



CAMERON STEEL INC. Multi-Year Accessibility Action Plan

Effective Date:	December 19, 2024	Revision Number: Replaces:	0
Prepared By:	Human Resources	Approved By:	President

Introduction

Cameron Steel Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Cameron Steel Inc. is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

This document includes a summary of the accessibility initiatives Cameron Steel Inc. has completed.

Customer Service


Accessibility Barriers

Cameron Steel Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness and others.

- Cameron Steel Inc. monitors the accessibility of buildings and spaces that could potentially limit people's access to services such as ensuring washrooms are accessible.
- Cameron Steel Inc. will ensure existing feedback processes are accessible to people with disabilities upon request.
- Cameron Steel Inc. updated the company website and the contents to conform with internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements.
- Cameron Steel Inc. has provided training to employees on how to appropriately interact and communicate with customers who have disabilities and use accessible equipment.
- Cameron Steel Inc. is committed to providing information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Emergency Information

Cameron Steel Inc. will provide all emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

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Information and Communications

Cameron Steel Inc. is committed to making our information and communication accessible to people with disabilities.

- Cameron Steel Inc. updated the company website and the contents to conform with internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements.
- Cameron Steel Inc. will create, provide and receive information and communications in ways that are accessible to people with disabilities:
 - Upon request, in a timely manner that takes into account the persons' accessibility needs due to a disability;
 - At a cost that is no more than the regular cost charged to other persons;
 - In consultation with the person making the request to determine the suitability of an accessible format or communication support

Employment


Cameron Steel Inc. is committed to fair and accessible employment practices. The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

Recruiting and Hiring

- When recruiting new employees, Cameron Steel Inc. will:
 - Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
 - Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation;
 - Notify successful applicants of the policies for accommodating employees with disabilities.
- Employee Notification:

Cameron Steel Inc. will inform its employees of its policies used to support employees with disabilities:

 - As required, to new employees, as soon as practicable after they begin their employment;
 - Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

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Individual Accommodation Plans

- Cameron Steel Inc. will consult with employees with disabilities to develop and document an individual accommodation plan based upon their individual needs.

Performance Management, Career Development and Advancement

- Cameron Steel Inc. will take into account the accommodation needs of employees and any established accommodation plans when providing any type of feedback for the purposes of performance management and/or career development and advancement information.

Individualized Emergency Response Plans


- Cameron Steel Inc. will provide individualized workplace emergency response information to employees who have a disability:
 - If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
 - With the employee's consent, to the person designated by Cameron Steel Inc. to provide assistance to the employee if required;
 - As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
 - Cameron Steel Inc. will review the individualized workplace emergency response information when the employee moves to a different location in the organization.

Assistive Devices

- Cameron Steel Inc. permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by Cameron Steel Inc. Employees will be trained and knowledgeable of the presence and use of company-owned assistive devices within their working department. Employees will be available to assist with the assistive devices if requested for use by an individual.
- In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the person is in a location that would be considered safe for both the members of the public, or other stakeholders.

Service Animals

- Cameron Steel Inc. allows a person with a disability to be accompanied by a guide dog or other service animal onto all facilities that are owned and operated by Cameron Steel Inc. for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

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- If the service animal is excluded by law from the facility, Cameron Steel Inc. will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Cameron Steel Inc. goods and services.
 - If it is not readily apparent that the animal is being used by the members of the Public, or other Stakeholders for reasons relating to his or her disability, Cameron Steel Inc. may request verification. Verification may include:
 - a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
 - a valid identification card signed by the Attorney General of Canada; or,
 - a certificate of training from a recognized guide dog or service animal training school.
- If a health and safety concern presents itself (for example in the form of a severe allergy to the animal), Cameron Steel Inc. will make all reasonable efforts to meet the needs of all individuals.

Support Persons

- Cameron Steel Inc. shall allow persons with disabilities, who require to be accompanied by a support person, into all Cameron Steel Inc. premises that are open to the public. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person. In situations where confidential information might be discussed, consent will be obtained from the member of the Public, or other Stakeholder, prior to any conversation where confidential information might be discussed.

Notice of Temporary Disruption

- Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Cameron Steel Inc. goods or services are temporarily unavailable or if the goods or services are expected in the near future to be temporarily unavailable. The Notice must include the following information (unless it is not readily available or known):
 - The reason and information for disruption
 - Anticipated duration
 - Description of alternate facilities or services, if available
 - Contact information in the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible.
- In the case of a scheduled disruption, the Employer may post the Notice prior to the disruption at the physical location, on its website or if appropriate may advertise the disruption with local media outlets. The Notice will be posted to allow for sufficient time to inform customers.



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Training

Cameron Steel Inc. provides training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided to all new hires as soon as practicable. If any changes are made to the policy or the requirements, additional training will be provided. Cameron Steel Inc. will maintain a record of the dates when training is provided and the name of the individuals to whom it was provided.

Training includes:

- Purpose of Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- Our policies related to Customer Service Standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who used who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on site or otherwise that may help with providing goods, services or facilities to people with disabilities.

Design of Public Spaces

Cameron Steel Inc. will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Parking areas
- Service-related elements like service counter and waiting areas

For more information on this accessibility plan, please contact Cameron Steel Inc. at:

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Accessible formats of this document are available free upon request from:

52 Walsh Road, Lindsay ON K9V 4R3