

Signature Aluminum Canada Inc’s Multi-Year Accessibility Plan (2019-2024)

Introduction and Statement of Commitment

As part of Signature Aluminum Canada’s commitment to accessibility, this multi-year Accessibility Plan has been developed outlining the company’s strategy and the actions that have and will be implemented to prevent and remove barriers from its workplace, and to improve opportunities for persons with disabilities. This multi-year Accessibility Plan outlines the steps that Signature Aluminum Canada is taking to meet its requirements under the Accessibilities for Ontarians with Disabilities Act (AODA) and focuses on Signature Aluminum Canada’s initiatives and respect of the AODA’s Accessibility Standards in making Ontario an accessible province for all Ontarians.

Signature Aluminum Canada (SAC) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

<u>Accessibility Requirement</u>	<u>Status</u>	<u>Compliance Deadline</u>	<u>Responsibility</u>
Part 1- General Requirements			
<p><i>Accessibility Policies and Multi-Year Plan</i></p> <ol style="list-style-type: none"> 1. Create and make a public statement of commitment. 2. SAC is committed to reaching all accessibility goals, including the continued training on accessibility and changes to the policies and training as it applies. The SAC AODA multi-year plan and AODA Policy are available through our website and is available in other formats upon request. <p><i>Signature Aluminum Canada’s Action Plan</i></p> <ol style="list-style-type: none"> 1. SAC has created and made public a statement of commitment. The statement of commitment is located on the company’s website on the multi-year accessibility plan, and in the AODA Policy. 2. SAC’s policies and procedures have been reviewed and updated based on our current company policies. The policy has been provided to all employees and will be provided to all new hires as part of their orientation package. The multi-year accessibility plan has been updated to include training, procedures, and policy development to ensure the identification and removal of barriers. The plan is available to the public on our website. 	Completed/ Ongoing	01/01/2014	

Signature Aluminum Canada Inc's Multi-Year Accessibility Plan (2019-2024)

<ol style="list-style-type: none"> 3. Requests for accessible formats of the multi-year accessibility plan, and the company AODA Policy will be forwarded to the Human Resources Department, who will work with the individual to determine the most suitable format. 4. This plan will be amended as required and will be reviewed fully every five (5) years. 			
<p><i>Training: Ontario's Accessibility Laws</i></p> <ol style="list-style-type: none"> 1. SAC is committed to fully informing employees and managers by providing training to management and employees on Ontario's Accessibility Laws, as it relates to people with disabilities. 2. This training is mandatory and tracked, and all employees and managers are provided with a detailed Accessibility Policy. 3. This training is part of our orientation process for all new hires, moving forward. <p><i>Signature Aluminum Canada's Action Plan</i></p> <ol style="list-style-type: none"> 1. Training is completed as part of employee Health and Safety annual legislation training. 2. Training is tracked for all employees and managers by the Health and Safety Department 3. Training is completed within the first week of employment for all new employees during their onboarding process 	Completed/ Ongoing	01/01/2015	
<p><i>General</i></p> <ol style="list-style-type: none"> 1. SAC will review our accessibility policies and continue to follow up with accommodated employees to evaluate and monitor the success and relevance of the accommodation. <p><i>Signature Aluminum Canada's Action Plan</i></p> <ol style="list-style-type: none"> 1. During employee performance reviews, any accommodation in place is reviewed and assessed to monitor the success and relevance. 	Completed/ Ongoing	01/01/2021	
Part 2- Information and Communication Standard			
<p><i>Information, Communications, and Web Content</i></p> <ol style="list-style-type: none"> 1. SAC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. 2. SAC will take the appropriate steps to make all websites and content conform to WCAG2.0, Level AA by incorporating WCAG2.0, Level AA standards as part of all current and new websites and content. 	Complete/ Ongoing	01/01/2021	

Signature Aluminum Canada Inc's Multi-Year Accessibility Plan (2019-2024)

<p><i>Signature Aluminum Canada's Action Plan</i></p> <ol style="list-style-type: none"> SAC's website was assessed using AODA WCAG Compliance checker- no known issues were found. Website meets WCAG2.0, Level AA standards. 			
Part 3- Employment Standard			
<p><i>Employment Practices (Recruitment, Selection, Assessment)</i></p> <ol style="list-style-type: none"> SAC is committed to fair and accessible employment practices. We will take all the necessary steps to notify the public and staff that, when requested, SAC will accommodate people with disabilities during the recruitment and assessment process when people are hired. <p><i>Signature Aluminum Canada's Action Plan</i></p> <ol style="list-style-type: none"> Our career page has been updated to read "Accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance." Our interview confirmation template includes "If you require accommodation during the interview process, please notify us in advance and every effort will be made to accommodate you." When extending offers of employment, Signature Aluminum Canada will include a section on accessibility that will read "Signature Aluminum Canada has an accommodation process in place that provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact Director of Human Resources at 905.427.2210 or via email at recruitment@signaturealum.com or reception@signaturealum.com. This ensures that the appropriate accommodations are in place before you begin your employment". 	Completed/ ongoing	01/01/2016	
<p><i>Documented Individual Accommodation Plans</i></p> <ol style="list-style-type: none"> SAC will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. SAC is also committed to ensuring there are processes in place for employees requiring individual accommodations or a return-to-work plan. Update performance reviews to account for addressing individual accommodation plans or accessibility needs during employee performance reviews. We will ensure that we differentiate between disability related and performance related issues during the performance assessment process. <p><i>Signature Aluminum's Action Plan</i></p>	Completed	01/01/16	

Signature Aluminum Canada Inc's Multi-Year Accessibility Plan (2019-2024)

<ol style="list-style-type: none"> 1. SAC has a workplace accommodation policy and individual accommodation form to all employees with disabilities who may require an accommodation. This form requires input from the employee, employer, a health care provider, and anyone else who may be involved in the accommodation process. 2. The individual accommodation form requires that the direct Manager/Supervisor of an employee with an accommodation in place has the proper tools to ensure the accommodation needs are being met. 3. SAC's performance review templates have been updated to ensure individual accommodation plans or accessibility needs are reviewed when managing employee performance. 			
Part 4- Accessible Public Spaces			
<p><i>Accessible Public Spaces</i></p> <ol style="list-style-type: none"> 1. SAC is committed to meeting the physical needs of those with a disability. 2. All parking lots will have reserved spaces for accessible vehicles. 3. SAC will ensure that all reasonable measures are taking to make our building fully accessible. <p><i>Signature Aluminum's Action Plan</i></p> <ol style="list-style-type: none"> 1. Two accessible parking spaces are clearly marked with signage in the main parking lot of the facility. 2. Ramp with a rail has been added at the main entrance of the facility. 3. Automatic doors installed throughout the facility (main entrances, office washrooms) 4. Adjustment to move lobby phone to accessible height has been completed. 5. Adjustment to move employee timeclock to accessible height in the front lobby has been completed. 6. Horn strobe lights have been installed to replace alarm bells in the main office area 	Completed	01/01/2017	
Accessible Customer Service Policy			
<p><i>Accessible Customer Service and Feedback</i></p> <ol style="list-style-type: none"> 1. SAC is committed to providing accessible customer service by providing training to management and employees on Accessible Customer Service, as it relates to people with disabilities. This training is mandatory and tracked, and all employees and managers are provided with a detailed Integrated Accessibility and Accessible Customer Service Policy (AODA Policy). 2. The training is part of our orientation process for all new hires, moving forward. 	Completed/ Ongoing	01/01/2012	

Signature Aluminum Canada Inc's Multi-Year Accessibility Plan (2019-2024)

<p>3. SAC welcomes all support persons and service animals.</p> <p>4. SAC also provides a feedback/suggestion box where employees, management and clients can make further suggestions on making the workplace/building accessible.</p> <p><i>Signature Aluminum Canada's Action Plan</i></p> <ol style="list-style-type: none"> 1. SAC provides annual training to all management and employees on Accessible Customer Service as it relates to people with disabilities. This training is mandatory and tracked by the Health and Safety Department. All employees and managers are provided with a detailed Accessibility Policy. 2. All new employees are given a copy of the AODA policy and it is reviewed as a part of the new hire orientation process within the first week of work. 3. All service animals and support persons are welcomed on SAC's premises. 4. In 2012, SAC ensured it had accessible ways to receive and respond to feedback. We will continue to ensure that this process for receiving and responding to feedback is accessible to persons with disabilities. Feedback can be given in the following ways: <ul style="list-style-type: none"> • Via email at feedback@signaturealum.com • Via the feedback box where employees, management, and clients can make suggestions on making the workplace/building accessible. • For more information on the plan, or to provide further feedback, please contact the Director of Human Resources at 905-427-2210 or via email at recruitment@signaturealum.com or reception@signaturealum.com 			
<p><i>Accessible Emergency and Public Safety Information</i></p> <ol style="list-style-type: none"> 1. SAC is committed to providing the customers and clients with publicly available emergency information in an accessible way, upon request. 2. We will also provide employees with disabilities with individualized emergency response information when necessary. 3. Employees, managers, and customers/clients are provided with an emergency evacuation route upon entering the building, in the form of a brochure. The emergency plan can be made available in additional formats, upon request. <p><i>Signature Aluminum Canada's Action Plan</i></p>	Complete/ Ongoing	01/01/2012	



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<ol style="list-style-type: none"> 1. Visitor brochures are available at the front entrance for the public to all customers, clients, and visitors who enter the facility. These brochures include detailed information on the evacuation routes and general facility safety rules. 2. Employees and managers review the emergency response information upon hire date, and yearly during training done by the Health and Safety Department. 3. The emergency plan can be made available in additional formats, upon request. 			
<p>Accessibility Plan Review</p>			
<p>This multi-year Accessibility Plan will be reviewed and updated when laws are updated, and at least once every five (5) years.</p>			