

Multi-Year Plan Strategies and Actions

Customer Service

Advanced Motion & Controls Ltd. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

- Review AODA policies and procedures to support excellence in accessible customer service. 2024
- Monitor customer feedback process and take appropriate action / implement changes as required. Ongoing
- Conduct annual review of all AODA resources. Annually
- Investigate adding Accessible Customer Service signage for all AM&C accessible service counters. 2024

Information and Communications

Advanced Motion & Controls Ltd. is committed to making our information and communications accessible to people with disabilities.

- **Review materials, develop additional policies, procedures, and practices to improve accessibility in communications. 2025.**
- **Continue to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. As required.**
- **Monitor customer feedback process and implement changes. As required.**

Employment

Advanced Motion & Controls Ltd. is committed to fair and accessible employment practices.

- **Continue to regularly review AM&C's human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and increase potential employment opportunities for persons with disabilities. Ongoing.**

- **Review employment practices in order to identify barriers, make changes and increase potential employment opportunities for persons with disabilities. 2024**

Training

Advanced Motion & Controls Ltd. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Ensure that all employees, students continue to complete required training. Ongoing
- Maintain records of training, including dates and number of people trained. Ongoing

Design of Public Spaces

Advanced Motion & Controls Ltd. will meet accessibility laws when building or making major changes to public spaces.

- All accessible parking spaces will be assessed and if required, will be re-painted to ensure high contrast. 2025
- Ensure ongoing improvements to accessibility in AM&C premises and facilities as required. Ongoing

Advanced Motion & Controls Ltd. will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.