

## 1.0 Purpose

These Standards are made under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)

This document fulfills the requirement to develop, implement and maintain policies, governing the provision of goods, services or facilities to persons with disabilities.

Welded Tube of Canada (“Welded Tube”) and its subsidiary Ontario Steel Haulers (“OSH”) shall use reasonable efforts to ensure that the policies are consistent with the following principles:

1.1 Goods, services or facilities will be provided in a manner that respects the dignity and independence of persons with disabilities.

1.2 The provision of goods, services or facilities to persons with disabilities will be integrated with the provision of goods, services or facilities to others, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.

1.3 Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.

1.4 When communicating with a person with a disability, Welded Tube and OSH shall do so in a manner that takes into account the person’s disability.

## 2.0 Providing Goods, Services or Facilities to Persons with Disabilities

### 2.1 Use of Assistive Devices By Persons with Disabilities

Persons with disabilities shall be permitted to obtain, use or benefit from goods, services or facilities through the use of their own assistive devices.

Welded Tube will ensure that Customer Service staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our premises.

### 2.2 Persons with a Disability Accompanied by a Guide Dog or Other Service Animal

Persons with a disability accompanied by a guide dog or other service animal are permitted to enter the office areas with the animal and to keep the animal with them.

Plant areas may be a walking hazard for animals due to the nature of the steel tube business.

### 2.3 Persons with a Disability Accompanied by a Support Person

Persons with a disability accompanied by a support person are permitted to enter the premises together with the support person.

The person with the disability shall not be prevented from having access to the support person while they are on the premises.

### **3.0 Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, Welded Tube and OSH will give notice of the disruption.

Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

### **4.0 Training for Staff**

Welded Tube and OSH shall provide training about the provision of goods, services or facilities, as the case may be, to persons with disabilities to the following persons:

1. Every person who is an employee of, or a volunteer with, Welded Tube or OSH.
2. Every person who participates in developing Welded Tube and OSH policies.
3. Every other person who provides goods, services or facilities on behalf of Welded Tube and OSH.

Training will include the following:

- A review of the purposes of the AODA and the requirements of the Customer Service Standards.
- Instruction on how to interact and communicate with people with various types of disabilities.
- Instruction on how to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- Instruction on how to use equipment or devices available on Welded Tube or OSH premises or otherwise provided by Welded Tube or OSH that may help with the provision of goods, services or facilities to a person with a disability.
- Instruction on what to do if a person with a particular type of disability is having difficulty accessing Welded Tube or OSH goods, services or facilities.
- Changes that may periodically be made to this policy.

Training shall be conducted as soon as practicable.

Training shall be provided on an ongoing basis in connection with changes to this policy.

Welded Tube and OSH will maintain records of the training including the dates on which the training is provided and the number of individuals to whom it is provided.

## 5.0 Feedback Process

Persons with disabilities are encouraged to contact the Human Resources Department/Administration Department should they wish to provide feedback:

1. About the manner in which Welded Tube and OSH provides goods, services or facilities to persons with disabilities; and
2. About whether the feedback process is accessible by providing or arranging for the provision of, accessible formats and communication supports, on request.

This feedback may be expedited via e-mail, verbally, or through other means appropriate for the individual.

Complaints concerning the manner in which Welded Tube or OSH provides goods, services or facilities to persons with disabilities will be addressed promptly through our organization's regular complaint management process.

## 6.0 Format of Documents

Upon request, documents required to be provided to a person with a disability, shall be provided or arranged to be provided in an accessible format or with communication support;

- (a) in a timely manner that takes into account the person's accessibility needs due to disability, and
- (b) at a cost that is no more than the regular cost charged to other persons.

Welded Tube shall consult with the person making the request in determining the suitability of an accessible format or communication support.