



## **AODA: Customer Service Standard**

### **OUR COMMITMENT**

Triple M Metal LP will endeavor to provide its goods and services in a way that respects the independence and dignity of all persons and encourages integration and quality of opportunity.

Triple M Metal LP is committed to preventing, identifying and removing barriers that impede the ability of persons with disabilities to access our goods and services. This includes customers, suppliers and employees and is very much a part of our commitment to a diverse and inclusive workplace.

### **PROCEDURE**

Triple M Metal LP will endeavor to identify and remove barriers to access for people with disabilities. To do so, Triple M Metal LP will permit personal assistive devices and the use of service animals and support persons, subject to clarifying the potential consequences with support persons for solicitor-client privileged communications. In addition, Triple M Metal LP will train all employees about key principles and accessibility strategies to ensure that communication with persons with disabilities is respectful and done in a manner that takes into account such persons' disabilities.

### **SERVICE DISRUPTIONS**

Where there is a temporary disruption in the facilities or services, reasonable steps will be taken to advise persons with disabilities who might be affected by the disruption. In particular, Triple M Metal LP will identify the reason for the disruption, its duration, and information about alternative services.

### **TRAINING**

Triple M Metal LP will endeavor to provide training to new employees prior to commencing employment, or as soon as practicable after he or she has commenced employment. In addition, Triple M Metal LP will train every person on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

#### Training Topics:

- Review of the purpose of the AODA and requirements of the customer service standard;
- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on how to use equipment or devices available at Triple M Metal LP's premises or that is provided otherwise, that may help people with disabilities access Triple M Metal LP's services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology;
- Instruction on what to do if a person with a disability is having difficulty accessing Triple M Metal LP's services; and
- Train every person who participates in developing the organization's policies, practices and procedures on the accessibility topics.

### **FEEDBACK ON CUSTOMER SERVICE**

Triple M Metal LP welcomes feedback on the ways in which it provides its customer service to persons with disabilities. Individuals are encouraged to provide their feedback directly from whom they received the service. Feedback may be provided in person, by telephone, or in writing. Upon request, accessible formats and communication supports will be provided for receiving and responding to feedback. Feedback may also be provided to Carmelo Casamento, telephone 905-547-8888 ext. 106, e-mail [ccasamento@triplemmetal.com](mailto:ccasamento@triplemmetal.com).

Wherever possible, feedback regarding customer service for persons with disabilities will be responded to by the person to whom it had been directed. Where the feedback is of a more general nature, the Director, Human Resources or designate will be responsible for investigating the matter and determining the actions to be taken. In all cases, every effort will be made to respond to the feedback in a timely and effective manner.



## **AODA: Integrated Accessibility Standards Regulation**

### **STATEMENT OF COMMITMENT**

Triple M Metal LP is committed to working toward being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law. Accordingly, the Company recognizes the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.

Triple M Metal LP as well as associated practices and procedures in the Integrated Regulation. Specifically, in the areas of information, communications and employment, therefore meeting the accessibility needs of people with disabilities in a timely manner.

Triple M Metal LP is dedicated to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability. As a result, communication and information will be made available in a variety of accessible formats, upon request.

Triple M Metal LP is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public.

Triple M Metal LP is committed to the training of all employees, volunteers, persons who deal with customers and the public on Triple M Metal LP's behalf, and persons participating in the development and approval of Triple M Metal LP's policies, practices and procedures on the requirements under the Integrated Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities.

**Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)**

Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
<b>I. General Requirements of the Regulation</b>					
Accessibility policies, practices and procedures	<p>Triple M Metal LP will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy must be publicly available. It will be posted in a visible place on the premises.</p> <p>Triple M Metal LP will provide the policy in alternative formats upon request</p>	Human Resources Department	Jan. 1, 2014	Jan. 1, 2014	Jan. 1, 2014
Multi-year accessibility plan	<p>Triple M Metal LP will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA.</p> <p>The Company will:</p> <ul style="list-style-type: none"> <li>• Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities</li> <li>• Post the plan in a visible place on the premises</li> <li>• Provide all information relating to the plan in alternative formats upon request</li> <li>• Review and update the plan at least once every five years</li> </ul>	Human Resources Department	Jan. 1, 2014	Jan. 1, 2014	Jan. 1, 2014

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Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
Self-service kiosks	When Triple M Metal LP does make use of self-service kiosks available to its customers and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks.	Human Resources Department with input from Purchasing and IT departments	N/A	N/A	N/A
Training	<p>Triple M Metal LP will provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the <b>Human Rights Code</b> as it pertains to persons with disabilities.</p> <p>The type and intensity of training on the requirements of accessibility standards and the <b>Human Rights Code</b> will vary according to the duties of the employee, volunteers or others.</p> <p>Triple M Metal LP will maintain a record of the dates when training is provided and the name and number of individuals to whom it was provided.</p> <p>Training will re-occur when there are changes to the accessibility policies or as deemed by the Company.</p>	Human Resources Department	Jan. 1, 2015	Jan. 1, 2015	Sept.11, 2015

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Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
<b>II. Requirements Under the Information and Communications Standard</b>					
Emergency procedures, plans, or public safety information	Triple M Metal LP will: <ul style="list-style-type: none"> <li>• Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency</li> <li>• Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities</li> <li>• Upon request, provide the information in an accessible format or with communication supports as soon as practicable</li> <li>• Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports</li> <li>• Provide such information at a cost not more than the regular cost charged to other people</li> </ul>	Human Resources Department, and QES Department	Jan. 1, 2012	Jan. 1, 2012	Jan. 1, 2012
Accessibility policies, practices and procedures	Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved.  This policy will be posted in a visible place on the premises.	Human Resources Department	Jan. 1, 2014	Jan. 1, 2014	Jan. 1, 2014

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Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
	<p>This policy will be provided in an alternative format upon request.</p> <p>The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.</p>				
Multi-year plan	<p>Assess barriers to information and communication systems/platforms.</p> <p>Determine the accessibility of Triple M Metal LP information components and systems.</p> <p>Establish a practice that Company documents be created in a structured electronic format to allow for easier conversion to accessible formats.</p> <p>Establish a Company standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language).</p> <p>This plan will be posted in a visible place on the premises.</p> <p>Provide the plan in alternative formats upon request.</p>	Human Resources Department with IT Department and all departments involved in providing information and documents to customers	Jan. 1, 2015	Jan. 1, 2015	Jan. 1, 2015

**Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)**

<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>	<b>Completion Date</b>
<p>Taking a person's disability into account when communicating or providing information in accessible formats and communication supports</p>	<p>Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist at Triple M Metal LP</p> <p>Produce and deliver alternately formatted material essential to Triple M Metal LP and our customers.</p> <p>Post a notice on Triple M Metal LP's website and on the premises that information is available in a variety of accessible formats.</p> <p>When an alternate accessible format and communication support is requested, a person with a disability will be consulted.</p> <p>Have a process in place for customers to request and be provided with information and communication in an accessible format.</p> <p>Explain when an accessible format is not feasible.</p>	<p>Human Resources Department with IT Department and all departments involved in providing information and documents to customers</p>	<p>Jan. 1, 2016</p>	<p>Jan. 1, 2016</p>	<p>Jan. 1, 2016</p>
<p>Feedback</p>	<p>Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.</p>	<p>Human Resources Department with the IT Department and Customer Service</p>	<p>Jan. 1, 2015</p>	<p>Jan. 1, 2015</p>	<p>Jan. 1, 2015</p>





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Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
	<p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> <li>• When the employee moves to a different location in the organization</li> <li>• When the employee's overall accommodations needs or plans are reviewed, and</li> <li>• When the employer reviews its general emergency response policies</li> </ul>				
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	Human Resources Department, QES Department, Joint Health and Safety Committee, and Managers/ Supervisors	None		Reviewed on an annual basis and/or when a new policy is developed.
Recruitment	<p>Promote employment opportunities for the designated groups, including persons with disabilities.</p> <p>On the Company's website and on job advertisements, specify that accommodation is available for job applicants with disabilities. Inform candidates about the availability of accommodations:</p> <ul style="list-style-type: none"> <li>• when called for an interview</li> </ul>	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016

**Multi-Year Accessibility Plan under the Integrated Accessibility Standards Regulation (IASR)**

<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>	<b>Completion Date</b>
	<ul style="list-style-type: none"> <li>• during the selection process</li> <li>• at the time of job offer</li> <li>• at orientation</li> </ul>				
Support information for employees	<p>Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment.</p> <p>Update information provided to employees as policies change.</p>	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Accessible formats and communication	Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Documented individualized plans	<p>Create a written process for developing individual accommodation plans for employees with disabilities.</p> <p>Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.</p> <p>Document the process.</p>	Human Resources Department, and QES Department and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016
Performance assessment, career development and advancement,	Take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career	Human Resources Department, and Managers/ Supervisors	Jan. 1, 2016	Jan. 1, 2016	Jan. 1, 2016

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Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review	Completion Date
and redeployment	development and redeployment.				
Training	Provide training in respect of any changes to the policies described in the employment standard section of the Regulation.	HR Department	On an ongoing basis		

**IV. Requirements under the Transportation Standard**

This standard does not apply to Triple M Metal LP.

**IV.1 Requirements under the Built Environment Standard**

Triple M Metal LP will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.