



**CRAIG
PACKAGING**

Designers and Manufacturers of:
Corrugated Boxes – Cushion Packaging – Wood Products
5911 Carman Road South - Iroquois, ON K0E 1K0
Phone: (613) 652-2478 / Fax: (613) 652-2478
ISO 9001 Certified

Accessibility Plan

Craig Packaging strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Craig Packaging 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.

Section 1. Past Achievements Remove and Prevent Barriers

The plan is reviewed and updated at least once every 5 years. We train every person as soon as practical 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 and the number of individuals to whom it was provided.

Customer Service Policy

Craig Packaging Limited is committed to excellence in serving all customers including people with disabilities in a manner that is consistent with the principles of independence, dignity, and equal opportunity.

Information and Communications

Craig Packaging is committed to meeting the communication needs of people with disabilities and has developed policies in this regard. Craig Packaging's Accessibility Policy contains a process for receiving and responding to feedback in an accessible manner. Craig Packaging's Accessibility Policy also provides for the provision of accessible formats and communication supports for persons with disabilities.

Employment

As part of the hiring process, we notify individuals that we will accommodate the needs of people with disabilities throughout the process. The following is included with all employment postings:

Craig Packaging Limited and its affiliates welcome and encourage applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

If an applicant/candidate requests an accommodation, the necessary adjustments to support them and provide the accommodation are made.



Corrugated - the environmentally friendly product



ASSOCIATION OF INDEPENDENT
CORRUGATED CONVERTERS

Training

Craig Packaging Limited ensures that all employees to whom this policy applies receive training in accordance with the AODA on our behalf.

Training includes:

- An overview of the AODA and the Customer Service Standard
- Craig Packaging Limited's policy related to the customer service standard
- How to interact and communicate with people with various types of disabilities and those who require the use of an assistive device, or require the assistance of a support person or service animal
- What to do if a person with a disability is having difficulty accessing Craig Packaging Limited's goods and services.

Strategies and Actions

Customer Service

Craig Packaging Limited ensures that all reasonable measures to provide accessible service to individuals with disabilities are made by:

- Providing as much access to the facility as possible by reasonable accommodation
- Ensuring our policies are consistent with the principles of independence, dignity, and equal opportunity
- Communicating with people with disabilities in a way that takes their disability into account
- Ensuring that all employees receive the training that is required by the AODA (Accessibility for Ontarians with Disabilities Act)

Information and Communications

Craig Packaging will continue to communicate our policies related to the support of individuals with disabilities. While all current employees have been provided with a copy of our policy and have also undergone the online training, all new employees will also be informed of the policy, provided copies and also be given the same training. Any new events or changes will be communicated within standard facility formats, whether newsletters, bulletin boards, meetings etc.

Employment

As part of the ongoing hiring process we will continue to notify individuals that we will accommodate the needs of people with disabilities throughout the process.

Training

Craig Packaging Limited will ensure that all employees to whom this policy applies receive ongoing training in accordance with the AODA.

Training will include:

- An overview of the AODA and the Customer Service Standard
- Craig Packaging Limited's policy related to the customer service standard
- How to interact and communicate with people with various types of disabilities and those who require the use of an assistive device, or require the assistance of a support person or service animal
- Any changes or updates initiated by the AODA.

Future Changes

As Craig Packaging initiates any new construction projects or significant renovations, it will draw upon the appropriate resources to ensure they, at a minimum meet AODA standards at the time.

Information requests

For more information regarding this accessibility plan, please contact

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