

WALKER INDUSTRIES HOLDINGS LIMITED POLICIES AND PROCEDURES

2.12 ACCESSIBILITY PLAN AND POLICIES	
Date issued: August 2015	Author: Jim Martinson
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PURPOSE:

This 2014 – 2021 accessibility plan outlines the policies and actions that Walker Industries Holdings Limited will put into place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT:

Walker Industries Holdings 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 people 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 (AODA), the Ontario Human Rights Code and any other applicable legislation.

Accessible Emergency Information

Walker Industries Holdings Limited is committed to providing our customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Walker Industries Holdings Limited will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the 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.

Walker Industries Holdings Limited will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015:

- Incorporate Customer Service Training and Human Rights Training into our annual start up meetings
- Incorporate Customer Service Training and Human Rights Training into our new employee orientation matrix
- Provide advanced Human Rights Training to our Human Resource Professionals

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Information and Communications

Walker Industries Holdings Limited 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.

Walker Industries Holdings Limited will ensure that all new websites and Internet content conform to the WCAG 2.0, Level A by January 1, 2014 and the WCAG 2.0 Level AA by January 1, 2021:

Walker Industries Holdings Limited will take the following steps to ensure existing feedback processes are accessible to people with disabilities, upon request, by January 1, 2015 by:

- Posting the process onto our Corporate Website, and
- Including in this process quality improvement principles, and
- Designating our Information Technology Department to receive, review and provide a response, as necessary.

Walker Industries Holdings Limited will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Walker Industries Holdings Limited Information Technology Department will review current publicly available information to ensure accessibility compliance, and establish protocols to ensure any future publicly available information is accessibility compliant.

Employment

Walker Industries Holdings is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Walker Industries Holdings Limited will accommodate people with disabilities during the recruitment, assessment and hiring processes:

- All job postings will clearly state that Walker Industries Holdings Limited is an equal opportunity employer.
- All postings will include essential job requirements.
- Job candidates who are invited to an interview will be advised of the process and asked if any accommodation is required.
- Successful candidates will be advised of Walker Industries Holdings Limited accommodation policy and process which permits the candidate to self-identify any workplace accommodation requirements.

Walker Industries Holding Limited will take the following steps to develop and implement a process for developing individual accommodation plans and return-to-work plans for employees who have been absent due to a disability:

- The Human Resources Department will review their relevant current policies and processes and make any required changes.

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We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when Walker Industries Holdings Limited is using performance management, career development and redeployment processes:

- The Human Resources Department will review their relevant current policies and processes and make any required changes.

Walker Industries Holdings Limited will take the following steps to prevent and remove other accessibility barriers identified:

- The Human Resources Department will update its Physical and Psychological Demands and Hazard Analysis for each job category

Design of Public Spaces

Walker Industries Holding Limited will incorporate into our annual capital planning the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Our Public spaces are limited to:

- Recreational trails – 2800 Thorold Townline Road
- Washrooms and meeting areas at all Walker Industries Holdings Limited Locations

Walker Industries Holdings Limited posts any service disruptions on our corporate website and at the entrance of any of our operations.

PROCEDURES FOR HANDLING COMPLAINTS:

For more information on this accessibility plan, please contact us:

- Phone: (905)227-4142
- Email: accessibility@walkerind.com