

STANDARD

Topic	Scope	Date Issued	Date Revised	Page
Accessibility	All North Bay and Sudbury Office Employees	March 2015	December 2023	1 of 2

PURPOSE

The purpose of this Standard is to ensure a consistent approach to facilitating a barrier-free environment for people with a disability and to ensure compliance with legislative requirements.

RESPONSIBILITY

All employees are responsible for informing designated employees of any needs a person with disabilities may have that require accommodation while visiting the office or making use of Cementation's services. Every reasonable effort will be made to identify, limit, and/or eliminate barriers for people with disabilities to ensure their independence, dignity, integration, and equality of opportunity.

PROCEDURE

Cementation is committed to providing a barrier-free environment for our clients/customers, employees, job applicants, suppliers, visitors, and other stakeholders who enter company premises or make use of company services.

Communication

Making customer service accessible for people with disabilities involves; communicating in ways that take their disability into account, welcoming service animals and support persons, assisting people with disability who use an assisted device, and informing them about service disruptions.

Service disruption notices will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notices will be posted for visibility.

Job applicants are informed that disabilities will be accommodated during the selection process upon applications being submitted to the company.

Individual accommodation plans for employees with disabilities are established as required and in conjunction with Cementation's Employment Accommodations program. Employees are informed of the program during orientation.

Cementation's Standard will be posted on the company's website, our office bulletin boards and will be made available to the public upon request through the Director HR – Cementation Americas.

Training

Designated employees, in addition to any persons in charge of developing our policies, practices, standards, and procedures, will participate in training, upon hire as well as annually, on the purpose of the Accessibility for Ontarians with Disabilities Act (AODA), requirements of the customer service standard, serving customers/employees with disabilities, service animals, support persons, and assistive devices. Designated employees are those individuals who cover reception as the first point of contact.

Training Elements include:

- an overview of the AODA and the requirements of the customer service standard,
- how to interact with people with various types of disabilities, and
- how to interact with people with disabilities who use an assistive device or require assistance of a service animal or a support person,
- the provision of equipment and devices available at our premises.

Any challenges identified by people with disabilities or designated employees regarding accessibility will be brought forward to the Director HR – Cementation Americas for prompt review and reasonable resolution.

All employees will review this Standard along with the corresponding statement during the onboarding process. This training is tracked in the training database as an element of the new hire's corporate orientation. In addition, employees will receive AODA awareness training on an annual basis during one of the Canadian Monthly Corporate Safety & Operations meetings held throughout the year.

Feedback

Internal: Employees who wish to express any suggestions or concerns anonymously are directed to the Employee Hotline on our internal website. The number directs the employee to a confidential third party that will take account of any concerns and provides the employee with a case number for follow-up. The Director HR – Cementation Americas is notified of any concerns and responds accordingly.

External: Clients/customers, suppliers, or members of the public who wish to provide feedback, can do so by notifying our designated employees (in-person, telephonically, or in writing). All feedback, including complaints, will be handled on a case-by-case basis in a timely manner.

The Accessibility Standard will be reviewed by management annually and modified as required.

REFERENCE(S)

Accessibility for Ontarians with Disabilities Act, 2005

ATTACHMENT(S)

Statement of Commitment