

Date Issued: October 2021

Date Revised:

Multi-Year Accessibility Plan

This multi-year accessibility plan (“Accessibility Plan”) outlines the policies and actions that Nelson Aggregate Co., its subsidiaries and other entities managed by Nelson Aggregate Co. (collectively referred to as “Nelson”) will commit to putting in place and maintain to prevent and remove barriers for people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (“AODA”). The Accessibility Plan will be reviewed and updated, as a minimum, once every 5 years.

STATEMENT OF COMMITMENT

Nelson Aggregate Co. is committed to providing a barrier-free environment for all of its stakeholders and understands that we have a responsibility to ensure a safe, dignified and welcoming environment for all. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training and best practices. We will review these policies and practices annually and will strive to meet the needs of people with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Nelson Aggregate Co. is committed to working with internal and external parties to make accessibility a reality for everyone.

This statement of commitment is posted on our website. Upon request, Nelson will provide a copy of this document in an alternative accessible format.

ACCESSIBLE EMERGENCY INFORMATION

Nelson is committed to providing our customers and clients with publicly available emergency information in an accessible way, upon request.

Nelson will take the following steps to ensure its customers, clients and employees are provided with accessible emergency information as per the AODA requirements:

- Provide publicly available emergency procedures/plan or public safety information in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information.
- Provide individualized emergency response information to employees with disabilities when necessary.
- Prepare for the specific needs employees with disabilities may have in emergency situations.

TRAINING

Nelson will provide training to employees, volunteers, and other staff members on the requirements of the accessibility standards under the AODA and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Nelson will take the following steps to ensure employees are provided with the training needed to meet AODA requirements:

- Provide ongoing training to all employees, volunteers, and other staff members by means of online, in-person, and self-directed materials.
- Keep records of all training to ensure that all employees have received training.
- Ensure our policies and training materials are made part of our orientation / on-boarding package.

CUSTOMER SERVICE

Nelson will endeavour at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Nelson is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Nelson will take the following steps to ensure it will meet AODA requirements:

- provide training on customer service to all new employees who interact with the general public and third-party vendors.
- review and update policies and standards regularly to ensure high quality, accessible customer service.
- review all customer feedback and take appropriate action.

INFORMATION AND COMMUNICATIONS

Nelson 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.

Websites and Web Content

Nelson will obtain compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2022 and increase to WCAG 2.0, Level AA by January 1, 2024. We will work with our web development group as well as utilizing online accessibility validator tools to identify and address remaining accessibility problems.

Feedback

Nelson will take the following steps to ensure feedback processes are accessible to people with disabilities:

- Encourage feedback about our accessibility, including customer service, website, and employment practices.
- Feedback can be submitted by any of the following means:

In person or by mail:

Nelson Aggregate Co., 2433 No 2 Side Rd, Burlington, ON L7P 0G8

By Telephone: (905) 335-5250

By email: Accessibility-ca@nelsonaggregate.com

Nelson will ensure all publicly available information is made accessible upon request.

- Post on our website that we can provide accessible information upon request.
- If a person with a disability asks for it, we will work with them to figure out how to meet their needs within a reasonable timeframe.

Accessible Formats and Communication Supports

Nelson will take the following steps to ensure its policies and information are accessible to people with disabilities upon request:

- Provide or arrange for information in accessible formats and/or provide communication supports for people with disabilities.
- Ensure that the information is provided in a timely manner, at no extra cost, and that the person making the request is consulted in order to determine the most appropriate format or support.
- Train all staff in the availability of communications in accessible formats and to whom requests should be forwarded.

EMPLOYMENT

Nelson is committed to fair and accessible employment practices that attract and retain talented employees, including those with disabilities.

Recruitment

Nelson will take the following steps to ensure it meets employment standards:

- Notify employees and public about availability of accommodation(s) for applicants in the recruitment process.
- Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodation(s) are available.
- Notify successful applicants of policies for accommodating employees with disabilities.

- Post on our website that accommodation(s) can be made available to those that request it.
- Informing all employees of all policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)
- Provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace.
- Train hiring managers to ensure that accommodations are available throughout the interview process.

Workplace Emergency Response Information

Nelson will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and Nelson is aware of the need for accommodation.

Where an employee who receives individualized workplace emergency response information requires assistance, Nelson will designate a person to provide assistance and, with the employee's consent, Nelson will provide the workplace emergency response information to such person.

Nelson will review individualized workplace emergency response information whenever:

- the employee moves to a different location within the company;
- the employee's overall accommodation needs or plans are reviewed; or
- Nelson reviews its general emergency response policies.

Individual Accommodation Plans and Return-To-Work

Nelson will maintain the processes for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. In this regard, Nelson will:

- Work to identify those employees that require an individual accommodation plan and involve them in the development of their plan which outlines the accommodations we will provide.
- Provide plans in accessible formats.
- Keep all individualized accommodation plan information private.

The accommodation and return to work policy will document the steps the employer will take to facilitate the return to work of employees who are away from work due to disability.

Performance Management

We will ensure the accessibility needs of employees with disabilities as well as individual accommodation plans are taken into account if Nelson is using performance management, career development, and redeployment processes:

- Performance plans can be provided in large print or can be read aloud to an employee with low vision.
- Review an employee's individualized accommodation plan to understand their needs and determine whether the plan needs to be adjusted to improve his or her performance on the job.
- Adjust the accommodation plan, with the employee's participation, to meet any new role or responsibilities in the event of a promotion or re-deployment.

Accessibility Report

Nelson will file the next accessibility report as per the stipulated timeline.

FOR MORE INFORMATION

- **In person or by mail:** Nelson Aggregate Co., 2433 No 2 Side Rd, Burlington, ON L7P 0G8
- **By Telephone:** (905) [335-5250](tel:335-5250)
- **By email:** Accessibility-ca@nelsonaggregate.com

Accessible formats of this document are available free upon request from the above contacts.