

Policy Statement

Corrosion Service Company Limited (CSCL) is committed to ensuring equal access and participation for people with disabilities and doing so in a way that allows them to maintain their dignity and independence.

CSCL is committed to:

- a) Excellence in serving its customers, suppliers, contractors, employees, volunteers, and others, including people with disabilities.
- b) Evaluating the accessibility of its products, services, and facilities to people with disabilities.
- c) Providing an inclusive and non-discriminatory work environment to existing employees, job candidates, customers, suppliers, and contractors.
- d) Providing reasonable accommodation in the workplace to ensure that individuals who are otherwise able to perform the duties of their job effectively are not unfairly excluded from doing so.
- e) Providing training on the requirements of the accessibility standards of provincial legislation, including human rights codes, as it relates to persons with disabilities to:
 - i. All employees of the organization.
 - ii. All persons who participate in developing the organization's policies, procedures, and practices; and
 - iii. All persons who provide goods and services on behalf of the organization.
- f) Monitoring and evaluating changes to applicable legislation and/or regulations, ensuring that requisite changes are implemented in a timely manner.
- g) Providing accessible formats and communication supports.
- h) Establishing, implementing, maintaining and documenting a multi-year accessibility plan which outlines the company's strategy to prevent and remove accessibility barriers.

Definitions

- a) **Accommodation:** the special arrangements made, or assistance provided, so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation may vary depending on the employee's unique needs.
- b) **Communications:** the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- c) **Dignity:** service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

- d) **Equal opportunity:** service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- e) **Independence:** when a person is able to do things on their own without unnecessary help or interference from others.
- f) **Information:** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- g) **Integration:** service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access.

Procedures / General Standards

Information and Communications

CSCL will communicate with people with disabilities in ways that take into account their disability.

Accessible Formats and Communication Supports

CSCL will, upon request, provide accessible formats and communication supports for persons with disabilities.

When a person with a disability makes a request for an alternative accessible format or communication support, that person will be consulted to determine which method of communication works best for them. Accessible formats and communication supports must be reasonable and must not impose undue hardship on the company.

CSCL will also notify staff and the public, when appropriate, about the availability of accessible formats and communication supports.

Informing Employees of Supports

CSCL will inform its employees of its policies and any updates to those policies used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Emergency Procedures, Plans, or Public Safety Information

CSCL will provide individualized workplace emergency response information to employees who have disclosed a disability.

With the employee's consent, CSCL will provide the workplace emergency response information to the person designated by the company to aid the employee.

The individualized workplace emergency response information will be reviewed:

- a) When the employee moves to a different location in the organization
- b) When the employee's overall accommodations needs or plans are reviewed, and
- c) When CSCL reviews its general emergency response policies

When CSCL makes emergency procedures, plans or public safety information available to the public, CSCL will provide the information in an accessible format or with appropriate communication supports, as soon as is reasonably practicable, upon request.

Accessible Websites and Web Content

CSCL will ensure that its website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this is impracticable.

Training

CSCL will provide training to employees and others on the requirements of the accessibility standards of provincial legislation, including human rights codes, as it relates to persons with disabilities.

The training provided will be appropriate to the duties and responsibilities of the employees and other persons and will be done as soon as is reasonably practicable after the commencement of employment with the company.

CSCL will provide training in respect of changes to policies and procedures as they relate to accessibility and persons with disabilities.

CSCL will maintain accessibility training records.

Employment Opportunities

CSCL prohibits discrimination and harassment of any type and affords employment opportunities to internal and external candidates without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

Recruitment and On-boarding

CSCL will notify job applicants that accommodation is available for applicants with disabilities during its recruitment and on-boarding process, upon request.

CSCL will inform candidates about the availability of accommodations:

- a) when called for an interview.
- b) during the selection process.
- c) at the time of job offer.
- d) at orientation.

Performance Assessment, Career Development, and Advancement

CSCL will consider the accessibility needs of employees with disabilities, including individual accommodation plans, when conducting performance assessments, discussing career development and advancement opportunities to employees.

CSCL will not discriminate against employees with disabilities when making decisions related to performance assessments, career development, and advancement.

Individual Accommodation Plans

CSCL maintains a written process for the development and documentation of individual accommodation plans for employees with disabilities. An individual accommodation plan may include the use of different communication supports, a service animal, and appropriate support persons.

Individual Return to Work Plans

CSCL will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return-to-work process will outline the steps to facilitate the return to work and will include documented individual accommodation plans as part of the process, if required.

The return-to-work plan will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Annual Review of Accessibility Policy

CSCL will work to ensure continued accessibility by reviewing its Accessibility Policy on an annual basis and amending the policy if deemed necessary.

Annual review of the Accessibility Policy will include an assessment of its adequacy and conformance to government regulations and statutes related to accessibility and, more broadly, human rights.

Contact Information

If anyone has a question about the policy, or if the purpose of a policy is not understood, contact Human Resources at humanresources@corrosionservice.com.