	Lafarge Canada Inc. Human Resources Policies	Policy Number	314
	Accessible Feedback and Accessible Formats for Receiving and Responding to Feedback Policy	Effective Date	February 2019
		Approved by	Head of HR

1. Application

Lafarge Canada Inc., its subsidiaries and other entities controlled by Lafarge Canada Inc. in Canada (“Lafarge”) is committed to communication with persons with disabilities in a manner that meets the needs of the person with disability.

This includes the use of appropriate accessible formats and communications supports in consultation with the person with disability.

This policy and its procedures apply to all documents and information:

- Generally provided by Lafarge to employees;
- Required by an employee to perform his or her duties;
- Provided by Lafarge to volunteers, third parties, customers or members of the public; or,
- All documents legally required to be provided in an accessible format and/or using communications supports under statute.

It applies to all current and future feedback processes made available by Lafarge.


This policy and its procedures apply to all employees, volunteers, third parties, customers and members of the public who may request an accessible format or communication supports

2. Process

Lafarge recognizes that it is important for all its customers and suppliers to be able to communicate with Lafarge, including providing feedback, without limitations due to disability or illness.

Without limiting any existing form of communication or feedback, members of the public, employees, customers and suppliers are entitled and welcomed to communicate with or provide feedback to Lafarge in a manner that works with any restrictions they may have due to disability.

Public Safety: Lafarge takes safety very seriously. To the extent that Lafarge prepares emergency procedures, plans or public safety information that is available to the public, and it will provide the information in an accessible format or with communication supports, as soon as possible, upon request.

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Feedback: Lafarge welcomes feedback in person, by telephone, in writing, or by e-mail. Lafarge is open to any other kind of assistive technology, device or methodology, including the use of sign-language interpreters or text to voice/voice to text apps. Lafarge will cooperate with the person in finding a communication method that works with his or her restrictions.

You can expect to hear back in 5 business days.

Members of the public and customers may provide feedback to Lafarge via the methods provided below:

- In person or by mail: 6509 Airport Road, Mississauga, Ontario. L4V 1S7
- Phone: 1-800-523-2743
- Email: Accessibility-ca@Lafarge.com
- Website: www.Lafarge.ca

Employee methods of providing and receiving feedback where accessible formats can be offered include:


- Annual Performance Reviews
- Open Door 'Policy' for general feedback between a Manager and Employee

3. Exceptions

Lafarge will strive to make reasonable efforts to provide accessible information and communications to persons with disabilities, however exceptions exist. Exceptions include the following reasons:

- It is not technically feasible to convert the information or communication;
- The technology required to convert the information or communication is not readily available; and/or
- Lafarge does not control the information directly or indirectly through a contractual relationship.

If Lafarge determines that information or communications cannot be converted into an alternative format or provided through communication supports the reasons for this will be explained to the individual who is making the request and he/she will be provided with a summary of the information or communications being requested. The format of the

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summary will be determined in consultation with the individual and provided in a method that considers his/her disability. For example, the summary may be provided in large print, plain language, read and explained to individual, or provided in another reasonable format.

4. Considerations for Determining Reasonable Effort

When determining any form of reasonable accommodation, staff and others will address the matter with the individual and consider (i) the effect of the accommodation on the ability of others to access services and opportunities in their intended manner; (ii) health and safety; (iii) the costs of the accommodation as they relate to undue hardship; and (iv) the principles of integration, equality of opportunity, and respect for dignity and independence.

5. Existing Methods of Providing & Receiving Feedback

An accessible feedback process permits feedback to be given through multiple methods. Lafarge is pleased to provide accessible formats and communication support for its feedback processes to persons with disabilities upon request.

6. Providing Accessible/Alternative Formats and Communication Supports


When Lafarge receives a request for accessible formats and/or communication support, Lafarge, in consultation with the person making the request, will provide appropriate and timely communication supports/accessible formats. These include, without limitation:

a. Common Accessible / Alternative Formats

Accessible or alternative formats include a wide range of information formats and communication supports.

Common Accessible or Alternative Formats include:

- Accessible Adobe Acrobat PDF.
- Audio Format such as CD.
- Electronic Text
- HTML
- Large Print (16 point or larger)
- MS Word
- Accessible Website (Providing information on accessible websites)

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Common modifications to documents to improve accessibility for persons with visual disabilities include:

- Changing font size and style
- Changing foreground and background colours
- Changing the spacing between characters, words and lines

Future changes in technology and the communication needs of persons with disabilities may result in changes to these procedures.

7. Requesting Accessible/ Alternative Formats

Lafarge is committed to addressing requests for accessible formats or communication supports in a timely manner that takes into account the person’s accessibility needs due to disability. An initial response should take no longer than 5 business days.

Persons requesting feedback processes in alternative formats or communication supports relating to such support will be directed to the managers of the department responsible for the feedback process they require, such as Human Resources, Health & Safety, and Communications etc. Department managers will discuss the request with the individual involved to determine a reasonable format for the material or appropriate communication support.


After the manager and the individual with the disability agree upon a reasonable format or appropriate communication support, department managers will then proceed to process the request in a timely manner. Converting existing feedback processes for individuals with disabilities will be given a high priority.

The timeframe for alternative format conversions will vary depending on the format chosen, the size and complexity of the document, the quality of source documents, and the number of documents to be converted.

Persons responsible for providing the documents in alternative formats or providing communication supports will keep the individual informed of the progress of their request.

8. Conversion Costs

In keeping with the principle of equality of opportunity for persons with disabilities, Lafarge will absorb the costs associated with converting and distributing its materials to alternative

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formats for individuals with disabilities. Individuals with disabilities will not be charged a greater cost for alternative formats than the cost charged to others for information or communications in regular formats.

9. Privacy and Discretion Regarding Customer Information

The privacy of persons with disabilities will be respected. Personal information including information pertaining to the nature of an individual's disability will be kept confidential in accordance with Lafarge's privacy policy. Staff and others acting on behalf of Lafarge will be informed on a need-to-know basis only.

We encourage any individual interested in providing feedback to do so by any of the above outlined at section 2 above.

10. Amendments to this Policy

Lafarge reserves its right to revise, supplement or rescind this policy at any time at its sole discretion and without notice. Any update or revision will be made available to in compliance with this policy