

Date Issued: October 2021

Accessibility Policy

1. OVERVIEW

Nelson Aggregate Co., its subsidiaries and other entities managed by Nelson Aggregate Co. (collectively referred to as “Nelson”) is committed to providing a barrier-free environment for all its stakeholders and understands that it has a responsibility to ensure a safe, dignified and welcoming environment for all.

2. REQUIREMENTS

2.1 Accessibility Policy & Statement of Commitment

Nelson has made a commitment to be accessible for everyone who uses our services and accepts the responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance with Accessibility for Ontarians with Disabilities Act, 2005 (“**AODA**”) by incorporating policies, procedures, training for employees, and best practices. We will review these policies and practices annually.

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

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

2.2 Multi-Year Accessibility Plan

Nelson has developed and will maintain a Multi-Year Accessibility Plan (“Accessibility Plan”) that sets out Nelson’s strategy for preventing and removing accessibility barriers from our workplaces. The plan will be reviewed and updated at least once every five years.

Please refer to the Accessibility Plan for details about how Nelson will address the following:

Information and Communication Standard:

- Accessible Emergency Information
- Feedback from Customers and Employees
- Accessible Formats and Communication Supports
- Emergency Procedures/Plan or Public Safety Information
- Accessible Websites & Web Content

Employment Standard

- Recruitment, assessment and selection
- Accessible formats and communication support for employees
- Workplace emergency response information
- Documented Individual accommodation plans
- Return to work process
- Performance Management
- Career Development and Advancement
- Redeployment

The Transportation Standard, Design of Public Spaces and Built Environment Standard do not pertain to Nelson at this time. Should this change in the future, Nelson will ensure it meets the requirements of these standards.

The Accessibility Plan is posted on Nelson's website in an accessible format. Upon request, Nelson will provide a copy of the plan in an alternative accessible format.

2.3 Customer Service Standard

Nelson is committed to servicing all customers with respect and dignity including people with disabilities. Please refer to the Customer Service Policy for details about how Nelson will address the following:

- Communication
- Assistive Devices
- Support Animals
- Support Persons
- Notice of Temporary Disruption
- Feedback

2.4 Training

Nelson will provide its employees with training on AODA and on the Ontario Human Rights Code as it relates to people with disabilities. Training will also be included as part of orientation for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training.

Records of the training provided will be maintained and will include the dates on which training was provided and the details of individuals to whom training was provided.

2.5 Accommodation Policy and Plans

Nelson will develop and maintain a written policy detailing with the process of accommodation related to disabilities and return to work after a period of absence due to a disability. This policy will also include the process for the development of individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information (where required and in accordance with the Workplace Emergency Response Information Standard).

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code, 1990
- Multi-Year Accessibility Plan
- Customer Service Policy
- Accessibility for Ontarians with Disabilities Accommodation and Return-To-Work Policy

3. Questions about this Policy

If you have a question about the policy or if the purpose of the policy is not understood, we welcome your questions through any method below:

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

Accessible formats of this document and the accessibility plan are available upon request using the contact information noted above.