



## **Multi-Year Accessibility Plan**

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Combined Metal Industries Inc. (CMI) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act 2005* ("AODA"). The Integrated Accessibility Standards Regulation 191/11 ("IASR") under the AODA establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment, and the design of public spaces.

This 2023-2028 Multi-Year Accessibility Plan outlines the strategy of Combined Metal Industries Inc. to prevent and remove barriers to address the current and future requirements of the AODA,

In accordance with the requirements set out in the IASR, Combined Metal Industries Inc. will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post the plan on our website, [www.combinemetal.com](http://www.combinemetal.com);
- Provide the plan in an accessible format, upon request; and
- Review and update the Plan at least once every five (5) years.

### **Communication**

CMI team members are committed to communicating with people with disabilities in a way that takes their disability into account.

### **Service Animals**

CMI welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises reviewed by the site's General Manager.

### **Support Persons**

CMI welcomes people with disabilities who are accompanied by a support person.

### **Activities to Date**

- Created an AODA Customer Service Policy and Accessibility Plan to identify and address any barriers
- Posted the policy and plan on our website
- Trained customer facing team members on Working Together: The Code and the AODA and created a plan to train new team members going forward
- Designated accessible parking
- Designated accessible washrooms
- Designed access to the 2<sup>nd</sup> floor, by installing an elevator
- Upgraded our website to ensure compliance with the current requirements
- Posted the updated Multi-Year Plan on our website
- Addressing any public or customer requests in a timely and appropriate manner
- Committed to fair and accessible employment practices by accommodating reasonable requests during the recruitment and assessment processes and when people are hired
- Committed to developing and implementing individual accommodation plans and return-to-work policies

- Committed to using accommodating performance management, career development and redeployment processes
- Committed to accessing our other locations to ensure they are compliant
- Committed to preventing and removing other accessibility barriers when identified

## **Training**

CMI has provided the following training to customer facing team members and will continue to train new team members and others who deal with the public:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirement for the Customer Service Standard;
- The purpose and requirements of Combined Metal Industries Inc.'s Policy, including any changes or updates to the Policy or any of the practices and procedures noted herein;
- How to interact with customers with various kinds of Disabilities, as well as their Service Animals, Guide Dogs and/or Support Persons; and
- What to do if a person with a disability is having difficulty accessing Combined Metal Industries Inc.'s goods or services

## **Information and Communications**

CMI is committed to meeting the communication needs of people with disabilities. To determine their information and communication needs we will consult with people with disabilities.

## **Feedback**

Customers who wish to provide feedback on Combined Metal Industries Inc.'s services or facilities to people with disabilities may do so by telephone, telephone, mail, in-person or email to:

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](mailto:hr@combinedmetal.com)

All feedback will be directed to Human Resources. Human Resources will confirm our receipt of such feedback and will provide a response as soon as reasonably possible. We will strive to provide such a response in a manner that is accessible to the complainant.

## **Employment**

CMI is committed to fair and accessible employment practices. In our job postings, we have notified the public and team members that we will accommodate people with disabilities.

Individuals wishing to apply to positions within Combined Metal Industries Inc. may do so by telephone, mail, in-person or email to:

By telephone: (647) 688-8483.

By mail:  
Combined Metal Industries  
8470 Keele Street  
Concord, Ontario L4K 2S1  
Attn: Human Resources

By email: [careers@combinedmetal.com](mailto:careers@combinedmetal.com)

CMI will continue to ensure the accessibility needs of team members with disabilities are taken into account in relation to performance management, career development and redeployment processes. The Company will work with team members to identify their individual barriers and to develop solutions that meet their unique needs.

CMI will continue to commit to preventing and removing other accessibility barriers identified and continue to treat all people in a way that allows them to maintain their dignity and independence and ensure that accessibility is at the forefront of all initiatives by instilling it into our company culture. The Company will continue to consult with people with disabilities to determine their information and individual needs and work to remove all barriers in a timely manner.

For more information on this accessibility plan, please contact us.

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