
Multi Year Accessibility Plan- Beneco Packaging

Message from the CEO / Statement of Commitment

At Beneco Packaging | SoOPAK, accessibility is more than a legal requirement, it's a reflection of who we are as a company. We believe that every person should be able to interact with our products, our services, and our people in a way that maintains dignity, independence, and respect. We are committed to creating an environment where everyone: employees, clients, and visitors, feels included and supported. Our ongoing efforts focus on identifying and removing barriers, promoting awareness, and ensuring that accessibility remains an integral part of how we operate.

Through this Multi-Year Accessibility Plan, we reaffirm our dedication to meeting Ontario's accessibility standards and continuing to improve how we serve people of all abilities.

1 Past Achievements to Remove and Prevent Barriers

Beneco Packaging | SoOPAK has taken the following steps to improve accessibility across our facilities and operations:

1.1 Training and Awareness

- All new employees receive AODA and Ontario Human Rights Code training as part of the onboarding process.
- Refresher training is provided when accessibility policies or practices are updated.
- Managers and supervisors are trained to respond to accommodation requests and support accessibility in daily operations.

1.2 Policies and Procedures

- Beneco maintains a written Accessibility for Ontarians with Disabilities (AODA) Policy, which outlines our commitment to accessibility and inclusion in providing goods, services, and employment.
- Our Accommodation Policy and Return-to-Work Procedures ensure employees with disabilities receive individualized support.

1.3 Customer Service and Communication

- Alternative communication formats (such as large print, email, or verbal assistance) are available upon request.
- Frontline and office staff are trained on respectful communication and assistance for people with disabilities.
- Service animals and support persons are welcomed in all public and work areas.

1.4 Facilities and Workplace Accessibility

- Accessible entrances, parking, and washroom facilities are available at our Scarborough location.
- Notices are posted promptly in the event of temporary disruptions to accessible areas or services.

1.5 Feedback and Continuous Improvement

- Employees and visitors can provide feedback on accessibility through HR, by phone, email, or written communication.
- Feedback is reviewed and addressed promptly to help identify and remove barriers as they arise

2 Strategies and Actions (Future Plans)

Beneco Packaging | SoOPAK is committed to continuous improvement in accessibility. Over the next three to five years, we will focus on maintaining compliance with Ontario's accessibility standards and proactively identifying ways to make our facilities, communications, and employment practices more inclusive.

2.1 Training and Awareness

- Provide refresher AODA and Human Rights Code training to all employees every two years or when policies are updated.
- Continue to train new hires during onboarding and maintain up-to-date training records.
- Introduce periodic internal reminders or refreshers to reinforce accessible communication and inclusion awareness.

2.2 Customer Service

- Review and update the Customer Service Standard procedures to ensure they reflect current best practices.
- Conduct a site-level review of accessibility features (entrances, washrooms, signage) and identify opportunities for improvement.
- Develop a short communication guide to support employees in assisting visitors and customers with accessibility needs.

2.3 Information and Communications

- Ensure all public information: including the AODA Policy and Multi-Year Accessibility Plan remains available on the company website and in accessible formats upon request.
- Review internal communication materials to ensure clarity and readability for all employees.
- Explore options for improving signage and wayfinding across facilities, including clear labeling of accessible routes and washrooms.

2.4 Employment Practices

- Continue to review recruitment and accommodation practices to ensure candidates and employees with disabilities are supported at every stage of employment.
- Maintain individualized accommodation and return-to-work plans in collaboration with employees and supervisors.
- Ensure accessibility considerations remain part of performance management, career development, and internal advancement discussions.

2.5 Facilities and Workplace Accessibility

- Conduct annual accessibility walk-throughs to identify and address potential physical barriers in the workplace.
- Review emergency evacuation procedures to confirm accessibility needs are accounted for.
- Incorporate accessibility considerations into future facility renovations or equipment upgrades.

2.6 Feedback and Continuous Improvement

- Encourage employees and visitors to share feedback on accessibility through HR or suggestion channels.
- Review all feedback annually to identify trends and opportunities for improvement.
- Update this Multi-Year Accessibility Plan at least once every five years, or more often if required.

3 Review and Monitoring

Beneco Packaging | SoOPAK is committed to monitoring progress on the implementation of this Multi-Year Accessibility Plan.

- The Quality Assurance Manager, in collaboration with the HR Department, will oversee and track all accessibility initiatives outlined in this plan.
- Progress will be reviewed annually to assess completed actions, identify new barriers, and determine next steps.
- The plan will be formally reviewed and updated at least once every five years, or earlier if significant organizational or legislative changes occur.
- Updates and revisions will be approved by company leadership and communicated to all employees.

By maintaining regular reviews, Beneco ensures that accessibility remains an active, ongoing priority throughout all levels of the organization.

4 Feedback and Contact Information

Beneco Packaging | SoOPAK welcomes feedback from employees, customers, and visitors on how we can make our workplace and services more accessible.

Feedback helps us identify and address potential barriers and improve accessibility for everyone.

Feedback can be provided in the following ways:

- **Suggestion Box**
- **By email:** hr001@benecopackaging.com
- **By phone:** +1 905 677 2888
- **In person or by mail:** Beneco Packaging | SoOPAK
3640 McNicoll Avenue, Unit B, Scarborough, Ontario M1X 1G5

All feedback will be reviewed by the HR or Quality Assurance Department, and a response will be provided within a reasonable timeframe. Accessible formats and communication supports are available upon request.