



Accessibility Employment Standards Policy (AODA)

STATEMENT OF COMMITMENT

Combined Metal Industries Inc. is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Providing an accessible environment is a shared effort, and we work with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training, please contact Human Resources at hr@combinedmetal.com or (647) 688-8483.

Sincerely,

Ryan L'Abbe
VP Corporate Services & Management Systems
Combined Metal Industries

PURPOSE

Combined Metal Industries Inc. is dedicated to providing accessible employment in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. This policy sets out the company's commitment to standards for accessible employment. It does not apply to volunteers or other individuals who are not paid.

EMPLOYMENT STANDARDS

Equal Employment Opportunity

Combined Metal Industries Inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability, or any other category protected by applicable federal, provincial, and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Any conduct in violation of this policy may result in disciplinary action, up to and including termination of employment.

Training

Training is provided to customer facing employees who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company.

Training covers the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Combined Metal Industries Inc. provides training to new customer facing employees. Revised training is provided in the event of changes to legislation, procedures, policies, or practices.

The company keeps a record of training that includes the dates training was provided and the number of employees who attended the training. Where required, retraining is provided to ensure compliance with the company's policies and procedures.

Recruitment

Accommodations are available from the beginning of the recruitment process. Information regarding the availability of accommodations is included in all job postings. Applicants selected to participate in an assessment, or the selection process are informed that accommodations are available upon request. Where an accommodation is requested, the company consults with the applicant and provides or arranges for suitable accommodation that meets their individual needs.

Successful applicants are made aware of the company's policies for accommodating employees with disabilities when an offer of employment is made.

Accessible Formats and Communication Supports for Employees

Upon request, the company provides or arranges for the provision of accessible formats and communication supports for employees with disabilities regarding information needed to perform their job and other information that is generally available to all employees in the workplace.

Where required, Combined Metal Industries Inc. will create individualized workplace emergency response plans for employees with a disability. The company will consult with the employee making the request and take into account the specific challenges created by the individual's disability and the physical nature of the workplace.

Individual Accommodations

Combined Metal Industries Inc. will create, and document individual accommodation plans for employees with disabilities upon request. These plans include:

- Information regarding accessible formats and communication supports, where requested;
- Individualized workplace emergency response information, where necessary; and
- Details of any other accommodation provided.

Performance Management and Career Development

The accessibility needs of employees with disabilities are considered in all aspects of the employment relationship, including during performance management processes, career development or advancement opportunities, and in the event of redeployment. Individual accommodation plans are consulted, where they exist, as part of these process.

CUSTOMER SERVICE

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or other service animal is welcome to access to premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals. If a customer's guide dog or service animal is excluded by law, Combined Metal Industries Inc. offers alternative methods to enable the person with a disability to access facilities.

If it is not readily apparent that the animal is a guide dog or service animal, employees may respectfully ask whether an animal is a guide dog or service animal but must not ask the nature of the person's disability or purpose of the animal. If they reveal the animal is not a guide dog or service animal, they should be asked to remove the animal from the premises promptly.

The customer who is accompanied by a guide dog or service animal is responsible for maintaining control of the animal at all times. If a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, this should be reported to the site's General Manager who may ask them to remove their service animal from the premises.

Support Persons

If a customer with a disability is accompanied by a support person, Combined Metal Industries Inc. will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. In situations where confidential information might be discussed, consent must be obtained from the customer before any potentially confidential information is mentioned in the presence of the support person.

The company may require a person with a disability to be accompanied by a support person while on the premises if the support person is required to protect the health and safety of the person with the disability or others in the workplace and there are no other reasonable measures that can be taken to ensure this. The company consults with the person with the disability and assess available evidence before making such a decision. Employees are informed of any such arrangements.

Notice of Temporary Disruptions

Combined Metal Industries Inc. makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, the company informs customers by:

- Posting written notices in conspicuous places, including at the point of disruption and all entrances;
- Informing customers verbally upon arrival; and

The following information is provided regarding the disruption, unless it is not readily available or known:

- Reason for the disruption;
- Expected duration; and
- A description of alternative services or options that are available.

Employees are informed of this information as soon as reasonably possible in the event of a disruption so that they can inform customers and respond to inquiries.

Feedback Process

Our goal is to ensure good customer experience while serving customers with disabilities. Comments and feedback is welcomed and appreciated. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, or e-mail).

The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues.

Feedback may be provided in the following manner:

- By telephone: (647) 688-8483.
- By mail:
Combined Metal Industries
8470 Keele Street
Concord, Ontario L4K 2S1
Attn: Human Resources
- By email: hr@combinedmetal.com