

Workplace Accessibility Policy			E & E McLAUGHLIN <i>Ltd</i> WAREHOUSING Commercial & Industrial
		Date Created	July 2022
Authority	Rebecca Mesquita	Date of Last Review	March 2024

Statement of Organizational Commitment

E & E McLaughlin Ltd. (“the company”) 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 strive to do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

E & E McLaughlin Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

E & E McLaughlin Ltd. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2004* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

E & E McLaughlin Ltd. is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

The Company is committed to training all staff in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights code that relate to persons with disability.

Training of all our employees, volunteers and other persons on accessibility relates to their specific roles:

Training includes:

1. Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service standards.
2. Our policies related to the Customer Service Standards
3. How to interact and communicate with people that have various types of disabilities.

4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

We train each individual related to the business as soon as practicable after being hired and provide training to all individuals related to the business in respect of any changes to the policies.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities.

In cases where the assistive device present 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 facility. This may include using a video conferencing software in order to facilitate any required meetings.

Communication

We communicate with people with disabilities in ways that consider their disability. This may include the following: email, telephone, or regular mail.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public and third parties where applicable. Most locations are closed to the public.

When we cannot easily identify that an animal is a service animal our employees may request documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, the company might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the company will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Feedback Process

E & E McLaughlin Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided by email, telephone or regular mail.

Feedback will be first directed to the Human Resources Manager and will be directed to the appropriate parties from there.

Any individual providing feedback can expect to hear back within five working days.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner, taking into account the person's accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization.
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available to all employees and should the company create a company website it will be publicly available on the website.