

Kawartha

METALS CORP.

Kawartha Metals Corp. Accessibility Policy

Kawartha Metals Corp is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

General

Kawartha Metals Corp is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and communications

Kawartha Metals Corp is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Kawartha Metals Corp will consult with people with disabilities to determine their information and communication needs.

Employment

Kawartha Metals Corp will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Providing goods, services or facilities to people with disabilities

Kawartha Metals Corp is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Kawartha Metals Corp understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Kawartha

METALS CORP.

Kawartha Metals Corp is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Kawartha Metals Corp is committed to excellence in serving all customers including people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

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.

We will ensure that our staffs trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Verbal communication
- Written communication

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Kawartha

METALS CORP.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Kawartha Metals Corp might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Kawartha Metals Corp will:

Kawartha

METALS CORP.

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Kawartha Metals Corp will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- Through our website
- Posted on our facilities door
- Posted at our front desk

Training

Kawartha Metals Corp will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within a month after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

Kawartha

METALS CORP.

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

Kawartha Metals Corp welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

Customers who wish to provide feedback on the way Kawartha Metals Corp provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- via email at info@kawarthametals.com
- writing to Kawartha Metals Corp at 1-1961 Fisher Drive, Peterborough, ON K9J 6X6
- by phoning 705-748-6993

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to Human Resources at Kawartha Metals Corp.

Customers can expect to hear back in 14 days.

Kawartha Metals Corp will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Modifications to this or other policies

Any policies of Kawartha Metals Corp that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.