

1.0 PURPOSE

This plan is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Steelway Building Systems is committed to providing persons with disabilities the same opportunity to access our resources and services, in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

2.0 SCOPE

This plan is intended for all Steelway Building Systems employees.

3.0 DEFINITIONS

Accessible Formats:	refers to materials that have been converted to accessible formats which include, but are not limited to, large print, recorded audio, and electronic formats, braille, and other formats usable by a person with disabilities.
Accommodations:	the special arrangement made, or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation shall vary depending on the person's specific accessibility needs.
Assistive Device:	is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.
Communication Supports:	methods and aids that facilitate effective communications with persons with disabilities that include, but is not limited to, captioning, alternative, and augmentative communication supports, plain language, and sign language.
Disability:	the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to: any degree of physical

disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; a condition of mental impairment or a developmental disability; a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Redeployment:

means the reassignment of workers to other departments or jobs within the organization as an alternative to layoff when job or department has been eliminated.

Service Animal:

as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

4.0 ROLES AND RESPONSIBILITIES

4.1 Partner Experience (Human Resources)

- .1 It is partner experience's responsibility to guide and direct activities related to accessibility.
- .2 It is partner experience's responsibility to respond to emerging accessibility concerns identified through various mechanisms.
- .3 It is partner experience's responsibility to set priorities and develop strategies to address barrier removal and prevention.
- .4 It is partner experience's responsibility to update the Accessibility for Ontarians with Disabilities (AODA) Plan.
- .5 It is partner experience's responsibility to implement, monitor, and evaluate compliance of AODA.

4.2 Leader

- .1 It is the Leader's responsibility is to monitor practices to ensure compliance.

4.3 Employee

- .1 It is the Employee's responsibility to self-identify if there is a disability for which they require assistance in accessing Ardent Industries service and communicate such to the Partner Experience team.

5.0 MULTI-YEAR ACCESSIBILITY PLAN

Under AODA, Steelway Building Systems is responsible to:

- Develop an annual accessibility update.
- Make the update available to the public.
- Develop strategies to address barriers identified through feedback, legislated requirements, and continuous improvement.
- Ensure the strategies become actions through regular implementation.

The standards cover the following broad categories:

1. Customer Service
2. Integrated Standard:
 - a. Information and communication
 - b. Employment
3. Design of Public Spaces

5.1 Customer Service

- .1 Training

Steelway will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the employees.

Steelway will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- Steelway includes training in AODA specific to Steelway in New Employee Orientation.
- Staff will be able to identify barriers to accessibility and actively seek solutions to prevent or remove the barrier.
- Accessibility education will be available (i.e., e-learning).

- .2 Feedback Process

Steelway will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by:

- Review current processes to receive feedback from the public.
- Keep records of suggestions and feedback received through the website and action plans to address.

5.1 Integrated Standard

.1 Accessible Formats and Communication Supports

Steelway will take the following steps to make sure all publicly available information is made accessible upon request by:

- Ensuring that “alternate formats available” is on all print documents.
- Developing resources for staff on making documents accessible (Word and PDF).
- Developing a strategy of how to ensure existing documents are accessible or available upon request.
- Developing corporate templates.
- Review any communications policies.
- Research accessible communications and determine if a guideline is needed for staff.

.2 Information and Communication

Steelway will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- IT Department to be familiar with Access ON “Make Your Website Accessible.”
- Work with Marketing Coordinator on AODA section on external website.

Steelway will take the following steps to make all websites and content conform with WCAG 2.0, Level AA:

- Discuss requirements with IT Department and Software Developers.
- IT Department to be familiar with Access ON “Make Your Website Accessible.”
- Work with Marketing Coordinator on AODA section on external website.

.3 Employment

Steelway is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Steelway will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

.4 Recruitment:

- The public and employees will be notified about the availability of accommodation during recruitment and include on all postings.
- Job advertisements are currently posted on a variety of websites.
- Job advertisements and descriptions will be provided in an alternate format upon request.
- Applicants need to make their accommodations needs known in advance.

.5 Recruitment, Assessment, or Selection Process:

- During recruitment employer will notify applicant at assessment stage that accommodation is available on request. All applicants invited to interviews will be asked if they require accommodations in order to participate.

.6 Notice to successful applicants:

- Successful applicants will be notified of accommodation policies.

Steelway will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Develop and have in place a documented return to work process for employees with disabilities (non-work related).

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Steelway is using performance management, career development and redeployment processes.

- Inform employees of policies that support employees with disabilities, including job accommodations.
- Steelway will take into consideration the accessibility needs of the employee, and individual accommodation plans when using the process.
- The employer and individual accommodation plans will be used during this process.

5.2 Design of Public Spaces

- Steelway will strive to ensure that new facilities are designed and built with Universal Design Principles in mind.
- As part of the procurement process staff are required to consult with a variety of standards and guidelines to determine the most accessible and feasible design choice.
- Steelway will take the following steps to prevent and remove other accessibility barriers identified.
- Install directory signs and printed floor plan on each floor.

Steelway will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas.
- Exterior paths of travel, like sidewalks, ramps, stairs, and rest areas.
- Accessible parking
- Obtaining services

Steelway will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Designate one parking space close to office as Accessible parking – install signs, paint lines (2014).

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information on this accessibility plan,

Please contact Steelway's EHS Manager at:

Phone: 519-765-2244, x1111

Email: inquiries@steelway.com

Accessible formats of this document are available free upon request from Steelway's EHS Manager.

6.0 AVAILABLE SERVICES

Steelway Building Systems services available to assist accessibility include:

6.1 Printed Floor Plan and Signage

- Signage being replaced to meet accessibility standards for clarity.

6.2 Accessible Entrances

- North Entrance is accessible at ground level and without curbing.
- Equipped with push button activated doors.

6.3 Accessible Parking

- Designated spaces in lots for visitors, customers, and staff

6.4 Accessible Washrooms

- Accessible washrooms marked with symbol.

6.5 Assistive Devices

- Members of the public are encouraged to use their own personal assistive devices to access services. This may include service animals.