



## **Multi-Year (Ongoing) Accessibility Plan - Ontario**

This multi-year accessibility plan (“Accessibility Plan”) outlines the policies and actions that Lafarge Canada Inc., its subsidiaries and other entities managed by Lafarge Canada Inc. (collectively referred to as “Lafarge”) has put in place and will 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 at least once every 5 years.

### **STATEMENT OF COMMITMENT**

Lafarge is committed to the objectives of the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) and the Ontario Human Rights Code. Lafarge will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Lafarge is committed to working with internal and external parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resources department.

### **ACCESSIBLE EMERGENCY INFORMATION**

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

Lafarge will continue to 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**

Lafarge will continue to provide training to employees, volunteers, and other staff members on the requirements of the accessibility standards under the AODA 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 members.

Lafarge will continue to take the following steps to ensure employees are provided with the training needed to continue 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.
- Record all training to ensure that all employees have received training.
- Continue to ensure our policies and training materials are made part of our orientation / on-boarding package.

## **KIOSK**

Lafarge strives to include accessibility features where it can, in a self-service kiosks on its premises. It will continue to include in the self-service kiosks technical features (such as colour contrast on the display screen, extra time for people to complete tasks, audio instructions, voice-activated equipment) as well as structural features (such as height and stability of the kiosk, headset jacks with volume control, specialized keypads or keyboards (e.g. tactile keyboard) to ensure compliance with the AODA requirements.

## **CUSTOMER SERVICE**

Lafarge strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Lafarge 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.

Lafarge will continue to take the following steps to ensure it continues to meet AODA requirements:

- Lafarge will continue to 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.
- continue to implement service disruption protocol by posting signs to advise the public where alternate service may be obtained, while repairs to existing service location are completed.

## **INFORMATION AND COMMUNICATIONS**

Lafarge 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**

Lafarge will maintain compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and increase to WCAG 2.0, Level AA. We will work with our web development group as well as utilizing online accessibility validator tools to identify and address any accessibility problems.

Lafarge will continue to take the following steps to ensure it continues to meet AODA requirements:

- Work with our web development group to ensure WCAG 2.0 Level A/Level AA are met as required.
- Conduct an assessment of the Company's website and testing for accessibility.

## **Feedback**

Lafarge will continue to take the following steps to ensure existing 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:  
*Lafarge Canada Inc., 6509 Airport Road, Mississauga, ON L4V 1S7*  
By Telephone: 1-800-LAFARGE / 1-800-523-2743  
By email: [Accessibility-ca@lafarge.com](mailto:Accessibility-ca@lafarge.com)

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

- Post on our website that we can provide information accessible 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**

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

- 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.
- Ensure that specific people (Human Resources, Marketing, Information Technology) are aware of the importance of responding to information requests.

## **EMPLOYMENT**

Lafarge is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

### **Recruitment**

Lafarge will continue to take the following steps to ensure it continues to meet the 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**

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

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

Lafarge will review individualized workplace emergency response information, at minimum, whenever:

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

## **Individual Accommodation Plans and Return-To-Work**

Lafarge 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, Lafarge will continue to:

- Work to identify those employees that require an individual accommodation plan and involve them in the development of said 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 continue to ensure the accessibility needs of employees with disabilities as well as individual accommodation plans are taken into account if Lafarge 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**

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

## **FOR MORE INFORMATION**

- **In person or by mail:** Human Resources at *Lafarge Canada Inc., 6509 Airport Road, Mississauga, ON L4V1S7*
- **By Telephone:** 1-800-523-2743
- **By email:** Accessibility-ca@lafarge.com

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