

Bullet Trade Services: Multi-year Accessibility Plan

Introduction

Bullet Trade Services is committed to prioritizing accessibility for all. We are dedicated to ensuring that our services are inclusive and accessible to everyone. We value feedback, collaboration, and ongoing training, striving for continuous improvement always. Bullet Trade Services is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code and understands the obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Bullet Trade Services strives to address the requirements of its employees and customers with disabilities by actively seeking to eliminate and prevent barriers to accessibility. This plan is reviewed and updated once every 5 years.

Strategies and Actions

Customer Service

Bullet Trade Services is dedicated to delivering customer service that is accessible to individuals with disabilities. This includes providing services at the same level offered to others. We plan to continue to comply with accessible customer service by:

- Training new staff on the company's accessibility standards within 2 business days of their start date - to be fully implemented by December 31, 2029
- Continue to maintain an accessible environment at Bullet Trade Services owned facilities - to be continued with regular annual reviews until December 31, 2029, at which point the multi-year accessibility plan will be reviewed and adjusted as needed
- Promote feedback as it relates to accessibility - continued until December 31, 2029, at which point the multi-year accessibility plan will be reviewed and adjusted as needed
- Regular review of our initiatives, practices, policies, and procedures to identify areas of improvement - regular reviews scheduled yearly with the next one scheduled for December 31, 2024

Information and Communications

Bullet Trade Services is committed to providing accessible information and communications to those with disabilities. We plan to continue to comply with accessible information and communications by:

- Providing training to employees on verbal and written communication options – to be fully implemented by December 31, 2029
- Regular updates to the visual aids – to be reviewed annually in December

Employment and Training

Bullet Trade Services is committed to fair and accessible employment practices and has plans for the following initiatives:

- Provide more variety in accessibility options for those interviewing – to be fully implemented by December 31, 2029
- Continuous review on communicating and engaging effectively with individuals with disabilities – to be reviewed on a monthly basis
- Regular review of the company’s accessibility policy and the AODA – to be reviewed yearly in December

For More Information

For more information on this accessibility plan, please contact

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Our accessibility plan is publicly posted at
<https://bullettradeservices.com/>

Standard and accessible formats of this document are free on request from

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