

1 POLICY

1.01 It is the mission of Walters to deliver outstanding steel based solutions to our customers by; continuously being innovative in our approach to construction projects, applying best practices in all aspects of our business, striving to earn long term trusting relationships with our customers, employees, and suppliers, and always being mindful of the effect of our work on those around us.

1.02 While Walters is not open to the general public as a provider of goods and services, on occasion customers or suppliers may enter our facilities. On the rare occasion that this happens, Walters is committed to ensuring that we fulfill our mission by ensuring reasonable efforts are made that respects the dignity and independence of people with disabilities.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act.

3 SCOPE

3.01 This policy applies to all employees who as part of their job function interact and provide service with the general public.

3.02 This policy applies to all facilities which are deemed accessible to the general public (i.e. common reception areas or meeting areas).

4 RESPONSIBILITY

4.01 It is the responsibility of the managers and/or immediate supervisors and/or department VP to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager and/or immediate supervisor and/or department VP is responsible to ensure all applicable employees are trained under Accessibility Standards for Customer Service and this policy, practise and procedure.

5 DEFINITIONS

5.01 "Assistive Devices" are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

5.02 "Customer Service" (at Walters) is limited to interactions with the public that are focused on the procurement of material and service (for purposes of fabrication/production) and/or Client relations.

5.03 "Disability", as per the Ontario Human Rights Code, means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

5.04 "Employees" means every person who deals with members of the public or other third parties on behalf of Walters, whether the person does so as an employee, agent, volunteer or otherwise.

5.05 "Persons with Disabilities" are individuals who have a disability as defined under the Ontario Human Rights Code (and above).

5.06 "Service Animals" are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

5.07 "Support Persons" are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005
Accessibility Standards for Customer Service, Ontario Regulation 429/07.

7 PROCEDURES

Walters is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

7.01 Assistive Devices

Note: Allow the opportunity for the customer or visitor to self-disclose a disability that may require accommodation.

- Walters allows assistive devices on the premises. The lobby areas have been arranged so a person with an assistive device may use the premises. Each lobby has a boardroom where there is ample room to conduct business with a person with an assistive device.

- In the event that Walters is unable to accommodate a person with disability on the premises, staff will provide information for the location of a mutually agreed upon meeting place.
- Walters will ensure that staff know how to use the following assistive devices available on our premises:
 - Elevator

7.02 Communication

- Walters is committed to communicating with persons with disabilities in ways that take into account their disability.
- Walters will train staff who communicate with customers on how to interact and communicate with people with disabilities.

7.03 Use of Service Animals and Support Persons

- Walters is committed to welcoming people with disabilities who are accompanied by a service animal and/or support person into our facilities/areas that are accessible to the public (i.e. Reception). At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises.
- Walters will ensure that all staff, volunteers and others dealing with the public (i.e. customers) are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

7.04 Notice of Temporary Disruption

- Walters will provide customers with notice in the event of a planned or unexpected disruption in the facilities or existing services available for people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- This information will be provided to individuals directly who indicate they require specific facilities or services while at Walters.

7.05 Training for Staff

- Walters will provide training to all employees who may be in contact with Walters' customers and/or suppliers and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:
 - All office staff (incl. Plant Managers and Supervisors), who would have active interaction with suppliers of service and material and with clients.
- This training will be provided on an annual basis for affected employees and as policies change, as appropriate.
- Training will include the following:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - Walters plan related to the customer service standard.
 - 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.
 - How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities (Not applicable to Walters Field Services Inc.).
 - What to do if a person with a disability is having difficulty in accessing Walters.
 - Staff will also be trained when changes are made to the plan.

7.06 Feedback Process

- The ultimate goal of Walters is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- Feedback can be provided at reception, via e-mail or via telephone. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.
- Upon receipt, the Human Resources Department will investigate the matter with the appropriate personnel and provide a written response within thirty (30) days.

7.07 Notice of Availability

- A copy of this policy is available upon request by contacting the Human Resources Department.

7.08 Modifications to this or Other Policies

- Walters is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- Any policy of Walters that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8 RECORD KEEPING

Walters will maintain accurate records of training delivered to our staff and volunteers and make these records available for inspection as may be required.

Multi-Year Accessibility Plan for Walters Group



This 2021-2026 accessibility plan outlines the policies and actions that Walters will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Walters believes in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Requirement	Target Date	Status	Description	Considerations	Responsibility
Emergency Information	January 1, 2012	Completed	Provide emergency information in an accessible format upon request	<ul style="list-style-type: none"> ■ Assess existing emergency response policies. ■ Update to ensure they can be followed by a person with a disability. ■ Provide emergency response information to employees with disabilities in a way that is tailored to the employee's needs if the disability requires it. ■ Integrate into visitor's orientation/communication. 	Health and Safety Dept.
Training	January 1, 2015	Ongoing	Training will be provided to employees and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.	<ul style="list-style-type: none"> ■ Create training for integrated regulation. Ensuring it is relevant by job task. ■ Provide training when changes to policies are made. ■ Maintain training records with date and number of people trained. 	HR Dept.
Information and Communication	January 1, 2021	Completed	Website	<ul style="list-style-type: none"> ■ Speak with developers to ensure content is up to date with AODA requirements. Perform Test. ■ Ensure all new content added is compliant with AODA requirements. ■ Plan for 2021 requirement to conform to WCAG 2.0 level AA. ■ Research closed captioning costs and ability to add to existing website. ■ Launch accessible website. 	Web Developer / Marketing
	January 1, 2016	Completed	Accessible Information	<ul style="list-style-type: none"> ■ Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's disability. 	HR Dept.
Employment	January 1, 2016	Ongoing	Recruitment and Selection	<ul style="list-style-type: none"> ■ Ensure it is noted in the process that persons with disabilities will be accommodated where possible upon request (i.e. Ad's). ■ Identify minimum BFOR's by job description. ■ Adjust/create policies to include these provisions. ■ Ensure that when an offer is made employees are aware of the company's policies for accommodating people with disabilities. (January 2015) ■ Inform candidates of available accommodations: <ul style="list-style-type: none"> ■ When called for an interview ■ During the selection process ■ At the time of job offer ■ At orientation. 	HR Dept.
		Ongoing	Accommodation Plans and Return to Work	<ul style="list-style-type: none"> ■ Prepare individualized Accommodation Plans for Persons with Disabilities returning to work, where required and upon disclosure. 	HR Dept./ H&S Dept.
		Ongoing	Performance Management and Career Development	<ul style="list-style-type: none"> ■ Create policies stating that Walters will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans during performance management reviews and career development opportunities. 	HR Dept./ H&S Dept.

For More Information

For more information on this accessibility plan, please contact the Human Resources Department at:

Phone: 905-388-7111 ext. 245

Email: careers@waltersinc.com

Accessible formats of this document are available upon request.