


| | | | |
|--|---------------------------------------|--|------------------------|
|  | | | |
| Document No.: HR-1007 | Document Title: AODA Policy | | Page: 1 of 7 |

Purpose

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, the purpose of this policy is to outline responsibilities of staff personnel (employees, volunteers, and other third parties) on behalf of Abatement Technologies Limited in providing goods, services, and opportunities to persons with disabilities.


Scope

This policy governs the provision of goods and services by Abatement Technologies at all Abatement Technologies owned and operated facilities, as well as the provision of goods and services on the premises by employees, volunteers, agents and/or contractors who act on behalf of or represent Abatement Technologies.

Definitions

1. **Disability:** Defined under the Ontario Human Rights Code is:
 - a. 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device;
 - i. a condition of mental impairment or a developmental disability;
 - ii. learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iii. a mental disorder, or;
 - iv. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
2. **Accessible Formats:** Formats that are alternative to standard print and are accessible to people with disabilities, such as large print, Braille, DVDs and audio formats.
3. **Communication Supports:** Methods that assist communication and access to information for people with disabilities. Examples include plain language formats, sign language, reading out loud, captioning or using written notes to communicate.

| | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|
| Document Author: K.Van Hemmen | Document Date: 01-01-2021 | Approved by: K.Van Hemmen | Revision Date: Dec 1, 2023 | Revision No. 002 |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|

| | | | |
|--|---------------------------------------|--|------------------------|
|  | | | |
| Document No.: HR-1007 | Document Title: AODA Policy | | Page: 2 of 7 |

Statement of Commitment

Abatement Technologies Limited is committed to providing equal access and participation for all individuals including its customers, employees, suppliers, job applicants and any other person(s) who may enter its premises or use its services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated standards and regulations.

We understand that we have a responsibility for ensuring a safe, dignified, and welcoming environment for all individuals. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We are also committed to meeting our current and ongoing obligations under the Ontario Human Rights Code with respect to all non-discrimination practices and regulations. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner in a way that maintains their dignity and independence.

Providing an accessible and barrier-free environment is a shared effort and as an organization, Abatement Technologies Limited is committed to working with the necessary parties to make accessibility a reality.

Accessible Customer Service Standards

Providing Goods & Services

Abatement Technologies 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:


Communication

We will communicate with individuals in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. We will work with each individual to determine what method of communication works best for them.

Telephone services: We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail and other services which may become necessary if telephone communication is not suitable to their communication needs or is not available.

Billing: We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

| | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|
| Document Author: K.Van Hemmen | Document Date: 01-01-2021 | Approved by: K.Van Hemmen | Revision Date: Dec 1, 2023 | Revision No. 002 |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|

| | | |
|--|---------------------------------------|------------------------|
|  | | |
| Document No.: HR-1007 | Document Title: AODA Policy | Page: 3 of 7 |

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services. We will ensure that our service employees are trained in the use of assistive devices, if and when provided by Abatement Technologies, for individuals with disabilities while accessing our facilities or services. 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, and/or facilities.

Service Animals & Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on parts of our premises that are open to the public and other third parties. We will ensure all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Abatement Technologies' premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

Notice of Temporary Disruption

Abatement Technologies will provide employees, customers, and partners with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons 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. We will ensure that an alternate, accessible meeting place is arranged.

Information and Communication Standards


Accessible Formats and Communications Supports

Upon request, Abatement Technologies will provide, or will 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 accessibility needs due to disability.

Abatement Technologies will consult with the person making the request in determining the suitability of an accessible format or communication support.

Abatement Technologies will also notify the public about the availability of accessible formats and communication supports.

| | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|
| Document Author: K.Van Hemmen | Document Date: 01-01-2021 | Approved by: K.Van Hemmen | Revision Date: Dec 1, 2023 | Revision No. 002 |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|

| | | | |
|--|---------------------------------------|--|------------------------|
|  | | | |
| Document No.: HR-1007 | Document Title: AODA Policy | | Page: 4 of 7 |

Accessible Websites and Web Content

Abatement Technologies will ensure that our internet websites, 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.

Employment Standards

Recruitment, Assessment or Selection Process

Abatement Technologies will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. When an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account that applicant's needs due to disability. Successful applicants will be made aware of the company's policies and supports for accommodating people with disabilities. When making offers of employment, Abatement Technologies will notify the successful applicant of its policies for accommodating employees with disabilities, upon request.

Employee Notification

Abatement Technologies 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 take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports


Upon the request of an employee with a disability, Abatement Technologies will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his or her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Abatement Technologies will consult with the employee making the request.

Workplace Emergency Response Information

Abatement Technologies 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 if the company is aware of the need for accommodation due to the employee's disability. Abatement Technologies will provide this information as soon as practicable after becoming aware of the need for accommodation.

| | | | | |
|--|-------------------------------------|--------------------------------------|--------------------------------------|----------------------------|
| Document Author: K. Van Hemmen | Document Date: 01-01-2021 | Approved by: K. Van Hemmen | Revision Date: Dec 1, 2023 | Revision No. 002 |
|--|-------------------------------------|--------------------------------------|--------------------------------------|----------------------------|

| | | | |
|--|---------------------------------------|--|------------------------|
|  | | | |
| Document No.: HR-1007 | Document Title: AODA Policy | | Page: 5 of 7 |

Where the employee requires assistance, Abatement Technologies will, with the consent of the employee, provide the workplace emergency response information to the person designated by the company to provide assistance to the employee.

Abatement Technologies will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee’s overall accommodations needs or when plans are reviewed, and when reviewing general emergency response policies.

Documented Individual Accommodation Plans

Abatement Technologies will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Abatement Technologies 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 the company will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.


Performance Management and Career Changes

Abatement Technologies will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Employee Training

Abatement Technologies will provide training for its employees, as well as individuals who are responsible for developing the companies’ policies, and all other persons who provide goods, services, or facilities on behalf of the company, regarding the AODA, Integrated Accessibility Standards Regulation (IASR) and the *Ontario Human Rights Code* as they pertain to individuals with disabilities. Training includes topics such as; the purpose of the AODA, customer service standards, how to interact and communicate with individuals with various needs and assistive devices, and how to accommodate individuals who need to access our building and/or services. Training will be provided regularly to new employees and as changes to the companies’ accessibility policies and procedures occur. Abatement

| | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|
| Document Author: K.Van Hemmen | Document Date: 01-01-2021 | Approved by: K.Van Hemmen | Revision Date: Dec 1, 2023 | Revision No. 002 |
|---|-------------------------------------|-------------------------------------|--------------------------------------|----------------------------|

| | | | |
|--|---------------------------------------|--|------------------------|
|  | | | |
| Document No.: HR-1007 | Document Title: AODA Policy | | Page: 6 of 7 |

Technologies will maintain records on the training provided, when it was provided, and the number of employees who were trained.

Feedback

Abatement Technologies will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. Requests for information in accessible formats or communication supports, and feedback regarding accessibility can be made in person, via telephone, e-mail or in writing to:

Brandy Fulton, HR & Safety Manager
1481 Harber Court
Fort Erie, Ontario L2A 0G3 Canada

905-871-4720
hr@abatement.ca

The HR & Safety Manager will respond within 7 business days either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any concerns. Human Resources will provide information in accessible formats, upon request.

Modifications

We are committed to ensuring that our public service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of Abatement Technologies that does not respect and promote the dignity and independence, integration and equal opportunity of persons with disabilities will be modified or removed.

Review

Abatement Technologies will develop, maintain, and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Plan will be reviewed and updated at least once every five years. Upon request, Abatement Technologies will provide a copy of the Plan in an accessible format.

This policy will be reviewed regularly to ensure that it reflects current practices of Abatement Technologies as well as legislative requirements.

Questions

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, please contact Human Resources at 905-871-4720 or hr@abatement.ca.

| | | | | |
|--|-------------------------------------|--------------------------------------|--------------------------------------|----------------------------|
| Document Author: K. Van Hemmen | Document Date: 01-01-2021 | Approved by: K. Van Hemmen | Revision Date: Dec 1, 2023 | Revision No. 002 |
|--|-------------------------------------|--------------------------------------|--------------------------------------|----------------------------|

| Rev. No. | Rev. Date | Description of Revision | Approved By |
|-----------------|------------------|---|--------------------|
| 001 | June 1, 2021 | Consolidation of Handbook details and separate policy | K. Van Hemmen |
| 002 | Dec 1, 2023 | Reviewed and Revised | B. Fulton |