



AODA: Customer Service Standard and Multi-Year Accessibility Plan

OUR COMMITMENT

Matalco Inc. will endeavour to provide its goods and services in a way that respects the independence and dignity of all persons and encourages integration and quality of opportunity. Matalco Inc. is committed to preventing, identifying and removing barriers that impede the ability of persons with disabilities to access our goods and services. This includes customers, suppliers and employees and is very much a part of our commitment to a diverse and inclusive workplace.

PROCEDURE

Matalco Inc. will endeavour to identify and remove barriers to access for people with disabilities. To do so, Matalco Inc. will permit personal assistive devices and the use of service animals and support persons, subject to clarifying the potential consequences with support persons for solicitor-client privileged communications. In addition, Matalco Inc. will train all employees about key principles and accessibility strategies to ensure that communication with persons with disabilities is respectful and done in a manner that takes into account such persons' disabilities.

SERVICE DISRUPTIONS

Where there is a temporary disruption in the facilities or services, reasonable steps will be taken to advise persons with disabilities who might be affected by the disruption. In particular, Matalco Inc. will identify the reason for the disruption, its duration, and information about alternative services.

TRAINING

Matalco Inc. will endeavor to provide training to new employees prior to commencing employment, or as soon as practicable after he or she has commenced employment. In addition, Matalco Inc. will train every person on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Training Topics:

- Review of the purpose of the AODA and requirements of the customer service standard;

- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on how to use equipment or devices available at Matalco Inc.'s premises or that is provided otherwise, that may help people with disabilities access Matalco Inc.'s services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology;
- Instruction on what to do if a person with a disability is having difficulty accessing Matalco Inc.'s services; and
- Train every person who participates in developing the organization's policies, practices and procedures on the accessibility topics.

FEEDBACK ON CUSTOMER SERVICE

Matalco Inc. welcomes feedback on the ways in which it provides its customer service to persons with disabilities. Individuals are encouraged to provide their feedback directly from whom they received the service. Feedback may be provided in person, by telephone, or in writing. Upon request, accessible formats and communication supports will be provided for receiving and responding to feedback. Feedback may also be provided to Jon Mills, telephone 905-790-2511 ext. 3212, e-mail jmills@matalco.com. Wherever possible, feedback regarding customer service for persons with disabilities will be responded to by the person to whom it had been directed. Where the feedback is of a more general nature, the Director, Human Resources or designate will be responsible for investigating the matter and determining the actions to be taken. In all cases, every effort will be made to respond to the feedback in a timely and effective manner.

STATEMENT OF COMMITMENT

Matalco Inc. is committed to working toward being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law. Accordingly, the Company recognizes the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities. Matalco Inc. as well as associated practices and procedures in the Integrated Regulation. Specifically, in the areas of information, communications and employment, therefore meeting the accessibility needs of people with disabilities in a timely manner. Matalco Inc. is dedicated to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability. As a result, communication and information will be made available in a variety of accessible formats, upon request. Matalco Inc. is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public. Matalco Inc. is committed to the training of all employees, volunteers, persons who deal with customers and the public on Matalco Inc.'s behalf, and persons participating in the development and approval of Matalco Inc.'s policies, practices and procedures on the requirements under the Integrated Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities.

EMPLOYMENT

Matalco Inc. will promote opportunities for the designated groups including persons with disabilities. Matalco Inc. will identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as

the overall workplace. Throughout the recruitment process, applicants are encouraged to request accommodation if required due to disability.

Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)					
Requirements / steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
I. General Requirements of the Regulation					
Accessibility policies, practices and procedures	Matalco Inc. will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR. The policy must be publicly available. It will be posted in a visible place on the premises. Matalco Inc. will provide the policy in alternative formats upon request	Human Resources Department	Jan. 1, 2014	Jan. 1, 2014	Jan. 1, 2014 Updated: Aug 16,2016
Multi-year accessibility plan	Matalco Inc. will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA. The Company will: <ul style="list-style-type: none"> • Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities • Post the plan in a visible place on the premises • Provide all information relating to the plan in alternative formats upon request • Review and update the plan at least once every five years 	Human Resources Department	Jan. 1, 2014	Jan. 1, 2014	Jan. 1, 2014 Updated: Jan 1, 2017 Updated: Jun 21, 2021
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Self-service kiosks	When Matalco Inc. does make use of self-service kiosks	Human Resources	N/A	N/A	N/A

	available to its customers and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks.	Department with input from Purchasing and IT departments			
Training	Matalco Inc. will provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities. The type and intensity of training on the requirements of accessibility standards and the Human Rights Code will vary according to the duties of the employee, volunteers or others. Matalco Inc. will maintain a record of the dates when training is provided and the name and number of individuals to whom it was provided. Training will re-occur when there are changes to the accessibility policies or as deemed by the Company.	Human Resources Department	Jan. 1, 2015	Jan. 1, 2015	Sept.11, 2015
Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)					
Requirements / steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
II. Requirements Under the Information and Communications Standard					
Emergency procedures, plans, or public safety information	Matalco Inc. will: <ul style="list-style-type: none"> Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency 	Human Resources Department, and QES Department	Jan. 1, 2012	Jan. 1, 2012	Jan. 1, 2012

	<ul style="list-style-type: none"> • Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities • Upon request, provide the information in an accessible format or with communication supports as soon as practicable • Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports • Provide such information at a cost not more than the regular cost charged to other people. 				
Accessibility policies, practices and procedures	Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved. This policy will be posted in a visible place on the premises. This policy will be provided in an alternative format upon request. The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.	Human Resources Department	Jan. 1, 2014	Jan. 1, 2014	Jan. 1, 2014
Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)					
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Multi-year plan	Assess barriers to information and communication systems/platforms. Determine the accessibility of Matalco Inc. information components and systems. Establish a practice that Company documents be created in a structured electronic format to allow for easier conversion to accessible formats. Establish a Company	Human Resources Department with IT Department and all departments involved in providing information and	Jan. 1, 2015	Jan. 1, 2015	Jan. 1, 2015

	standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language). This plan will be posted in a visible place on the premises. Provide the plan in alternative formats upon request.	documents to customers			
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Taking a person's disability into account when communicating or providing information in accessible formats and communication supports	Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist at Matalco Inc. Produce and deliver alternately formatted material essential to Matalco Inc. and our customers. Post a notice on Matalco Inc.'s website and on the premises that information is available in a variety of accessible formats. When an alternate accessible format and communication support is requested, a person with a disability will be consulted. Have a process in place for customers to request and be provided with information and communication in an accessible format. Explain when an accessible format is not feasible.	Human Resources Department with IT Department and all departments involved in providing information and documents to customers	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Feedback	Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the	Human Resources Department with the IT Department	Jan. 1, 2015	Jan. 1, 2015	Jan. 1, 2015

	company's information and communication systems and/or documents.	and Customer Service			
Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)					
Requirements / steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
Accessible websites and web content	Matalco Inc. will secure services of a Web designer that is knowledgeable of accessibility. Conduct an assessment of Matalco Inc.'s website and test for accessibility. Obtain tools and/or resources to build or make website accessible, and train the people who will use the software to make the website accessible. Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA. Launch accessible website. Monitor website accessibility and compliance with the guidelines and the Act.	Human Resources Department with the IT Department	<ul style="list-style-type: none"> • By Jan.1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A • By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Prerecorded) 	Jan. 1, 2014 Jan. 1, 2021	***As of June 21, 2021 Matalco website is not fully WCAG 2.0 Level A and AA compliant. Website is scheduled for complete rebuild in the Fall of 2021.
Training	Provide staff training to all employees, volunteers, and persons participating in the development and approval of the Company's policies, practices and procedures on website accessibility.	Human Resources with the IT Department.	None	Jan. 1, 2017	Jan. 1, 2017
Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)					

Requirements / steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
III. Requirements Under the Employment Standard					
Workplace Emergency response information	<p>Matalco Inc. will provide individualized workplace emergency response information to employees who have disclosed a disability. With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the organization • When the employee's overall accommodations needs or plans are reviewed, and • When the employer reviews its general emergency response policies 	Human Resources Department and QES Department	Jan. 1, 2012	Jan. 1, 2012	Jan. 1, 2012
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	Human Resources Department, QES Department, Joint Health and Safety Committee, and Managers/ Supervisors	None		Reviewed on an annual basis and/or when a new policy is developed.
Recruitment	Promote employment opportunities for the designated groups, including persons with disabilities.	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)					

Requirements / steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
	<p>On the Company's website and on job advertisements, specify that accommodation is available for job applicants with disabilities. Inform candidates about the availability of accommodations:</p> <ul style="list-style-type: none"> • when called for an interview • during the selection process • at the time of job offer • at orientation 				
Support information for employees	Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment. Update information provided to employees as policies change.	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Accessible formats and communication	Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Documented individualized plans	Create a written process for developing individual accommodation plans for employees with disabilities. Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work. Document the process.	Human Resources Department, and QES Department and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016 Updated: Jun 21, 2021
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Requirements / steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
Performance assessment, career	Take into account the accessibility needs and accommodation plans of	Human Resources Department,	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016

development and advancement, and redeployment	employees with disabilities for performance management, career development and redeployment.	and Managers/ Supervisors			
Training	Provide training in respect of any changes to the policies described in the employment standard section of the Regulation.	HR Department	On an ongoing basis		

IV. Requirements under the Transportation Standard

This standard does not apply to Matalco Inc.

IV.1 Requirements under the Built Environment Standard

Matalco Inc. is committed to greater accessibility in, out of, and around the buildings we use. Matalco Inc. is dedicated to ensuring that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.