



RASCL Multi-Year Accessibility Plan under the IASR (Integrated Accessibility Standards Regulation)

AODA and IASR are designed to prevent and remove barriers to accessibility in the Province of Ontario and to respect the dignity and independence of persons with disabilities. Rochester Aluminum Smelting Canada Limited is committed to endeavoring to meet the accessibility needs of persons with disabilities in Ontario through meeting the accessibility requirements in AODA & IASR with continuous improvements to accessibility at our facility.

Rochester Aluminum Smelting Canada Limited (RASCL) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows our role in making Ontario an accessible province for all Ontarians and is reviewed and updated at least once every five years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

Our 2024-2028 accessibility plan

Customer Service:

RASCL is committed to excellence in customer service and to compliance with the Service Standards in the Regulations.

RASCL has established a policy for Customer Service and Feedback Process. Customer Feedback may be provided directly to the person from whom the service was provided or in person to any member of the health and safety committee, also by telephone or email as noted in the policy that is available in accessible format upon request.

RASCL Customer Service Policy was updated December 28, 2023. As RASCL is committed to the provision of customer service to persons with disabilities as required by the Customer Service Standards in the Regulations, Management along with our Human Resources department will continue to regularly review this Policy, supporting processes and any feedback received to determine/implement any appropriate changes.

Information and Communications:

RASCL is committed to making our information and communications accessible to persons with disabilities as required by the Act and Regulations.

Company Website:

Our website and web content conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, level AA.

RASCL will continue to monitor and improve website accessibility and compliance with the guidelines and the Act.

Our RASCL website encourages communication and feedback regarding customer service to persons with disabilities and will continue to monitor, review, and improve our processes based on this feedback.

Communication:

RASCL considers a person's disability when communicating or providing information by way of accessible formats and communication support.

All communication provided to RASCL employees with disabilities either necessary for the employee's job or information generally available to employees in the workplace, in consultation with that employee an accessible format/communication support is provided accordingly upon request.

Feedback processes are accessible to people with disabilities by providing or arranging accessible formats or communication supports in consultation with the person with the disability to determine their needs upon request and is provided in a timely manner at no additional cost.

RASCL will continue to review the communication needs of people with disabilities both at our facility as well as outside communication. Our Human Resources and IT Departments work with all involved to provide the support needed to comply and improve.

Employment:

RASCL is an Equal Opportunity Employer and is committed to a culturally diverse workforce and fair and accessible employment practices as set out in the Regulations.

RASCL works to continually assess, identify, remove and prevent barriers in employment by reviewing and evaluating existing policies and procedures as well as in the entire facility. Our Health and Safety Program & Committee is committed to this process along with our Human Resources Team.

Individualized workplace emergency response information is provided to employees who have disclosed a disability, as soon as RASCL becomes aware of the need for accommodation due to the employee's disability and they require an individualized plan. With the employee's consent, RASCL will provide the workplace emergency response information to the person designated by RASCL to provide assistance to the employee. This individualized workplace emergency response information will be reviewed:

- When the employee moves to a different location in the organization
- When the employee's overall accommodation needs or plans are reviewed
- When our organization reviews our general emergency policies

In addition, all Emergency procedures, plans and safety information are available in accessible formats to people with disabilities upon request.

When recruiting for new candidates to hire, job applicants are advised of accommodation for disabilities and of our policies used to support our employees with disabilities. These applicants are informed when called for an interview, during the selection process, at the time of job offer, and at orientation when they begin their employment. In consultation with the selected applicant, provisions of suitable accommodations are made in a manner that takes into account the applicant's accessibility needs due to disability.

RASCL's Performance Management process continues to take into account the accessibility needs of employees with disabilities and their individual accommodation plan, if applicable. This is also considered when redeploying or providing career development and advancement to our employees with disabilities.

RASCL has developed and implemented a return-to-work program for employees absent due to disabilities who require accommodation to return to work and facilitate the return to work of that employee which would include/take into consideration their individual documented accommodation plan, if applicable. This process continues to be reviewed and further documented.

Training:

RASCL provides training on an ongoing basis with respect to any changes to the policies described in the employment standard section of the Regulation and is committed to implementing processes to ensure our employees are provided with training as required by the Act and Regulations in Ontario's accessibility laws as they relate to their roles and aspects of the Ontario Human Rights Code that relates to persons with disabilities.

RASCL has provided training for its employees, for those who participate in developing the organization's policies, as well as those working on behalf of our organization with respect to the accessibility standards referred to in the IASR and the Human Rights Code, as it relates to people with disabilities, as required by the Act and Regulations. Training is provided as soon as practicable. Training includes communication of RASCL's relevant accessibility policies. RASCL will continue to provide such training to new employees as well. Training is provided as soon as practicable and updated as required by the Act and Regulations and/or with changes to RASCL's accessibility policies communicated to our employees.

Design of Public Spaces:

As existing spaces are renovated, or new spaces obtained, RASCL will ensure that the standards for barrier-free design are met. While RASCL does not currently have much space intended for public, we are committed to continuing to incorporate barrier free design principles into such public spaces.

These spaces will continue to be inspected and maintained on a regular basis for preventative and maintenance of the accessible elements in public spaces and for when accessible elements are not in working order/temporary disruption.

Changes to Existing Policies:

RASCL will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

*** All documents are available in accessible format upon request ***