

Ingot Metal Company Ltd.
Multi-Year Accessibility Plan
2021-2026

June 2021

Table of Contents

1. Statement of Commitment	2
2. About this plan	2
3. Integrated Accessibility Standards General Requirements	3
4. Accessibility Standard for Customer Service	4
5. Accessible Information and Communication Standard	5
7. Accessible Design of Public Spaces Standard	12

Ingot Metal Company Ltd. Multi-Year Accessibility Plan 2021-2026

1. Statement of Commitment

Ingot Metal is committed to service excellence and inclusion and to fulfilling its obligations under the Accessibility for Ontarians with Disabilities Act (AODA). As part of this commitment, we strive to identify, remove and prevent barriers to accessibility that may interfere with the ability of people with disabilities to access the opportunities available to others by Ingot Metal.

2. About this plan

This Multi-Year Accessibility Plan describes the steps Ingot Metal will take to improve accessibility over the next five years, including how it will meet its obligations under the accessibility standards which are part of the Integrated Accessibility Standards Regulation (IASR) enacted under the authority of the AODA.

3. Integrated Accessibility Standards General Requirements

Requirement	Action	Status
<p>Multi-Year Accessibility Plans Establish multi-year accessibility plan and update the plan at least once every 5 years.</p> <p>Post multi-year accessibility plan on company website</p> <p>Make the multi-year plan available in accessible formats upon request.</p>	<p>Hire an accessibility consultant to work with Ingot Metal staff to create multi-year accessibility plan.</p> <p>Post the plan on Ingot Metal website.</p> <p>Staff have received resources on how to create, provide or arrange for accessible formats and communication supports.</p> <p>Staff will consult with a person who needs and requests an alternative format to determine a suitable format.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed and on-going</p>
<p>Accessibility Policies Establish accessibility policies</p>	<p>Hire an accessibility consultant to assist in creating policies AODA.</p> <p>Staff are aware of the need to provide the accessibility policy to the public upon request.</p>	<p>Completed</p> <p>Completed</p>
<p>IASR and Accessible Customer Service Training (Accessibility) Training The Accessibility Training fulfills the AODA/IASR General Requirements for training and the Accessible Customer Service Requirements for training. Provide Accessibility Training to all staff and other applicable parties.</p>	<p>Provide Accessibility training to all staff and other applicable parties by use of an Accessibility Training Booklet.</p> <p>Provide Accessibility training to new hires as part of the onboarding process.</p> <p>Provide training on changes to AODA policies.</p>	<p>Completed</p> <p>On-going</p> <p>On-going as changes occur to policies.</p>

4. Accessibility Standard for Customer Service

Requirement	Action	Status
<p>Accessible Customer Service Policy Establish Accessible Customer Service policies, procedures and practices and practices.</p>	Develop policies, procedures and practices.	Completed
<p>Accessible Customer Service Training Complete accessible customer service training.</p>	See the IASR and Accessible Customer Service Training section above	Completed and on-going for new hires and for policy changes.
<p>Training Records Keep training records.</p>	See the IASR Training and Accessible Customer Service Training section above	Completed and on-going for new hires.

5. Accessible Information and Communication Standard

Requirement	Action	Status
<p>Emergency Plans and Public Safety Information Provide emergency plans and public safety information in accessible formats upon request</p>	<p>If requested Ingot Metal will provide emergency evacuation information and other emergency information in accessible formats.</p> <p>Staff are aware that they must consult with the person to determine a suitable format.</p> <p>Employees are aware of how to create or arrange for accessible formats, such as contacting supervisors/team leads to arrange for materials.</p> <p>Employees are aware that this must be done in a timely manner.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
<p>Accessible Websites and Web Content Internet websites and web content must conform to WCAG 2.0 Level AA with exceptions as stated in IASR s14.</p>	<p>Website has been updated to meet AODA requirements.</p> <p>Staff are aware that documents posted to the website must be accessible and they have resources on how to create accessible documents.</p> <p>Inform website designers and developers that they must adhere to WCAG requirements. For example, include statement in contracts with website designers and developers.</p>	<p>Completed</p> <p>Completed for existing content and on-going for new content.</p> <p>Completed and on-going</p>

Requirement	Action	Status
<p>Accessible Feedback Process Create a feedback process that is accessible to people with disabilities upon request.</p>	<p>A feedback process is in place that can be accessed through different service channels, such as through the website, by email, by phone, in person, etc.</p> <p>Employees are aware of how to create or arrange for accessible formats and communication supports for the feedback process.</p> <p>Ingot Metal will review feedback regularly to identify and address accessibility and other issues.</p>	<p>Completed</p> <p>Completed</p> <p>Completed and on-going</p>
<p>Accessible Formats or Communication Supports Provide or arrange for accessible formats or communication supports for people with disabilities upon request.</p> <p>Provide them in a timely manner.</p> <p>Provide them at no additional cost than the cost charged to others.</p> <p>Notify the public of the availability of accessible formats and communication supports.</p>	<p>Employees are informed of the availability of accessible formats and communication supports and how to request them.</p> <p>Employees are aware that they must address requests promptly and that no additional fee is charge for accessible formats.</p> <p>Incorporate language in marketing materials and the website that accessible formats may be provided to persons with disabilities upon request.</p>	<p>Completed</p> <p>Completed</p> <p>On-going</p>

6. Accessible Employment Standard

Requirement	Action	Status
<p>Individualized Employee Emergency Response Information/ Plans Provide individualized emergency response information/plan to employees with disabilities upon request and when aware of a need.</p> <p>As necessary and with the employee's consent the employee's emergency response information/ plan will be shared with the person designated to assist them.</p> <p>Review employee individualized emergency response information/plans.</p>	<p>A process is in place to address individualized emergency response/plans for employees with disabilities.</p> <p>Existing staff and new hires know to contact their manager/supervisor if at any time they require individualized emergency response information in an accessible format or with communication supports or if they need assistance during an emergency.</p> <p>Employee individualized plans will be reviewed when the employee's accommodation needs change, when the employee moves to a different location in the organization and when Ingot Metal's emergency plans/information are reviewed.</p>	<p>Completed</p> <p>Completed</p> <p>Completed and on-going</p>
<p>Provide Notice of the Availability of Disability Related Accommodation During Job Recruitment Notify employees and the public of the availability of reasonable accommodations for job applicants with disabilities during the recruitment process.</p>	<p>Include a statement in job postings about the availability of accommodations upon request for persons with disabilities.</p>	<p>Completed</p>

Requirement	Action	Status
<p>Interview/Assessment Process Notifying applicants invited to take part in a job interview/selection/assessment that accommodations are available upon request for people with disabilities in relation to materials or processes used.</p> <p>If an applicant requests accommodation, consult with the person to determine a suitable format</p>	<p>Hiring staff will inform selected job applicants when inviting them to an interview of the availability of reasonable disability accommodations for people with disabilities during the interview/ assessment process.</p> <p>Hiring staff know to consult with the individual about their disability accommodation needs.</p> <p>Hiring staff will determine reasonable accommodations for the hiring process. Hiring staff have information about accessible formats, communication supports and other disability accommodations that might be used during the interview process.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>
<p>Job Offers - Notification of Supports When making an offer of employment, notify the successful applicant of policies for accommodating employees with disabilities.</p>	<p>Hiring staff are instructed to inform successful applicants of the employee disability accommodation policy when making an offer of employment.</p>	<p>Completed</p>

Requirement	Action	Status
<p>Inform Employees of Accessibility Policies and Supports Inform employees of policies used to support employees with disabilities such as job accommodation policies.</p> <p>Provide this information to employees as soon as possible after they begin their employment.</p> <p>Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations for employees with disabilities.</p>	<p>During staff training employees and new hires are informed of the disability accommodation policy and the availability of accommodations for employees with disabilities.</p> <p>Information about the accessibility policies and disability accommodation is incorporated into on the boarding process.</p> <p>A method is in place to notify staff of changes in employee accommodation policies.</p>	<p>Completed and on-going</p> <p>Completed</p> <p>Completed</p>
<p>Accessible Formats and Communication Supports for Employees When the employee requests it, consult with the employee with the disability to provide or arrange for accessible formats and communication supports for: information needed to perform the job; and for information generally available to employees in the workplace.</p>	<p>Managers and supervisors will consult with an employee who requests accessible formats or supports to help determine suitable and reasonable accommodations.</p> <p>Managers/supervisors will assess the employee's information/communication accessibility needs as they relate to their job duties and the information generally available to other employees.</p> <p>Managers/supervisors have resources how to provide or arrange for accessible formats and communication supports.</p>	<p>Completed and on-going</p> <p>Completed and on-going</p> <p>Completed</p>

Requirement	Action	Status
<p>Documented Individual Accommodation Plans Develop a process for creating individualized accommodation plans for employees with disabilities that includes the required elements listed in the AODA, Accessible Employment Standard, S28, of the Integrated Accessibility Standard Regulation (IASR).</p>	<p>Employee Individual Accommodation Process and Plan/Form have been created that include the elements required by the Accessible Employment Standard, S28 of the IASR.</p>	<p>Completed</p>
<p>Return to Work Process Develop a documented return to work process for employees who have been absent due to a disability and require disability related accommodations in order to return to work.</p> <p>Include the steps taken to facilitate the return to work and use the documented accommodation plan as part of the process, as described above and in S28 of the Accessible Employment Standard.</p>	<p>A documented return to work (RTW) process has been created for employees. The RTW process includes the steps necessary to facilitate an early and safe return to work. It outlines roles and responsibilities of key stakeholders.</p> <p>The Employee Individual Accommodation Plan will be used in of the RTW process.</p>	<p>Completed</p> <p>Completed and on-going</p>

Requirement	Action	Status
<p>Performance Management If using performance management; take into account the accessibility needs of employees with disabilities as well as their individual accommodation plans when using performance management processes.</p>	<p>During performance management processes such as employee evaluations, the employee's accessibility needs and accommodation plans will be taken into consideration. Managers/supervisors will provide reasonable accommodations and communicate with the employee in a manner that takes their disability into account.</p>	<p>Completed and on-going</p>
<p>Career Development If providing career development and advancement to employees; take into account the accessibility needs of employees with disabilities as well as their accommodation plans when providing career development and advancement to employees with disabilities.</p>	<p>Advancement and training opportunities take into account individual employee accommodation needs and their accommodation plans.</p> <p>Job promotion criteria and practices will take into account the accessibility needs of employees and their accommodation plans.</p>	<p>Completed and on-going</p> <p>Completed and on-going</p>
<p>Redeployment Where redeployment is used take into account the accessibility needs of employees with disabilities as well as their accommodation plans when redeploying employees with disabilities.</p>	<p>Managers/supervisors will take into account the accessibility needs and accommodation plans of employees with disabilities when considering redeploying employees to a different job function or location.</p>	<p>Completed and on-going</p>

7. Accessible Design of Public Spaces Standard

Requirement	Action	Status
<p>Accessible Parking When constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements stated in the Design of Public Spaces Standard of the AODA/IASR.</p>	<p>Ingot Metal will fulfill its obligations as they apply to public parking areas (e.g., visitor parking) when applicable.</p>	<p>Completed</p>
<p>Obtaining Services When construction new service counters and fixed queuing guides. When constructing or redeveloping waiting areas as stated in the Design of Public Spaces Standard of the AODA/IASR.</p>	<p>Ingot Metal will fulfill its obligations when applicable.</p>	<p>Will be addressed if renovated.</p>
<p>Maintenance Maintain the applicable accessible elements as stated in the Design of Public Spaces Standard of the AODA/IASR.</p>	<p>Ingot Metal will fulfill its obligations when applicable.</p>	<p>On-going</p>