

## UE Enclosures 2023 Annual Status Report

UE Enclosures has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2023 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

### General Accomplishments

- Employees are trained on the Accessibility for Ontarians with Disabilities Act
- Customer service representatives, supervisors, managers, quality inspectors, delivery drivers, shipping and receiving, and all office staff are trained on
  - o How to interact and communicate with people with various types of disabilities
  - o How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - o When applicable, how to use the equipment or devices available on-site that may help with providing goods or services to people with disabilities
  - o What to do if a person with a disability is having difficulty accessing UE Enclosures' goods and services

### Customer Service Accomplishments

- We ensure that our staffs are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises
- Service animals are allowed on the parts of our premises that are open to the public

### Information and Communications Accomplishments

- UE Enclosures has a training platform, iSprings, that reads aloud work instructions and safety training to employees who cannot read
- Documents are accessible to employees in both English and Spanish
- UE Enclosures has a Spanish-English translator available

### Next Steps

- UE Enclosures is installing an accessibility friendly washroom
- UE Enclosures plans to install a health and safety room on the main floor as a safe space for employees
- UE Enclosures plans to install a health and safety bulletin board on the main level of the building

*To request an alternate format of this annual status report, please contact:*  
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