

## **HIGH STRENGTH PLATES & PROFILES INC.**

### **ACCESSIBILITY PLAN**

High Strength Plates & Profiles Inc (“HSPP”) has implemented an Accessibility Plan, which addresses the relevant sections of the Integrated Accessibility Standards and Accessibility Standards for Customer Service made under the *Ontarians with Disabilities Act, 2005* (“AODA”), and which summarizes the steps that have been taken, and that will be taken, to meet our commitment to accessibility.

### **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

By January 1, 2012, HSPP established the following:

#### *ACCESS TO SERVICE AND SALES*

A person visiting our facility will have access to the front office, but factory tours are generally restricted. HSPP is not open to the public. Services and sales are primarily provided via phone or email. Access to the main office by wheelchair is possible but the washrooms are not wheelchair accessible at this time.

#### COMMUNICATION

HSPP employees will communicate to persons with disabilities in a way that takes any such disabilities into account. Employees will communicate in a manner that enables persons with disabilities to receive or request information, goods or services effectively.

#### *SERVICE ANIMALS*

A person with a disability using a service animal will be permitted to enter the premises with the animal and will be able to keep the animal with them while on the premises. Access to the premises for a person with a disability using a service animal will not be restricted in any way in comparison to a person who does not use a service animal except where there is a good faith concern for the health and safety of the person using the service animal or for the service animal. Where such a concern exists, it will be communicated to the person with the disability who will be consulted regarding a suitable solution.

#### *SUPPORT PERSONS*

A person with a disability accompanied by a support person will have free access to the support person at all times while on the premises. Access to the premises for a person with a disability accompanied by a support person will not be restricted in any way in comparison to a person who is not accompanied by a support person. A support person accompanying a person with a disability is subject to all the policies and rules that apply to visitors at HSPP.

#### NOTICE OF TEMPORARY DISRUPTIONS

A written notice of any temporary disruption to facilities or services that are normally used by persons with disabilities will be prominently displayed in its main reception area. The notice will be displayed in the format approved by Senior Management and will include the nature of, reason for, and estimated duration of, the disruption.

## INTEGRATED ACCESSIBILITY STANDARDS

By January 1, 2012, HSPP established the following:

### *GENERAL*

HSPP will make every effort to prevent and to remove barriers from the workplace and to improve opportunities for people with disabilities. HSPP's Accessibility Plan has been posted at HSPP's premises, and will be made available in an accessible format upon request; the Plan will be reviewed at least once every five years.

### *WORKPLACE EMERGENCY RESPONSE INFORMATION*

As soon as practicable after becoming aware of the need for accommodation due to an employee's disability, HSPP will provide individualized workplace emergency response information to employees who have a disability, where the disability is such that the individualized information is necessary to accommodate the employee's disability. HSPP will, with employee's consent, provide this information to any persons designated to assist the employee.

By January 1, 2015, HSPP established the following:

### *TRAINING*

HSPP will train all employees on the appropriate way to communicate and interact with persons with disabilities and on the application requirements of the AODA, the Plan and the Human Rights Code. This training will be provided at the time the person is hired, as soon as is practical thereafter, or after changes are made to HSPP's accessibility policies. Records of training will be maintained including the date on which training was provided.

### *FEEDBACK*

HSPP's processes for receiving and responding to feedback will be accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request. Feedback can be provided to the general email address [sales@highstrengthplates.com](mailto:sales@highstrengthplates.com) or by mail to 7464 Trannere Drive, Mississauga, ON, L5S 1K4.

### *ACCESSIBLE FORMATS & COMMUNICATION SUPPORT*

Upon request, HSPP will provide, or arrange for the provision of, accessible formats and communication supports for people with disabilities in a timely manner that takes their specific accessibility needs into account. HSPP will consult with the person making the request to identify a suitable accessible format or communication support and will notify the public of the availability of accessible formats and communication supports where applicable.

### *WEBSITE*

HSPP will ensure that any new website or web content complies with Web Content Accessibility Guidelines (WCAG) 2.0 Level A, and by January 1, 2021, Level AA, subject to any applicable exceptions.

### *RECRUITING, INTERVIEWING, AND HIRING*

HSPP will notify potential applicants for employment of the availability of accommodation for applicants with disabilities in its recruiting, interviewing and hiring process. HSPP will consult with any applicants requesting accommodation and provide, or arrange for the provision of, a suitable accommodation.

## SUPPORT FOR EMPLOYEES

HSPP will make accommodations for accessibility needs arising due to disability available to all employees as required. HSPP will consult with any employees requesting accommodation in order to determine the availability and suitability of accommodations, including but not limited to: accessible formats and/or communication support; individual accommodation plans; career development, performance management, and advancement; modified duties; and return to work processes where applicable.

## QUESTIONS

Questions regarding this Plan, including requests for copies in alternative formats, should be directed to the Human Resources Coordinator by phone at (905) 673-5770 or by email at [hr@highstrengthplates.com](mailto:hr@highstrengthplates.com).