

Multi-Year Accessibility Plan  
for  
METSCO Energy Solutions Inc.

Prepared by:  
Human Resources

Available on [www.metsco.ca](http://www.metsco.ca), and in accessible formats upon request.

## Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan outlines the policies and steps that METSCO Energy Solutions Inc. has taken to prevent and remove barriers for people with disabilities. It reflects the standards set out by the Accessibility for Ontarians with Disabilities Act (AODA).

### Statement of Commitment

METSCO Energy Solutions Inc. is dedicated to providing equal access and opportunities for people with disabilities. We are committed to providing a workplace and environment where people with disabilities can participate without barriers to accessibility, while maintaining their dignity and independence. We will continue to do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

### Reviews & Updates

This plan will be reviewed at least once a year and updated accordingly.

### Availability

This plan will be made available on our company website [www.metsco.ca](http://www.metsco.ca), and posted in a conspicuous location in our offices. If you require this plan in an accessible format, please contact Human Resources at [hr@metsco.ca](mailto:hr@metsco.ca) or [+1 \(905\) 232-7300](tel:+19052327300).

### The Plan

Below is a list of the actions that have been undertaken to ensure accessibility for all employees and clients of METSCO Energy Solutions Inc.

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### Information & Communications

METSCO Energy Solutions Inc. is committed to making our information and communications accessible to people with disabilities. We will communicate with people with disabilities in ways that take into account their disability, while maintaining their dignity.

The steps we've taken to do so include, but are not limited to:

- Making this plan available on the company's website
- Making this plan available in accessible formats in a timely manner upon request
- Establishing a feedback process so that we can continue to improve this plan and our initiatives to support people with disabilities

If/when accessible formats and communication supports for people with disabilities are requested, we will:

- Consult with the person making the request to determine the suitability of the accessible format or communication support
- Provide the accessible formats and communication supports in a timely manner and at a cost no more than the regular cost charged to other people

### **Employment**

METSCO Energy Solutions Inc. is committed to fair and accessible employment practices.

The steps we've taken to do so include, but are not limited to:

- Including a statement on all job postings notifying applicants of our accessibility standards and ability to accommodate people with disabilities if required
- Frequent communication with new hires about our accessibility standards and accommodations available
- We will provide new hires with an opportunity to disclose any disabilities if they choose to do so
  - If an employee informs us of a disability, we will work with them to build an individual accommodation plan to ensure they're supported and empowered in the workplace

### **Customer Service**

METSCO Energy Solutions Inc. is committed to providing accessible customer service to people with disabilities. We will ensure that goods and services are provided to people with disabilities with the same high-quality level of service and timeliness as others.

METSCO will continue to improve its customer service standards in order to support people with disabilities. We will provide all employees with Accessibility for Ontarians with Disabilities Act (AODA) training to ensure that our staff understand how to effectively assist and offer communication support to people with disabilities, when requested.

### **Procurement**

METSCO Energy Solutions Inc. is committed to accessible procurement processes.

In the event that a client requires any communication support or a document in an accessible format, the METSCO employee communicating with the client will contact Human Resources to request that the document be provided to the client in the required accessible format. Accommodations will be provided to any client who requires them in order to offer communication support from METSCO while maintaining their independence and dignity.

### **Emergency Information**

Our Workplace Emergency Response Plan will be led by our Joint Health and Safety Committee. During the onboarding process, if an employee identifies a required accommodation, Human Resources will connect them with a member of the Joint Health and Safety Committee. The employee will then be given the opportunity to work with a member of the Joint Health and

Safety committee to establish an individualized emergency response plan to ensure their safety in the event of an emergency in the workplace.

**Training**

METSCO Energy Solutions inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Upon being hired, employees will be provided with the link to complete the AODA's training modules in order to fulfill the associated legislative requirements.

Upon completion of the required training, employee certificates of completion will be collected by Human Resources.

**Feedback**

We will continue to improve our practices to ensure that our services and workplace are fully accessible to people with disabilities, in a way that maintains their dignity.

For any feedback on our accessibility plan or existing policies or procedures, please contact Human Resources at [hr@metsco.ca](mailto:hr@metsco.ca) or [+1 \(905\) 232-7300](tel:+19052327300).

**For More Information**

For more information on METSCO's accessibility policies and procedures or if you require this document in an alternate format, please contact Human Resources at [hr@metsco.ca](mailto:hr@metsco.ca) or [+1 \(905\) 232-7300](tel:+19052327300).