



# Integrated Accessibility Standards Policy & Statement of Commitment

## Ultramet Industries Ltd. (Ultramet)

Ultramet's accessibility policy has been put in place to improve opportunities for people with disabilities. This document follows the requirements under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#), and the Ontario Human Rights code.

### Statement of Commitment

**Ultramet** 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.

### Training

#### **Ultramet is committed to:**

Training all permanent employees (including all those who participate in developing policies), employees contracted for six months or longer, and co-op students/volunteers in accessible customer service Ontario accessibility standards and aspects of the *Ontario Human Rights Code* that relate to people with disabilities. Training is completed within ninety (90) days of hire.

Training includes:

- the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the requirements of the Customer Service Standards
- the relationship between the AODA, the *Integrated Accessibility Standards Regulation (IASR)* and the *Ontario Human Rights Commission (OHRC)* as it applies to people with disabilities
- the various types of disabilities that exist and understanding of the challenges faced by persons with disabilities
- how to effectively remove barriers, interact with and support people with disabilities
- how to identify AODA compliance requirements for people with disabilities, information and communications, employment, transportation and design and public spaces
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

***\*Alternative formats of this document are available upon request.***



- how to use devices available on site or otherwise that may help with providing services to people with disabilities.
- Training of employees and volunteers on accessibility will relate to their specific roles and in respect of any changes to the policies.

Leadership roles, such as supervisors, managers, and Human Resources staff will receive additional training on IASR employment standards.

All standard training will be completed online, and managed by Ultramet's health, safety, and environmental coordinator. Refresher training will be completed annually onsite, through employee meetings. Policy changes training will take place as soon as practicable, but will not exceed 3 months, from the date the changes took effect.

### **Accessible Emergency Information**

**Ultramet** is committed to providing both customers and suppliers with publicly available emergency information related to accessibility, upon request. For employees, provided that the employee consents, we will also provide employees with disabilities and the designee selected by Ultramet's leadership team with individualized emergency response information when necessary. If required, the information will need to be modified based on the following

- Employee change's departments/locations
- Changes to the employee's overall accommodation or needs
- Changes to the emergency response policy

### **Leadership**

Ultramet will lead by example in accessibility. Senior Leaders, such as departmental supervisors and managers of the organization will be held accountable for advancing accessibility in their areas of responsibility.

Ultramet will strive to foster a culture of equity and inclusion. Ultramet will closely monitor to identify and address discriminatory systems, processes and behaviours. Our goal is not limited to meeting minimum compliance, but rather to surpass and achieve our accessibility goals.

### **Service Animals & Support Persons**

Individuals with disabilities are welcome to bring their service animal or support persons to access the facility. Unless prohibited by law, they may keep their service animal or support person with them at all times. Ultramet will ensure that all employees are trained on how to interact with individuals with disabilities who are accompanied by a service animal or support person.

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In the case where a service animal is to be denied access to the facility or meeting room, other accommodations may be afforded, such as:

- alternate meeting format, such as teleconference/videoconference, where technology permits;
- delivery of goods or service at an alternate time or location;
- other assistive measures available to deliver a good or service to ensure equality of outcome

### **Information and communications**

**Ultramet** is committed to meeting the communication needs of people with disabilities.

- We will provide, or arrange for the provision of, accessible formats and communication supports upon request for people with disabilities, in a timely manner that considers the person's accessibility needs due to disability.
- We will consult with the person making the request in determining the suitability of an accessible format or communication support.
- If it is not technically feasible to convert the information or communications, or if the technology to convert the information or communications is not readily available and it is determined that information or communications are unconvertible, Ultramet will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible along with a summary of the unconvertible information or communication.

### **Notice of Temporary Disruption**

In a planned or unexpected disruption to services or the facility, Ultramet will promptly provide notice to those affected, such as customers, suppliers, and employees. The notice will include information about the reason for the disruption, its anticipated length of time and a description of an alternative facility or services, if available.

### **Employment**

**Ultramet** is committed to fair and accessible employment practices.

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

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- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, notify the successful applicant of Ultramet's policies for accommodating individuals with disabilities. Through consultation review Ultramet's accessible workplace information, and if requested review alternative communication formats.

Ultramet currently has a written and formal Return to Work Policy as well as individual accommodation plans for employees that have been absent due to a disability. We will continue to monitor this policy and ensure that it is communicated to all employees along with Managers and Supervisors.

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

- Train Managers and Supervisors on the disabilities that exist in our workplace
- Review all performance management documentation prior to issuing to employees
- Develop a career development policy that does not discriminate based on disability

### **Design of Public Spaces**

Ultramet will meet the IASR requirements for the Design of Public Spaces when building or making major modifications to public spaces.

### **Feedback Process**

**Ultramet** will ensure that resources are available for providing feedback. Upon request we will also look at alternative supported accessible formats. Ultramet will take the following steps:

- We will encourage feedback to identify and address barriers and respond to concerns. Employees and the general public will be able to provide feedback in various ways, such

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as our company business line, our company website, the HR email address, and physical mail.

- We will follow up on feedback received, including providing any required documentation within five (5) business days in a format that considers the person's disability.
- Ultramet will ensure that our feedback process is accessible to individuals with disabilities by providing or arranging for accessible formats and communication supports upon request.

### **Additional Information**

For more information, please contact us at:

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***\*Alternative formats of this document are available upon request.***