types of work that can be tailored to suit the abilities and preferences of our employees.
- **Inclusive Hiring Practices:** BEX Engineering stands as an inclusive employer, firmly rejecting any form of discrimination against individuals with disabilities. Our hiring practices prioritize diversity, and our commitment to inclusivity is reflected in every aspect of our workplace culture.

Corporate Approach to Addressing Barriers: Our approach to employment at BEX Engineering is grounded in the belief that diversity is a strength. We proactively create an environment where employees with disabilities not only find accommodation but also thrive. Our commitment to inclusive hiring practices and modified work arrangements showcases our dedication to breaking down barriers and creating a workplace that values the unique contributions of every team member.

Empowering Our Team: Comprehensive Accessibility Training at BEX Engineering

At BEX Engineering, we understand that knowledge is key to fostering an inclusive workplace. To ensure that every team member is equipped to contribute to our culture of accessibility, we mandate standard accessibility training for all employees. This training, provided at the time of hire and refreshed every five years, reflects our commitment to creating a workforce that is well-versed in the principles and practices of accessibility.

Key Points:

- Comprehensive Training Modules:
- General Requirements: All employees undergo training in the foundational principles of accessibility, ensuring a collective understanding of the importance of inclusivity.
- Employment Standard Module: Particularly tailored for supervisors and managers, this module delves into the rules governing accessible HR practices, fostering an environment of fairness and equal opportunity.
- Ontario Human Rights Code Training: In alignment with our commitment to inclusivity, every employee receives training on the Ontario Human Rights Code as it pertains to persons with disabilities. We provide a link to a free training resource by the Ontario Human Rights Commission (OHRC) to address this crucial requirement.
- Regular Retraining: Acknowledging the dynamic nature of accessibility standards, we commit to retraining our employees every five years. This proactive approach ensures that our team stays abreast of any updates or changes in accessibility regulations.

Corporate Approach to Addressing Barriers: Our commitment to accessibility is not only visible in the physical spaces we create or the services we offer but is deeply ingrained in the knowledge and awareness of our workforce. By mandating comprehensive and regular training, we empower our employees to actively contribute to a workplace that values diversity and inclusivity. At BEX Engineering, we recognize that education is a powerful tool in breaking down barriers, and our training initiatives reflect our dedication to fostering an informed and inclusive team.

Section 2: Strategies and Actions

In this section, BEX Engineering outlines its strategic initiatives to meet and exceed the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). Our commitment to fostering inclusivity permeates every facet of our operations, and we are proud to present the projects and programs that will actively remove barriers and enhance accessibility in key areas. From customer service enhancements to progressive employment practices and cutting-edge training initiatives, this section demonstrates our proactive approach to creating a workplace and customer experience that reflects our dedication to accessibility and inclusivity. Through these initiatives, we not only comply with legal standards but surpass them, fostering a culture where everyone, regardless of ability, can thrive.

Customer Service: Enhancing Accessibility in Customer Interactions

At BEX Engineering, we are committed to continuously improving the accessibility of our customer service practices. To meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and ensure an inclusive experience for all customers, we have outlined the following projects and programs:

1. **Enhanced Online Ordering Platform:**
We plan to invest in the development of our online ordering platform, implementing features that enhance accessibility for individuals with various abilities. This includes ensuring compatibility with screen readers, providing alternative formats, and optimizing navigation for ease of use.
2. **Expanded Customer Support Channels:**
Recognizing the importance of diverse communication methods, we aim to expand our customer support channels. This includes investing in additional resources for our phone support, providing training to representatives on effective communication with customers of all abilities, and exploring innovative ways to enhance email communication accessibility.
3. **Accessibility Training for Customer-Facing Personnel:**
Building on our commitment to training, we will introduce specialized accessibility training for all personnel involved in customer interactions. This training will focus on understanding diverse customer needs, effective communication strategies, and ensuring a welcoming experience for everyone.

Employment: Advancing Inclusivity in the Workplace

Our dedication to fostering an inclusive workplace extends to our employment practices. To meet the requirements of the AODA and further remove barriers for employees with disabilities, BEX Engineering is undertaking the following initiatives:

1. **Flexible Work Arrangements:**
We are actively reviewing and enhancing our policies to provide even more flexible work arrangements for employees with disabilities. This includes exploring job-sharing opportunities, remote work options, and customized schedules tailored to individual needs.
2. **Inclusive Recruitment Practices:**
Building on our commitment to inclusive hiring, we will further refine our recruitment practices to actively encourage and welcome applications from individuals with disabilities.
3. **Accessibility Infrastructure Improvements:**
BEX Engineering is committed to enhancing accessibility within our workplace. This includes upgrading facilities to meet the latest accessibility standards, ensuring accessible entrances, and creating dedicated spaces to accommodate employees with diverse needs.

Training: Strengthening Knowledge and Awareness

To reinforce our commitment to accessibility through training, BEX Engineering is undertaking the following projects to meet AODA requirements and promote a culture of continuous learning:

1. Regular Training Reviews and Updates:

Recognizing the importance of staying current with accessibility standards, we are establishing a periodic review process for our training modules. This ensures that our training content remains up-to-date, aligns with the latest AODA requirements, and continues to be a valuable resource for our employees.

2. Customized Departmental Training:

BEX Engineering is exploring customized training programs for different departments within the organization. Tailored to specific job roles and responsibilities, these programs will ensure that each employee receives training that is directly relevant to their role, fostering a deeper understanding and application of accessibility principles.

Conclusion

These initiatives collectively underscore BEX Engineering's proactive approach to meeting and exceeding the requirements of the AODA. By prioritizing accessibility in customer service, employment practices, and training, we aim to create a workplace and customer experience that is truly inclusive and reflects our commitment to diversity.

We look forward to the continued journey of creating an inclusive and accessible workplace. Our commitment to removing barriers and championing accessibility reflects not just compliance with legal standards but a genuine dedication to fostering a culture of diversity and inclusivity.

At BEX Engineering, we believe that inclusivity is a collective effort, and we invite every member of our team to actively participate in shaping our future. Your feedback is invaluable in our pursuit of continuous improvement. Should you have any suggestions, insights, or ideas for enhancing our accessibility initiatives, we encourage you to communicate with us.

Please feel free to email us at info@bex.com or call our head office at 905-238-8920. Your input will contribute to the ongoing refinement of our accessibility strategies, ensuring that BEX Engineering remains at the forefront of creating an environment where everyone, regardless of ability, can thrive.

Thank you for being an integral part of our commitment to accessibility.