



# Multi-year Accessibility Plan

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## Statement of Commitment to Accessibility

Horst Welding is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## Introduction

Horst Welding is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Horst Welding multi-year accessibility plan provides a mechanism for planning, reviewing and evaluating the implementation of the Integrated Accessibility Standards. In addition, our plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. The current plan covers the period from 2023 – 2028.

In accordance with the requirements, Horst Welding will:

- Establish, implement, and maintain policies governing how the organization will achieve accessibility;
- Post a copy of this plan on the corporate website;
- Provide all information relating to the plan in alternative formats, upon request;
- Review and update the plan at least once every five years.

Under the AODA, 4 of the 5 accessibility standards are applicable to Horst Welding. These accessibility standards will allow our organization to continue to identify and remove barriers to improve accessibility for people with disabilities, the accessibility standards are: Customer Service; Information and Communications; Employment; Design of Public Spaces.

## Accessibility Standards for Customer Service

Horst Welding has followed the Accessible Customer Service Standard and will continue to comply with the regulation. We strive to deliver an accessible customer service experience by ensuring that people with disabilities can access and equally benefit from the same services and facilities as all other customers. We will continue to improve, maintain and report on this standard, as required under the legislation; ongoing initiatives include:

- Providing accessible telephone services to customers with hearing or speech disabilities and considering various communication channels that are better suited to their needs;
- Ensuring that in situations where an individual with a disability is accompanied by a support person or service animal, both are accommodated and provided equal access to our goods and services and are allowed in areas opened to the public and other third parties in accordance with our Health and Safety standards;



- Providing a prompt notification to the public of any temporary service disruption to facilities or services used by persons with disabilities. This notice includes information regarding the reason and duration of disruption and a description of alternative facilities or services, if available;
- Providing accessibility awareness, AODA and customer service standard training to all employees, including those who participate in the development of the organization's policies, and all other people who provide goods, services, and facilities on behalf of the company;
  - Training includes the purpose and importance of the accessibility standards developed by provincial legislation as well as directions on how to best to communicate, interact, and support people with disabilities;
  - Completion of training is tracked and recorded. These records consist of the dates and individuals to whom the training was provided;
- Welcoming and appreciating feedback from persons with disabilities through multiple communication channels;
- Reporting compliance with the Customer Service Standard as required.

### Emergency response and evacuation plans

Horst Welding is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities. We will continue to develop individualized workplace emergency response plans for employees upon awareness of their needs for accommodation in an emergency. In addition:

- Horst Welding will provide all existing public emergency procedures, plans and public safety information, upon request, in a timely manner and in accessible format;
- Individualized workplace emergency response plans are available to employees who disclose a disability, and such employees will be accommodated according to their disability, if requested, when and if an emergency or disaster occurs;
- Upon consent, we will provide designated assistance to employees with a disability as required;
- The plan will be communicated to the employee's manager and safety personnel on an 'as needed' basis;
- The plan will be maintained and updated with any changes to employee's accessibility needs and location;
- On an ongoing and regular basis, and as per the applicable terms of the IASR, Horst Welding will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

### Accessibility Standards for Information and Communication

Horst Welding is committed to meeting the communication needs of people with disabilities.

The company has and will continue to incorporate new accessibility requirements under the standard by doing the following:

- Where accessible formats and communication supports for persons with disabilities are requested:
  - Provide or arrange for the provision of such accessible formats and communication supports;



- Consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
- Notify the public about the availability of information in accessible formats and communication supports upon request.

#### Accessible Websites and Web Content

- Horst Welding has implemented a plan to ensure that the corporate website will comply with WCAG 2.0 Level AA;
  - Review and update to the corporate website in line with requirements are ongoing;
- New website content is coded in a compliant fashion to empower third-party consumer tools;
- Adoption of standards in Internet technology to ensure the public websites are compatible with the above-mentioned tools;
- AODA compliance is included as criteria in selecting technology vendors for new website development initiatives;
- Horst Welding will continue to incorporate compliance with relevant accessibility legislation into website management.

#### Accessibility Standards for Employment

Horst Welding is committed to fair and accessible employment practices. We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired, this includes, but it not limited to:

- Regular review and, as necessary, modification of existing recruitment policies, procedures, and processes;
- Specifying that accommodation is available for applicants with disabilities, on job postings;
- Creating individual accommodation plans for any employees who have a disability, any individual accommodation plan will be provided to the point of undue hardship and will incorporate:
  - The employee's participation in the development of the individual accommodation plan;
  - The manner in which the employee will be assessed on an individual basis;
  - The manner in which Horst Welding can request evaluations by an outside medical professional or other expert at the Company's expense to assist with determining if and how a suitable accommodation can be achieved;
  - The frequency by which the plan will be reviewed and updated;
  - The plan will outline the steps to follow when providing reasons to the employee, if the individual accommodation policy is denied;
  - The plan will outline the steps to protect the privacy of the employee's personal information;
  - The plan will be provided in an accessible format that considers the employee's accessibility needs;



- Where an employee with a disability so requests it, Horst Welding will provide or arrange for provision of suitable accessible formats and communications supports for: Information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace;
- Informing current employees and new hires of policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- When making offers of employment, Horst Welding will notify the successful applicant about its policies for accommodating employees with disabilities;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Our performance management, career development, redeployment, and return-to-work processes will continue to accommodate for the accessibility needs of employees with disabilities.

## Accessibility Standards for the Design of Public Spaces

Horst Welding is committed to designing public spaces that are free from barriers and accessible to all persons we serve and to incorporating accessibility into the design of public spaces when building or making significant renovations to existing public spaces. This will be done in accordance with the criteria established in the AODA Design of Public Spaces Standards (Accessibility Standards for the Built Environment). Horst Welding has procedures for preventative and emergency maintenance of the accessible elements in public spaces as required and procedures for dealing with temporary disruptions when accessible elements are not in working order.