



AODA Multi-Year Accessibility Plan

Original Issue: 2014; Updated: 2021

Statement of Organizational Commitment

Metrican is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005, and Ontario's accessibility laws.

The Multi-Year Accessibility Plan outlines the policies, achievements and actions that Metrican has put in place to improve opportunities for people with disabilities.

Accessible Emergency Information

Metrican is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Metrican will ensure to provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

As of January 1, 2015, Metrican took many steps to ensure employees are provided with the training needed to meet Ontario's accessible laws and on the Human Rights Code as it relates to people with disabilities.

Training is provided in a way that best suits the duties of personnel (employees, volunteers and other third parties).

The training includes instruction on the following:

- Purposes and requirements of the AODA
- Requirements of the Human Rights Code as it pertains to persons with disabilities
- Interaction and communication with persons with various types of disabilities as well as those who use assistive devices, or require the assistance of a service animal or support person
- What to do if a person with a particular disability is having difficulty accessing goods or services

Notwithstanding the above timeline, training will take place as soon as practicable for all new personnel, as well as on an ongoing annual basis for all current personnel.

Information and Communications

Metrican is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

As of January 1, 2014, Metrican took all steps to make all new websites and content on those sites conform with WCAG 2.0, Level A

- Third party services of a Webmaster to ensure website meets required Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines.
- Review and update website at least once every five years

As of January 1, 2015, Metrican took steps to make sure existing feedback processes are accessible to people with disabilities upon request

- Third party services of a Webmaster to ensure website meets required Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines
- Feedback ability on website as well as feedback forms located at each Reception area along with pre-addressed envelopes for confidentiality

As of January 1, 2016, accessibility was integrated into Metrican's communication methods as follows:

- Feedback – Metrican ensured its process for receiving and addressing feedback is accessible by providing or arranging for the provision of accessible formats and communication supports, upon request
- Metrican recognizes that persons with disabilities may use alternative methods to access information or services and will upon request provide, or arrange for the provision of, information and communication in an alternative format. The Company will consult with the person making the request in determining the suitability of an accessible format or communication support

As of January 1, 2021, Metrican took steps to make all websites and content conform with WCAG 2.0 Level AA

- Third party services of a Webmaster to ensure website meets required Level AA of the Worldwide Web Consortium's Web Content Accessibility Guidelines Compliance with level AA

Employment

Metrican is committed to fair and accessible employment practices. We will make the following steps to notify the public and staff that, when requested, Metrican will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Metrican will notify all internal and external job applicants, in job postings and when inviting an applicant to an interview or assessment, that accommodation is available upon request. When arranging accommodation, the Company will consult with the job applicant to determine their specific accessibility needs.
- When an offer of employment is made, Metrican will notify the successful applicant of its policies; which include accommodating employees with disabilities

Metrican will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Metrican will develop and maintain a documented return to work procedure for colleagues who have been absent from work due to a disability and require accommodation in order to return to work

We will take the following steps to ensure the accessibility needs of the employees with disabilities are taken into account if Metrican is using performance management, career development and redeployment processes.

- The Manager/Supervisor will take the accessibility needs of colleagues with disabilities and individual accommodation plans into account in all performance management, career development processes, promotion and transfer activities

Prior to January 1, 2017, Metrican reviewed the requirements of the Integrated Standards to determine how they apply, how to best meet these requirements, and to ensure compliance.

Design of Public Spaces

Metrican will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor Public eating areas like rest stops or picnic areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like waiting areas

Availability of Accessibility Plans

This Multi-Year Accessibility Plan will be included in the Employee Policy Document (EPD) and will be provided in an accessible format upon request. This Accessibility Plan will be reviewed and updated regularly, but no less than every five (5) years.

For More Information

For more information on this accessibility plan, or to receive a copy of any of the policies or other documents or records required by the AODA, please contact the Human Resources Department:

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This Multi-Year Accessibility Plan will be made publicly available. Accessible formats of this are available free upon request from the contact information above.