



## Integrated Accessibility Standard Policy

The following policy has been established by JEMS Coating Limited to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

JEMS Coating Limited is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

### Commitment

JEMS Coating Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons 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.

This policy will be implemented in accordance with the time frames established by the Regulation.

### Multi-Year Accessibility Plan

JEMS Coating Limited will develop, maintain and document a Multi-Year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, JEMS Coating Limited will provide a copy of the Accessibility Plan in an accessible format.

### Self-service Kiosks

If JEMS Coating Limited procures or acquires self-service kiosks in the future, we will have regard to the accessibility for persons with disabilities and ensure that the kiosks incorporate appropriate features.

### Training

JEMS Coating Limited will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing JEMS Coating Limited's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained during the orientation process.

JEMS Coating Limited will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

JEMS Coating Limited will continue to ensure that its processes 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.

### **Accessible Formats and Communication Supports**

Upon request, JEMS Coating Limited 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.

JEMS Coating Limited will consult with the person making the request in determining the suitability of an accessible format or communication support.

JEMS Coating Limited will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

JEMS Coating Limited 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.

### **Use of Service Animals and Support Persons**

Persons with disabilities may bring their service animal or support person in order to access out facilities. Unless otherwise excluded by law persons may keep their service animal or support person with them at all times.

JEMS Coating Limited will ensure that all employees are trained on how to interact with persons who are accompanied by a service animal or support person.

### **Notice of Temporary disruptions**

Third parties and Customers will be notified of planned or unexpected disruptions to any assistive facilities or services used by persons with disabilities when necessary. This notice will include information about the reasons for the disruption, how long it may last and weather alternative accommodations are available.

## **EMPLOYMENT STANDARDS**

### **Employment**

JEMS Coating Limited is proud to have a diverse workforce, with a safe, inclusive and accessible environment. Our policies and best practices are to ensure that the workplace is free from discrimination and harassment.

### **Recruitment**

JEMS Coating Limited will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

JEMS Coating Limited will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, JEMS Coating Limited will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, JEMS Coating Limited will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

JEMS Coating Limited will continue to 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 for Employees**

Upon the request of an employee with a disability, JEMS Coating Limited 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/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, JEMS Coating Limited will consult with the employee making the request.

### **Workplace Emergency Response Information**

JEMS Coating Limited 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 JEMS Coating Limited is aware of the need for accommodation due to the employee's disability. JEMS Coating Limited will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, JEMS Coating Limited will, with the consent of the employee, will provide the workplace emergency response information to the person designated by JEMS Coating Limited to provide assistance to the employee.

JEMS Coating Limited 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 plans are reviewed.

### **Documented Individual Accommodation Plans**

JEMS Coating Limited 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**

JEMS Coating Limited maintains 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 outlines the steps JEMS Coating Limited will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

## **Performance Management, Career Development and Advancement & Redeployment**

JEMS Coating Limited 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.

### **Feedback**

JEMS Coating Limited welcomes your comments and feedback. If you have any feedback, comments or complaints, please contact us @ [hr@jemscoating.com](mailto:hr@jemscoating.com). Complaints will be addressed within five business days. Reasonable efforts will be made to provide the response in a format that is accessible to the person who provided the complaint. We will ensure the process for receiving and responding to feedback are accessible to persons with disabilities by providing and arranging accessible formats and communication supports at request.

### **Questions Regarding Policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

**Tara James**

**Head of Culture and Engagement**

**Phone: 905-303-7433 ext 310**

**Email: [tjames@jemscoating.com](mailto:tjames@jemscoating.com)**

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