



## **ACCESSIBILITY POLICY**

This Accessibility Policy outlines HarSCO Metals & Minerals' strategy to achieve accessibility and meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* "AODA"

### **STATEMENT OF COMMITMENT**

HarSCO Metals & Minerals Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. Our Organization believes 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 eliminating barriers to accessibility and meeting accessibility requirements under AODA.

HarSCO is committed to providing our services, programs, goods and facilities to persons with disabilities in a manner that:

1. Is in an accessible format
2. Is free from discrimination
3. Seeks to provide integrated services, and
4. Takes into consideration a person's disability

HarSCO relies on our employees and partners to assist with maximizing accessibility within the Organization by:

1. Identifying potential barriers and recommending ways to eliminate them
2. Participating in training
3. Learning how to interact with persons with disabilities
4. Learning how to use existing accessibility devices

HarSCO will develop, implement and maintain any other accessibility policies, plans or procedures and take all other measures as required by the AODA or any of the regulations or standards.

### **ACCESSIBILITY COMMITTEE**

HarSCO Metals has an Accessibility Committee which will coordinate the implementation of AODA standards, in conjunction with managers, supervisors and employees. The Accessibility Committee will meet during the year to review the accessibility plan and consider new and existing accessibility matters to remove barriers and ensure compliance. The Committee will facilitate access for persons with disabilities to the building premises, and address all other matters to comply with AODA standards. The Accessibility Committee is made up of representatives of the following departments:

- Human Resources



- Health and Safety
- Senior Management
- IT

### **MULTI-YEAR ACCESSIBILITY PLAN**

To achieve our goals, Harsco Metals and Minerals will maintain a Multi-Year Accessibility Plan. This plan will be posted on the Company's website and will be made available in an accessible format, upon request. The Accessibility Plan will be reviewed and updated regularly, but no less than once each year.

### **CUSTOMER SERVICE STANDARD**

Harsco operates on private property owned by our customers and our facilities are not open to the public. Harsco is committed to excellence in serving all customers including people with disabilities. Harsco will accommodate people with disabilities with regards to communication, service animals and support persons.

### **EMPLOYMENT STANDARD**

Harsco will inform job applicants that recruitment and hiring processes will be modified to accommodate their disabilities, if requested. Harsco will build the accessibility needs of employees into their Human Resources practices and will develop and document individual accommodation plans for employees with disabilities. Harsco is committed to ensuring employees safety and will create individualized emergency response plans when necessary.

### **INFORMATION AND COMMUNICATION**

Harsco Metals & Minerals 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, and will accommodate accordingly.

### **TRAINING**

Harsco Metals and Minerals will provide training to all Management staff, and any other representatives who deal with the public. Training will be provided in a way the best suits the roles of the employees.

Training will include:

- 1) The purposes and requirements of the AODA, as well as the requirements of the Customer Service Standard (Regulation 429/07) and the Integrated Accessibility Standards (Ontario Regulation 191/11)
- 2) How to interact and communicate with persons with various types of disabilities
- 3) How to interact and communicate with persons with disabilities who use an assistive device or require the assistance of a service animal or support person
- 4) What to do if a person with a particular type of disability is having difficulty accessing Harsco's goods or services.



Harsco employees will also be trained when changes are made to our Accessibility Plans.

Training will take place as soon as practicable and upon completion Harsco will keep a record of the training provided, who completed the training and the date the training took place.

**MORE INFORMATION**

For more information on this Policy, please contact your local HR Representative:

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